# SelectVoice
# Admin Portal
## User Guide
**V3.03 August 2021**

# Index

# Introduction

Admin Portal is a web based interface that allows you to quickly and easily modify the most common aspects of your SelectVoice system, without having to use the standard configuration tool (Manager).

## Managers

There are two types of Managers on your SelectVoice system:

## System Manager

This Manager has access to all areas of the SelectVoice system and has access to the main Manager pages for more complex configuration.

## End User Manager

The End User Manager still has the ability to make basic changes to the Soft PBX Configuration, however if you are in a multi tenanted environment, you will be restricted to seeing only the configuration for your organisation.

|  | System Manager | End User Manager | End User Manager (Company) |
|---|---|---|---|
| Users (Manage Users) | ● | ● | ● |
| Department (Groups) | ● | ● | ● |
| Department (Manage Departments) | ● | ● | ● |
| Phones (Manage Phones) | ● | ● |  |
| Phones (Import Phones) | ● | ● | ● |
| Phones (Unassigned) | ● | ● | ● |
| Routing (AutoAttendant) | ● | ● | ● |
| Routing (DDI Routing) | ● | ● | ● |
| Routing (MeetMe Conference) | ● | ● | ● |
| Plans (TimePlans) | ● | ● | ● |
| Utilities (Backups) | ● | ● |  |
| Utilities (Import Contacts) | ● | ● | ● |
| System (Call Status) | ● | ● |  |
| System (Licence Status) | ● | ● |  |
| System (SIP Status) | ● | ● |  |

# Home Page

The Admin Portal Home Page gives quick access to the most common areas of the SelectVoice system where changes are more likely to be made. The Home page consists of 10 menu items allowing you to make changes for Users, Departments, Phones, Routing, and Time Plans There are a further two menus items that providing you have had the correct privileges assigned to you will allow you to create a Backup, Import Contacts and view the Call, Licence and current SIP status of your SelectVoice system.

Admin Portal Home Page

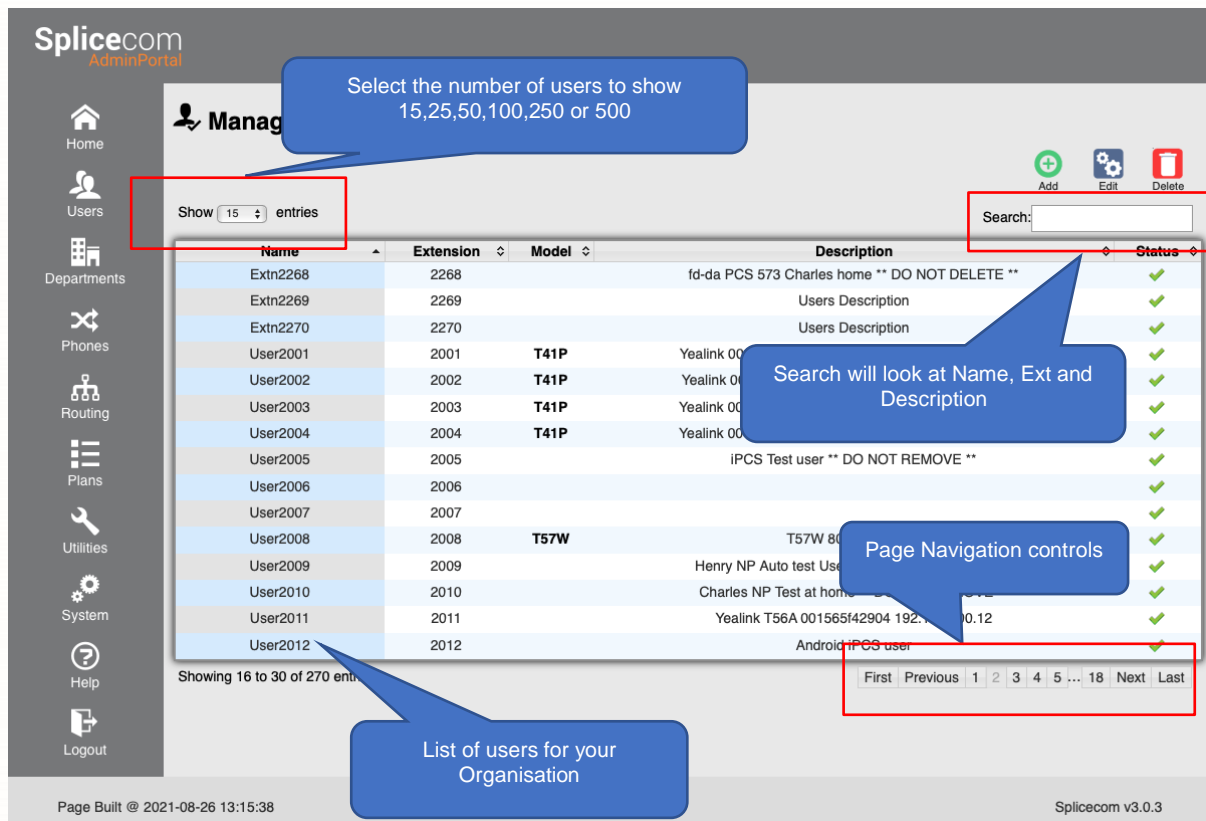| | |
|---|---|
| **Manage Users** | **Manage Users:** provides a simple way to add, edit and delete users on the system. The user form also allows you to search, order or select users. |
| **Groups** <br> **Manage Departments** | **Groups:** provides a simple way to add, edit, view or delete distribution groups. <br><br> **Manage Departments:** provides a simple way to add, edit and delete departments on the system. The department form also allows you to search, order or select departments. |
| **Manage Phones** <br> **Import Phones** <br> **Unassigned Phones** | **Manage Phones:** provides a simple way to add, edit and delete Phones on the system. The Phones form allows you to search, order or select Phones. <br><br> **Import Phones:** allows you to load a CSV file for the bulk creation of Phones and/or Users. <br><br> **Unassigned Phones:** will list all unassigned Splicecom PCS IP and Generic SIP Phones. |
| **Auto Attendant** <br> **DDI Routing** <br> **DDI Alternate Routing** <br> **MeetMe Conference** | **Auto Attendant:** provides a simple way to configure the single layer Auto Attendant facility so that callers can select the User or Department to which they wish to be transferred. <br><br> **DDI Routing:** provides a simple way to add, edit and delete DDI entries on the system. The DDI form allows you to select the required DDI Plan and then search for the DDI entry. <br><br> **DDI Alternate Routing:** This page provides a simple way to add additional numbers to a DDI Plan entry. The saved numbers can then be enabled to change the DDI routing to the new alternate number. <br><br> **MeetMe Conference:** provides a simple way to add, edit and delete Meet Me Conferences on the system. The Meet Me Conference form allows you to search, order or select conferences. |
| **Time Plans** | **Time Plans:** provides a simple way to add, edit and delete TimePlans on the system. The TimePlan form allows you to search, order or select TimePlans. |
| **Backup** <br> **Import Contacts** <br> **Manage Contacts** | **Backup:** provides a simple way to backup the system configuration. <br> **Import Contacts:** provides a simple way to import or export contacts to/from the system database. <br><br> **Manage Contacts:** allows you to add, edit and delete contacts |
| **Call Status** <br> **Licence Status** <br> **SIP Status** | **Call Status:** shows the current status of calls on the specific system you are connected to. <br><br> **Licence Status:** page shows an overview of all licences installed on the system. <br><br> **SIP status:** page shows an overview of all SIP Trunks configured on the system. |

## Users

Manage users provides a quick way to add, edit and delete users on your SelectVoice system. If you are a manager of a company then you will only see the users in your organisation.

To find an existing user on the system you can either use the search facility or use the Navigation controls to move through the pages. You can expand the number of entries shown by selecting from the Show entries drop down.

The Manager Users page shows the users name, Extension number, Phone model (If applicable), Description and User status (Shows if a user is enabled or not)



Select a user to edit by highlighting that user and then choosing one of the editing buttons.

| Name | Extension | Model | Description | Status |
|------|-----------|-------|-------------|--------|
| Brian | 2259 | | Users Description | ✔ |
| Charles-1 | 2260 | T46S | Users Description | ✔ |

**Editing Buttons**

| | |
|---|---|
| Add | To add a new user, click on the Add user button this will open the user form. |
| Edit | To edit an existing user, click on the required user or use the search facility and then click on the Edit user button. |
| Delete | To delete a user, click on the required user and then on the Delete user button. |

# ⊕ New User

The New User form is used to add a new user to your SelectVoice system and allows quick setup of personal information, voicemail, licencing, and Favourites. For more advanced settings e.g., group membership and Department voicemail access please refer to your system Administrator.

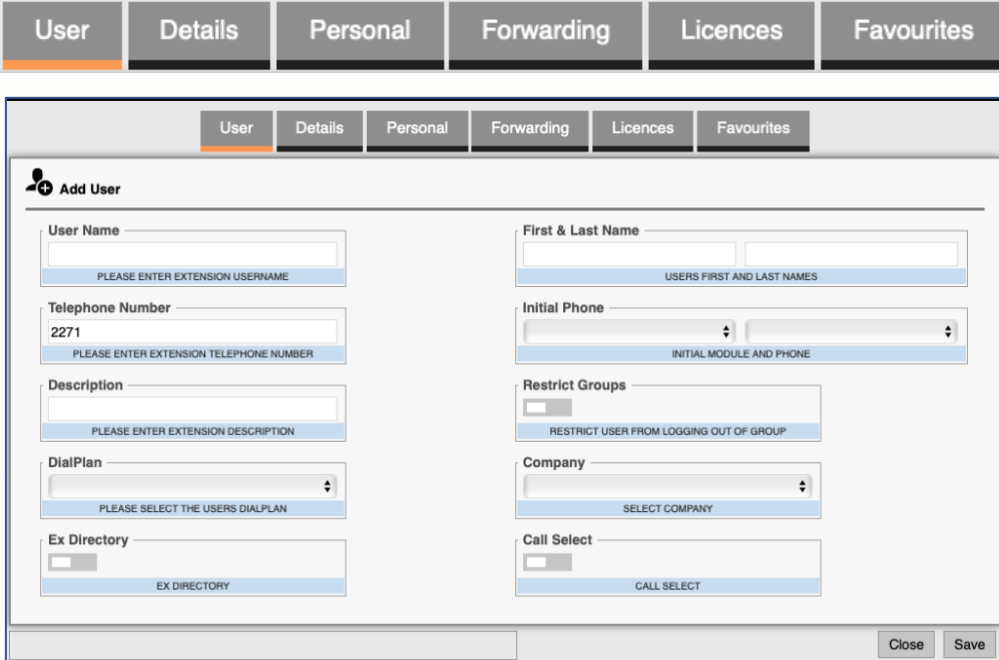| Username | The new users name, Usernames should be Alpha Numeric only and not include any punctuation characters or start with a number. |
|---|---|
| Telephone Number | The extension number to be associated to this user.<br><br>NOTE: This will be automatically generated and is based on the last extension number used. |
| Description | A description to be associated to this user. |
| DialPlan | A Dial plan is a table of actions that can be associated to a user or users, it allows or restricts the numbers that can be dialled. EG the DialPlan could be used to stop international calls or restrict access to Voicemail. Your maintainer might have created several dial plans to use, please be sure to select the correct DialPlan for this user. |
| Ex Directory | The Ex-Directory option will ensure that this User does not appear in the User Directory of another user. This is also enabled if a user's license is invalid. |
| First & Last Name | User's name separated into first / last name (these fields will automatically be populated) |
| Initial Phone | This is a physical device that the user could be assigned to (If the user is going to use Hot Desking, then this field can be left blank) and is normally identified by its MAC Address (This can typically be found on the bottom of the Device) |
| Restrict Groups | Users can be restricted from logging themselves in and out of a distribution group on their handsets. NOTE: This Feature will only work with Splicecom's PCS range of handsets and NavigatePro softphone. |

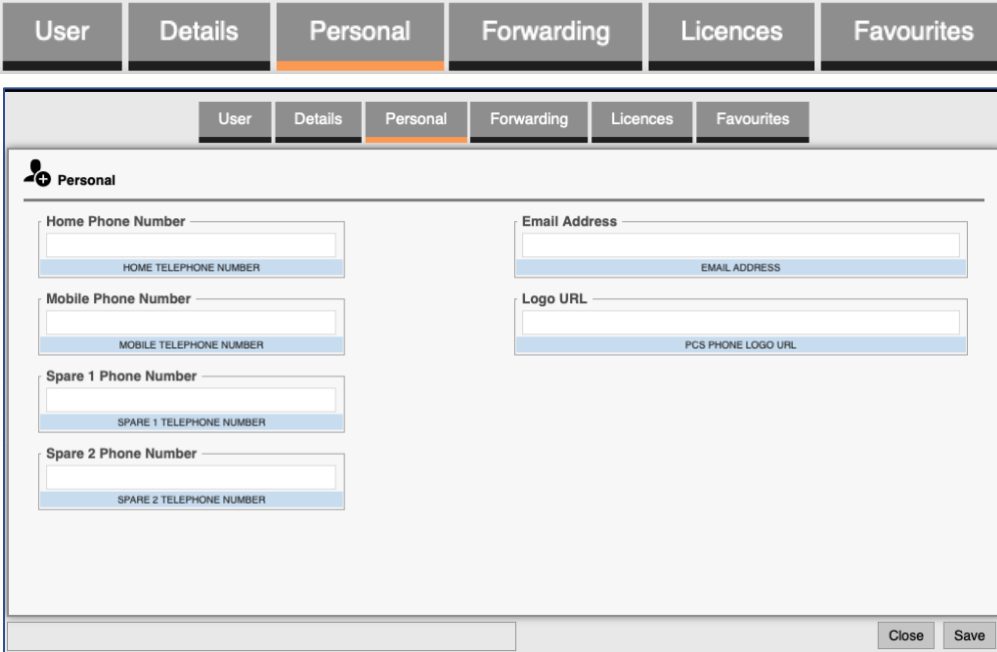| | |
|---|---|
| **Company** | Select the company this user belongs to. If this field is left empty, the user will not be added to a company and will be a global user.<br><br>NOTE: This entry is only shown to Administrators not assigned to a company. If the Administrator is assigned to a company, the company field is not displayed, and the user is added to the company the administrator is in. |
| **Call Select** | Call Select allows a user to have 3 phone devices logged in at the same time, allowing them to make and/or receive calls on any device, greatly simplifying mobility, both in and out of the office.<br><br>Supported devices are:<br><br>&bull; A single Yealink or PCS desk-phone<br>&bull; Navigate Pro IP Softphone<br>&bull; iPCS for Apple iOS or Android Smartphones<br><br>**NOTE:**<br>Call Select will not operate with a user who has Vision agent licence, this feature is not compatible with call centre usage.<br><br>In a multi-call server environment, all devices that will be using Call-Select must be registered to same SelectVoice server, for example it is ok to have one user with 3 devices registered to server A and another user to have 3 devices registered to SelectVoice server B but mixing devices across A and B is not permitted. |
| | |

## New User (Details)

The details tab allows you to set a user's common features such as voicemail and call waiting and other features such as the Hot desk login code.

NOTE: Call Waiting and Do not disturb can also be set by the device the user is logged in to.

| User | Details | Personal | Forwarding | Licences | Favourites |
|------|---------|----------|------------|----------|------------|

**Details**

| Enable Voicemail | | No Answer Time | |
|---|---|---|---|
| ENABLE VOICEMAIL | | NO ANSWER TIME (DIVERT TO VOICEMAIL) | |
| Voicemail Home | | Login Access Code | |
| PLEASE SELECT THE USERS VOICEMAIL HOME | | USERS LOGIN ACCESS CODE | |
| Voicemail Access Code | | Preferred DECT Line | |
| USERS VOICEMAIL ACCESS CODE | | PREFERRED DECT LINE | |
| Call Waiting | Disable | Do Not Disturb | |
| SET CALL WAITING | | ENABLE DO NOT DISTURB | |

Close    Save

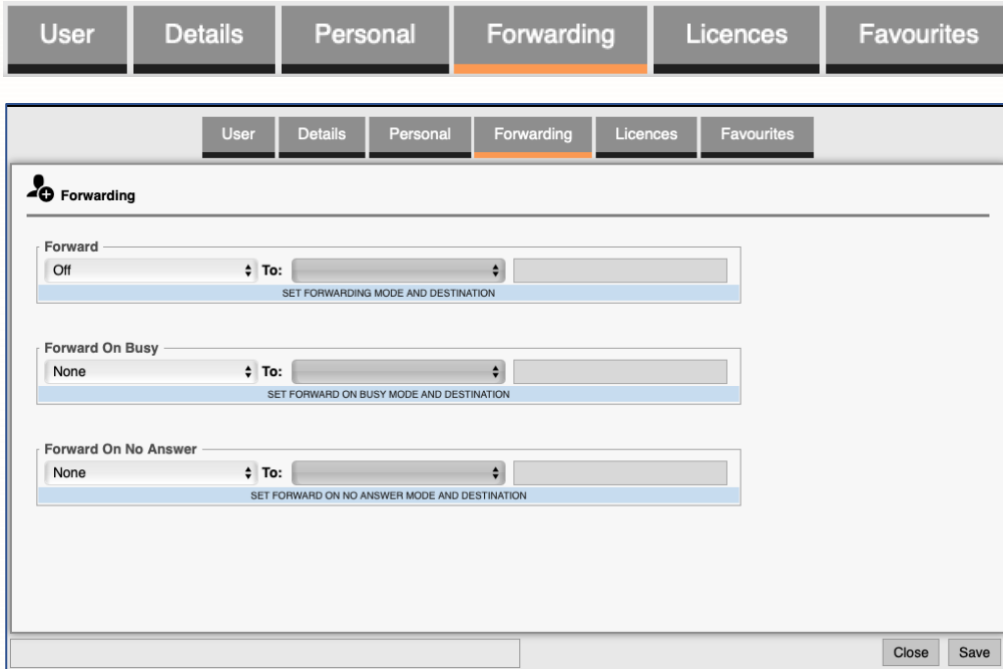| Enable Voicemail | Enables or disables the voicemail feature for a user. |
|---|---|
| **Voicemail Home** | The Current Home field determines which SelectVoice system is providing the User with the voicemail service. This is relevant when a system consists of multiple SelectVoice servers, and it is necessary to know which Call Server is storing the User's messages. |
| **Voicemail Access Code** | The access code required to be entered to login to voicemail. |
| **Call Waiting** | Enables the call waiting feature for the user. |
| **No Answer Time** | The No Answer Time is the amount of time the User will be given to answer their extension before the call is routed to voicemail or to their Forward on No Answer number. |
| **Login Access Code** | The access code required to be entered to login as this User when using Hot Desking or a SIP device such as a Yealink Phone. |
| **Preferred DECT Line** | This ties the user to a specific DECT line so that if the Yealink W60, W80 or W90 DECT stations are re-provisioned then the user will maintain the correct handset. |
| **Do Not Disturb** | Sets the user to busy if Voicemail is disabled or to go straight to Voicemail if enabled. |

# New User (Personal)

The personal tab allows you to set a user's common features. The Home and Mobile numbers will be matched against an incoming calls number and if matched will display the users name in the Caller Display field of the phone.



| Home Phone Number | Users home phone number. This field should not contain an internal system number |
|---|---|
| Mobile Phone Number | Users mobile phone number. This field should not contain an internal system number |
| Spare 1 Phone Number | Users spare 1 phone number. This field should not contain an internal system number |
| Spare 2 Phone Number | Users spare 2 phone number. This field should not contain an internal system number |
| Email Address | Users email address |
| Logo URL | URL to image to be displayed on a compatible SpliceCom IP Phone |

## New User (Forwarding)

The forwarding tab allows you to set call forwarding and call waiting for a user. Forwarding can be set in 3 main ways, allowing users calls always to be answered.



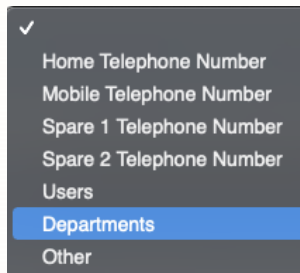| Forward | Forwards calls based on the selected forward type. |
|---|---|
| Forward On Busy | If you receive a call whilst being on a call and you do not have Voicemail enabled then the call will be forwarded to the selected forward type, If voicemail is enabled then the call will ring on the forwarded number until the no answer time is reached, the call will then go to voicemail. |
| Forward On No Answer | If you do not answer a call and you do not have Voicemail enabled then the call will be forwarded to the selected forward type, If voicemail is enabled then the call will ring on the forwarded number until the no answer time is reached, the call will then go to voicemail |

# Forward

The forward calls drop down list gives you multiple ways to forward calls:
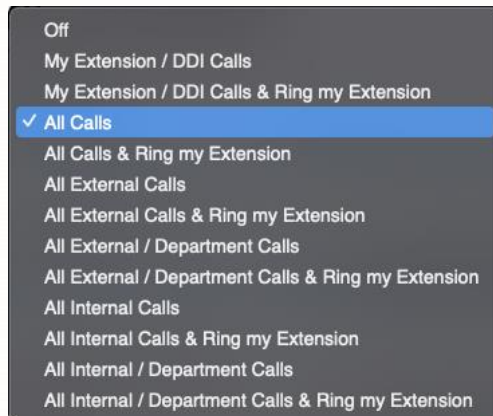


| Off | Default operation all calls are sent to your phone. |
|---|---|
| My Extension / DDI Calls | Forward internal and DDI calls, but allow Department calls. |
| My Extension / DDI Calls and Ring my Extension | As above and ring the phone as well. |
| All Calls | Forward ALL Calls, Internal, DDI and Department. |
| All Calls and Ring my Extension | As Above but ring the extension as well. |
| All External Calls | Forward all DDI calls only. |
| All External Calls and ring my Extension | As Above and ring the phone as well. |
| All External / Department Calls | Forward All DDI and Department calls but allow calls to the Extension. |
| All External / Department Calls & Ring my Extension | As Above and ring the phone as well. |
| All Internal Calls | Forward all Internal calls, but allow DDI and Department calls. |
| All Internal Calls & Ring my Extension | As above and ring the phone as well. |
| All Internal / Department Calls | Forward all Internal / Department calls and allow DDI calls to ring the Extension. |
| All Internal / Department Calls & Ring my Extension | As above and ring the phone as well. |

# Forward

Once you have selected the forward type you then have several options as to which number to send the call to:



| Home Telephone Number | The number set against the Users Home Telephone number in the users Details tab (If set). |
|---|---|
| Mobile Telephone Number | The number set against the Users Mobile Telephone number in the users Details tab (If set). |
| Spare 1 / Spare 2 | The number set against the Users Spare 1 and 2 Telephone numbers in the users Details tab (If set). |
| Users | This will show a list of users to forward the call to, if you are a member of a company then you will only see Users in your company. |
| Departments | This will show a list of Departments to forward the call to, if you are a member of a company then you will only see Departments in your company. |
| Other | Free form entry to enter any other number to forward the call to. |

## Forward On Busy

Enables the selective forwarding of calls when your extension is busy:
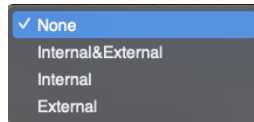
| None | Default operation, calls will not be forwarded |
|------|-----------------------------------------------|
| Internal and External | Forward Internal and External calls. |
| Internal | Forward Internal calls only. |
| External | Forward External calls only. |

Once you have selected the forward on busy type you then have several options as to which number to send the call to:

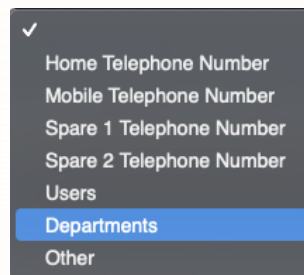| Home Telephone Number | The number set against the Users Home Telephone number in the users Details tab (If set). |
|-----------------------|-------------------------------------------------------------------------------------------|
| Mobile Telephone Number | The number set against the Users Mobile Telephone number in the users Details tab (If set). |
| Spare 1 / Spare 2 | The number set against the Users Spare 1 and 2 Telephone numbers in the users Details tab (If set). |
| Users | This will show a list of users to forward the call to, if you are a member of a company then you will only see Users in your company. |
| Departments | This will show a list of Departments to forward the call to, if you are a member of a company then you will only see Departments in your company. |
| Other | Free form entry to enter any other number to forward the call to. |

## Forward on Busy and No Answer.

If you are on a call or do not answer call, then you have several options to forward your calls based on the call type.
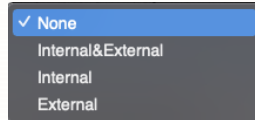


| None | Default operation, calls will not be forwarded |
|------|------------------------------------------------|
| Internal and External | Forward Internal and External calls. |
| Internal | Forward Internal calls only. |
| External | Forward External calls only. |

Once you have selected the forward on busy type you have the same options as Forward to send the calls to.



| Home Telephone Number | The number set against the Users Home Telephone number in the users Details tab (If set). |
|-----------------------|-------------------------------------------------------------------------------------------|
| Mobile Telephone Number | The number set against the Users Mobile Telephone number in the users Details tab (If set). |
| Spare 1 / Spare 2 | The number set against the Users Spare 1 and 2 Telephone numbers in the users Details tab (If set). |
| Users | This will show a list of users to forward the call to, if you are a member of a company then you will only see Users in your company. |
| Departments | This will show a list of Departments to forward the call to, if you are a member of a company then you will only see Departments in your company. |
| Other | Free form entry to enter any other number to forward the call to. |

## New User (Licences)

The licence tab allows you to enable or disable various licences for a user: NOTE: Disabling a licence might cause operational issues e.g., if an Operator licence was removed from a receptionist, then they would no longer have the ability for forward or set DND for other users.

There are several licences that can set against a user, it is advisable that you check with your Maintainer first before changing any licence settings because of the effect it might have on the working of the Soft PBX.



Use to select the user type associated with this user.

**IP**
Used for PCS and SIP Phones.

**Analogue**
Used for Analogue (POT) Users.

**Virtual**
Used for users without a Physical device but does allow PBX functionality.

Use to select the Correct type of Outlook working for this user

**None**
Outlook is disabled.

**Yes**
Allows Outlook integration within Navigate.

**Calendar Disabled**
Allows Outlook integration within Navigate, However Calendar integration is disabled.

Use to select how the operator console licence should operate.

**None**
Operator Console disabled.

**Yes**
Allows Operator console mode on both Phone and PCS 60.

**PCS Partner Only**
Allows Operator console mode on PCS Partner only.
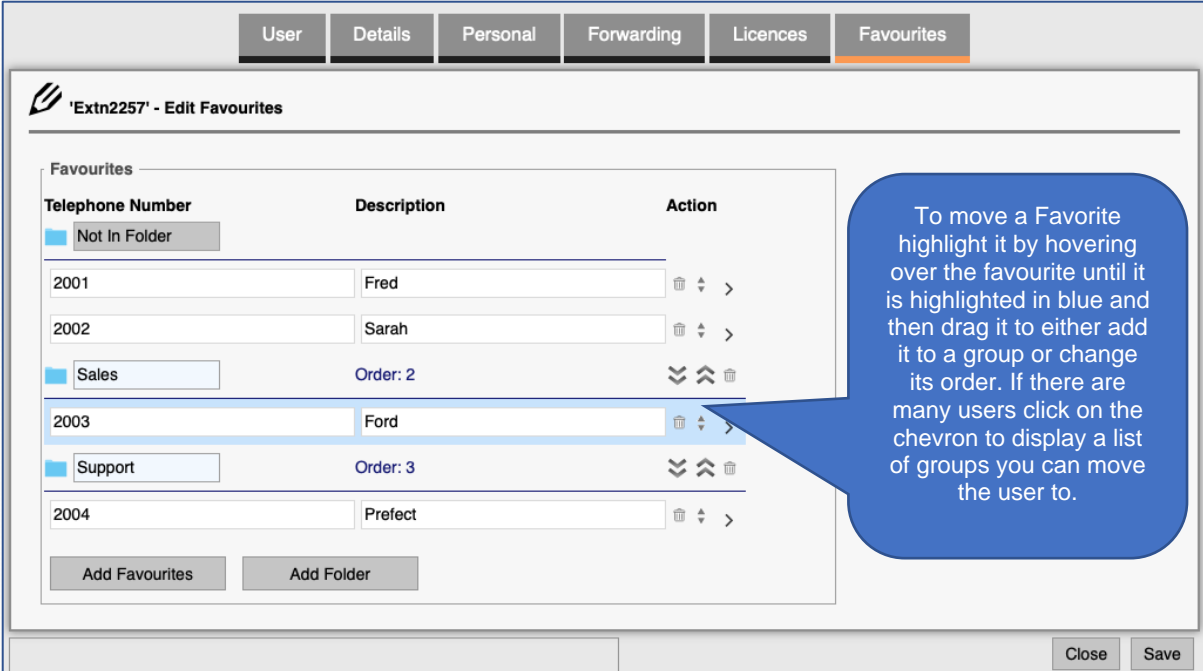
## Available Types

| User Licence Type | Each user must have the correct Licence type assigned them, the choices are IP, Analogue and Virtual. |
|---|---|
| Voicemail Box Licence | This enables the voicemail facility for a user. |
| SIP Phone Licence | This is required if the user is using a SIP Phone. |
| iPCS Licence | Enables a user to use the iPCS smart phone application on their Android or IOS device. |
| Web Portal Licence | Enable if the user has a Vision Mobility Licence and will use the Web Portal. |
| Navigate Softphone Licence | Enables Navigate/Navigate Pro to be used as a Softphone |
| Navigate Skype for Business | Enables Navigate Pro to be integrated with Skype for Business™ |
| Navigate Outlook Licence | This enables Navigate to integrate with Outlook Contacts and Calendar functions. |
| Operator Console Licence | This will enable Operator features for a user, please see the Operator Console documentation for a list of features. |
| Disabled (lack of licence) | If you have insufficient licences for a user then the system will automatically disable the user, use this to enable a user again once the licence has been applied. |

## ⊕ New User (Favourites)

The Favourites tab allows you to add, remove and edit favourites for a user, If a user has a large number of Favourites these can be Grouped together to make them more manageable.

NOTE: The groups feature is only available on SpliceCom PCS Devices and Navigate Pro in Softphone or Partner mode.



| Add Folder | Clicking on 'Add Group' adds a new group header. You can edit the group header name by typing in the header field. |
|---|---|
| Add Favourite | Clicking on 'Add Favourites' allows you to add a new blank Favourites entry. In the first field enter the telephone number and in the second field the description. |

### Ordering Groups

You can change the groups order using the up and down arrows on each row. The groups value will be updated. Associated Favourites will move the group as its order is changed. Changing the order value changes the order the Favourite groups are shown. e.g., 1 is first, 2 is second etc.
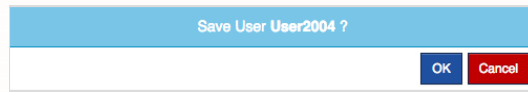
### Ordering Favourites

Hovering over a favourite entry will change the mouse to a move cursor. You can then click on the favourite's entry, hold, and drag the entry to the required position. You can move a Favourites into a group by dragging into the required group section. Changing the order of the favourites, changes the order they are shown.

### Deleting a Favourite

Clicking on Trash Can against a favourite or a Group will delete that entry from the users' favourites list. If you delete a group, then any favourites in that group will not be deleted but moved to the NOT GROUPED Favourites list

### Saving the changes

To save your new user or any changes made to an existing user click on the Save button a popup will appear asking if you want to save the changes, click OK to save the new user or any changes made or cancel to go back and make further changes.

| Save User **User2004** ? | | |
|---|---|---|
| | OK | Cancel |

If you click on close then a popup will appear, if changes have been made you can click OK to discard them or cancel to go back and make further changes.

| **Changes haven't been saved.** **Close User User2004** ? | | |
|---|---|---|
| | OK | Cancel |
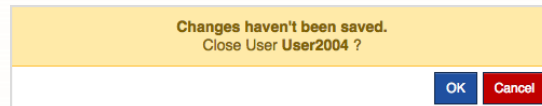
## Editing a user

To edit a user, select the user you wish to edit and then click the Edit button, the user's details will appear in a separate window.

| | | | |
|---|---|---|---|
| Extn10039 | 10039 | Users Description | ✔ |
| Extn10040 | 10040 | Users Description | ✖ |
| Extn10041 | 10041 | Users Description | ✖ |
| Extn10042 | 10042 | | ✖ |
| Extn10043 | 10043 | Users Description | ✖ |
| Extn10044 | 10044 | PCS560 | ✖ |
| Extn10045 | 10045 | Keiths PCS560 | ✖ |

Make the required changes and then click the Save button to save your changes, or the close button to discard your changes.

| Close | Save |
|---|---|

| Save User **Extn10042** ? | |
|---|---|
| | OK Cancel |

## Deleting a user

To delete a user, highlight the user you wish to delete and click the Delete button, you will see a pop-up window confirming the deletion. Press OK to remove the selected user or Cancel to stop the deletion.

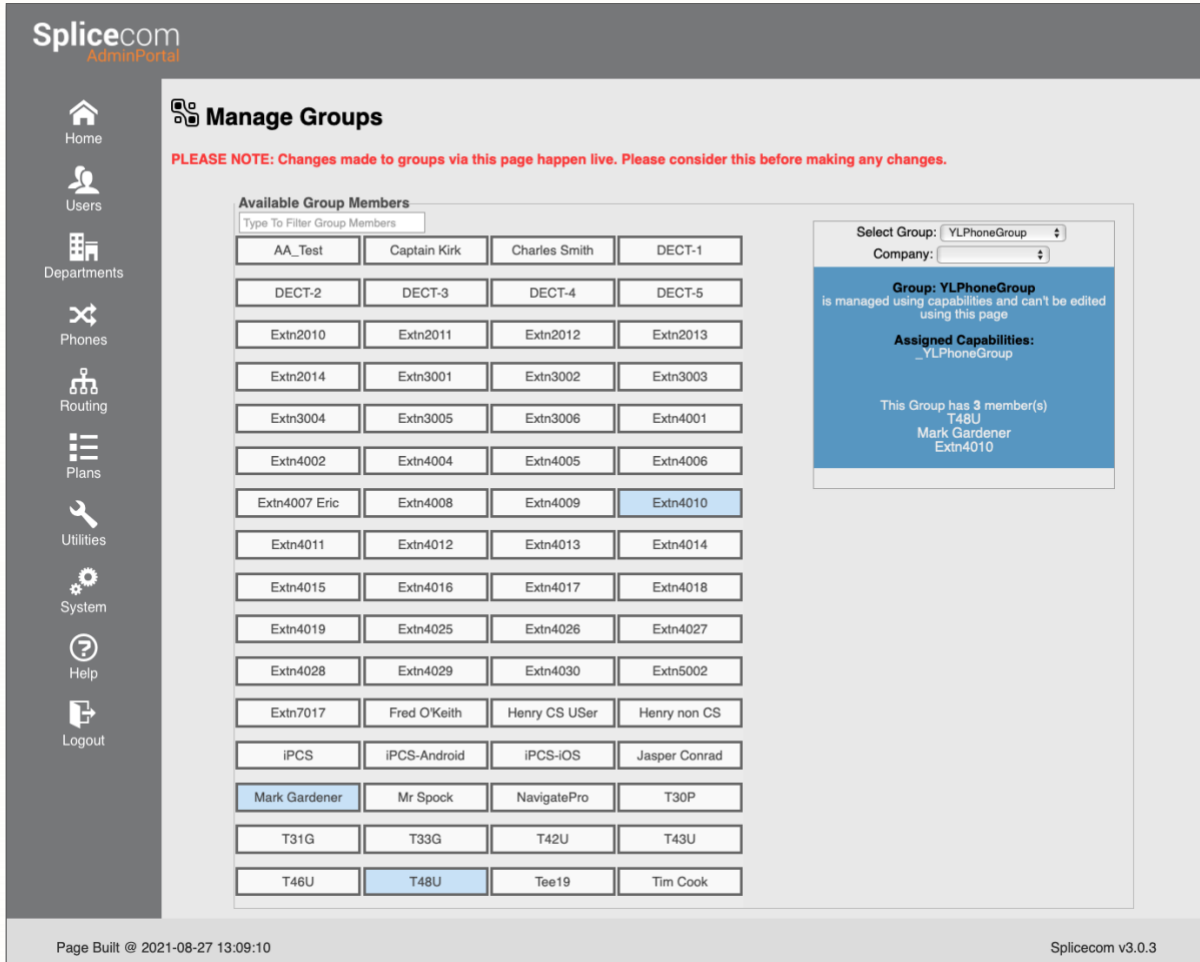| | | | |
|---|---|---|---|
| Extn10029 | 10029 | Users Description | ✔ |
| Extn10032 | 10032 | Users Description | ✔ |
| Extn10033 | 10033 | Users Description | ✖ |
| Extn10036 | 1003( | Delete User: **Extn10042** ? | ✖ |
| Extn10038 | 1003( | OK Cancel | ✖ |
| Extn10039 | 1003( | Users Description | ✔ |
| Extn10040 | 10040 | Users Description | ✖ |
| Extn10041 | 10041 | Users Description | ✖ |
| Extn10042 | 10042 | | ✖ |
| Extn10043 | 10043 | Users Description | ✖ |

Highlighted user to delete

NOTE: Deleting a user might have an adverse effect on the operation of the SelectVoice system, it is advisable to check with your Maintainer if that user is not being used for any forwarding of calls.

## Departments

Selecting Departments gives you two options Manage Groups and Departments, Manage Groups allows you to create new distribution groups or amend the users in an existing Group. The Departments option allows you to create a new department or make changes to an existing one.



## Manage Groups

A Group is a collection of users that a department can use to distribute calls, an example could be users that are in the Sales Team or users in an Account's team. Groups can also be used for routing of calls to different users depending on the Department alternate routing.

**NOTE**:
When you make changes to Groups these are actioned immediately, removing a group could have severe consequences on the routing operation of the SelectVoice system.

The Groups page has two panes, the left side of the page shows the Available Group Members. These tiles change colour to show who is an active member of the currently selected group. The tiles can also be used to add or remove members from groups. The right-hand side of the page allows you to select the required group or create a new group. Information relating to the selected group or action will be shown in the blue information pane below the Select Group list.

Note: If a group is configured using capabilities, you will be able to view the group but not edit or delete it, please contact your Maintainer if you want any Capabilities changed.

## Create New Group

To create a new group, click on the Select group drop down and select 'Create New Group' enter the new group name, the new group will be created when you add the first member from the available group members.
To add new members to this group, click on the relevant user's tile in the Available Group Members pane. The selected tile will be changed blue to show they are now a member of this group. The group will be created when the first member is added.

**NOTE**:
If you are a member of a Company, then you will only see Users within your company.
The Company drop down is only shown to Administrators not assigned to a company.

## Rename Group

To Rename a group, Select the required group from the Select Group drop down. In the information pane click on the Rename Group slider, A new field will be shown asking for the groups new name. Enter the new name and click Rename. A confirmation message is shown asking you to confirm the renaming of the group.
The group will be renamed, and the Select Group list updated to show the name change.

Select Group: phonegroup
Company: AcmeCorp

**Rename Group**
New Name:
Rename

Delete Group
This Group has **1** member(s)
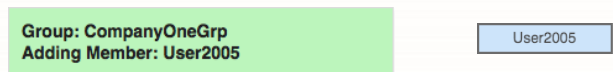Group contains Phone members

## Edit Group

To Edit a group, Select the required group from the Select Group List, the available group members tiles will update blue to show who is an active member of this group and the information pane will update to show a list of all group members.

If you are using rotary distribution for a department then the order of the members entered will be used to distribute the calls.

Select Group: CompanyOneGrp
Company: Company One

**Rename Group**
Delete Group
This Group has **3** member(s)
User2006
User2007
User2003

To add a new member to this group, click on their tile. A confirmation message will be shown, their tile will turn blue, and the members list updated.

**Group: CompanyOneGrp**
**Adding Member: User2005**

User2005

Select Group: CompanyOneGrp
Company: Company One

**Rename Group**
Delete Group
This Group has **4** member(s)
User2006
User2007
User2003
User2005

To remove a member from this group, click on their tile. A confirmation message will be shown, their tile will reset, and the members list updated.

**Group: CompanyOneGrp**
**Removing Member: User2005**

User2005
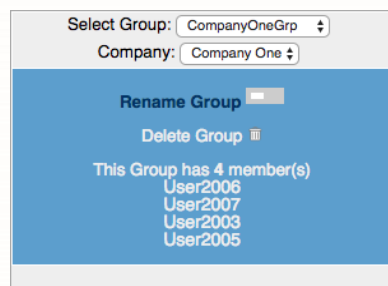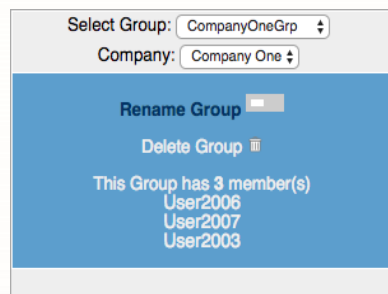
## Delete Group

To Delete a group, Select the required group from the Select Group List, Click on the Delete Group icon. A confirmation message is shown asking you to confirm the deletion of this group.
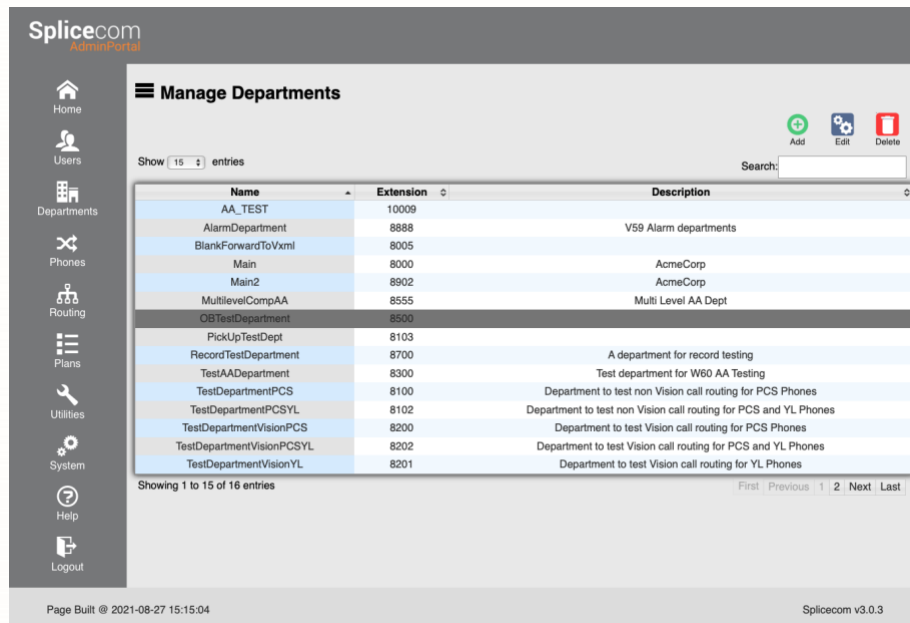
Delete Group: **Group03** ?
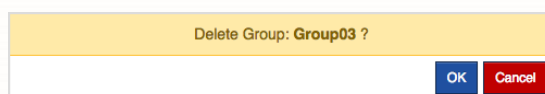
OK    Cancel

Click OK to delete the group or cancel to leave the group as it is.

## Manage Departments

Departments provides a quick way to add, edit and delete departments on the SelectVoice system. If you are a manager of a company, then you will only see the departments in your organisation.
To find an existing department on the system you can either use the search facility or use the Navigation controls to move through the pages. You can expand the number of entries shown by selecting from the Show entries drop down.



## Editing Buttons

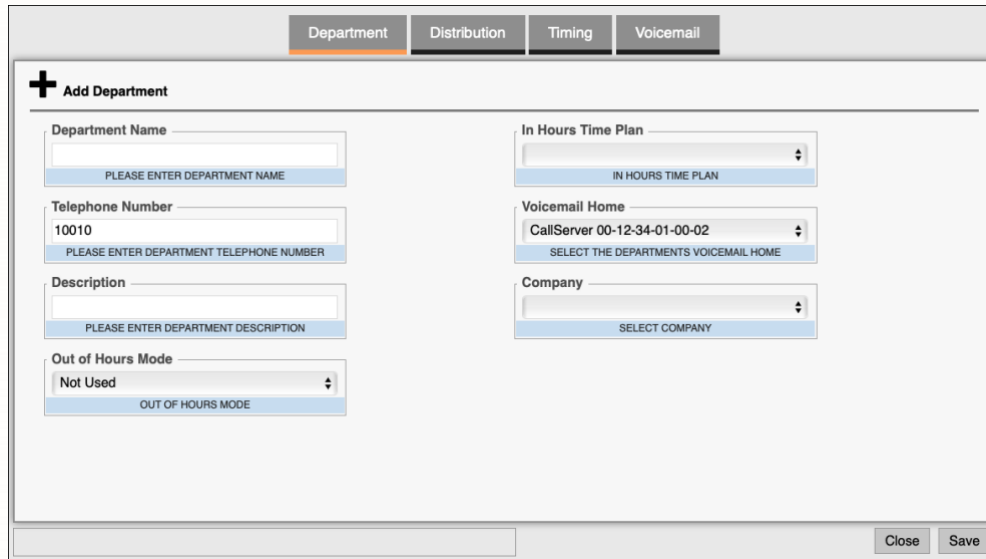| | |
|---|---|
|  Add | To add a new department, click on the Add department button this will open the Department form. |
|  Edit | To edit an existing department, click on the required department or use the search facility and then click on the Edit department button. |
|  Delete | To delete a department, click on the required department and then on the Delete department button. |

Select a department by highlighting the entry you wish to edit and then click one of the editing buttons, one you have selected. Department you will be shown the main Department page with 4 tab options.
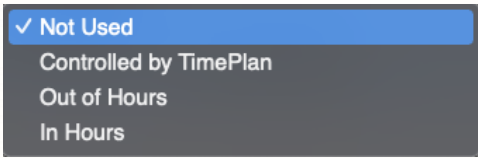


- The Department tab allows you to set department specific details.
- The Distribution tab allows you to set the way calls are presented to a department it works in conjunction with the Timing tab and allows you to make routing decisions based on user availability and time.
- The Timing tab allows you to enable in queue messaging and change the various timings that affect the call flow and how the call ends. Your Maintainer would have set these up for existing Departments and changing them will affect call distribution.
- The Voicemail tab allows you to add a licence to a department (see Licence status to see how many MessageBox licences are available to use), enable voicemail and set a Voicemail access code.

## Department (Department)

The New Department form is used to add or edit a department.



| | |
|---|---|
| **Department Name** | Used for the name to be associated to a department, Department names should be Alpha Numeric only and not include any punctuation characters. |
| **Telephone Number** | The extension number to be associated to this department.<br>**NOTE**: This will be automatically generated and is based on the last extension number used. |
| **Description** | A description to be associated to this department. |
| **Out of Hours Mode** | The Out of Hours Mode field determines the operational state of a department. By default, this is set to Not Used, which means the Out of Hours facilities are not used and calls are always presented to the departments Distributions Groups.<br><br> |
| **In Hours' Time Plan** | The In-Hours' Time plan is used to specify the time-plan used for the working day. |
| **Voicemail Home** | This is the SelectVoice system where the departments Voicemail will be stored. |
| **Company** | Select the company this department belongs to. If this field is left empty, the department will not be added to a company and will be a global department. |

If you enter a duplicate Department name, the department name field will get a red border and you will see an error message at the bottom of the window.
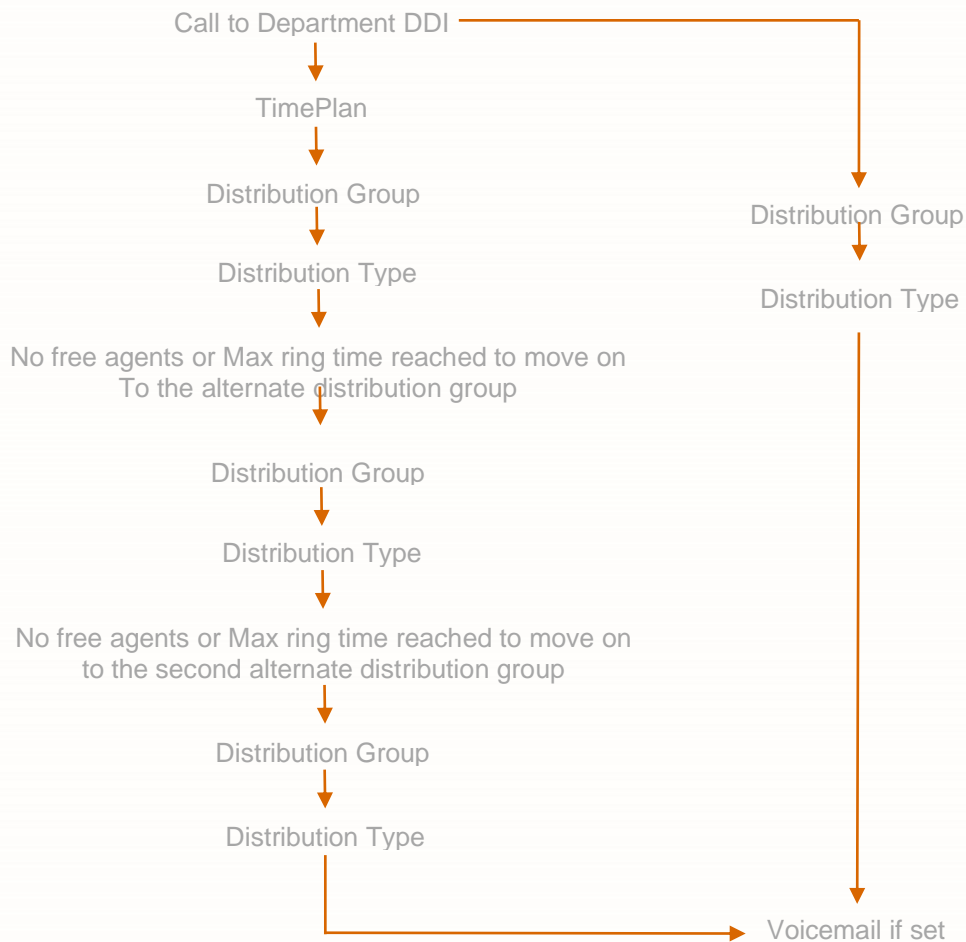
## Department (Distribution)

The Distribution tab allows you to set the way calls are presented to a department it works in conjunction with the Timing tab and allows you to make routing decisions based on user availability and time.

When DDI routing has been applied to a department, calls are sent to groups of users in a specific ringing pattern of if all the users in a group are already on calls, you can send calls to alternate groups based on availability or ringing time.

The call flow to a department can be visualised as follows: -

Call to Department DDI

↓

TimePlan

↓

Distribution Group

↓

Distribution Type

↓

No free agents or Max ring time reached to move on
To the alternate distribution group

↓

Distribution Group

↓

Distribution Type

↓

No free agents or Max ring time reached to move on
to the second alternate distribution group

↓

Distribution Group

↓

Distribution Type

Distribution Group

↓

Distribution Type

Voicemail if set

From the 'Send Inbound Calls' drop-down list select the first distribution group to send the calls to. Then Select the Ring type

**Ring types**

| All | All members of the Group are presented with a call simultaneously. This mode will allow you to reject a call (using a PCS) without it coming back a few seconds later. |
|---|---|
| Rotary | A call will be presented to the member of the Group with the highest Order number. If that member is unavailable, it will be presented to the User with the next highest number and so on. The system will always attempt to present a new call to the member with the highest Order number. |
| Sequential | same as Rotary however subsequent calls will be presented to the next User in the Group after the User who was last presented with a call. |
| Vision or Manual | This option will allow Vision call centre to control when calls will be presented to an agent. |

If you want calls to be routed immediately to the next Distribution group when all users in the first group are busy select Skip if Users Busy.

Otherwise enter a time in seconds to wait before moving to the next distribution.

Keep going until you have completed your routing tree.

If your department has voicemail enabled, then as a last resort you can send your calls to voicemail so that no call is lost.

If you have Vision call-centre then the Distribution type must be set to Vision, this allows Vision to take over call control and distribute (Please see the Vision documentation for further details)

![Departments] **Department (Timing)**

The timing form allows you to enable comfort messaging and various timings that affect the call flow and how the call ends. Your Maintainer would have set these up for existing Departments and changing them will affect call distribution.



| Max ring time before announcement | The Max Ring Time before Announcement Time option specifies how long the call will ring before the caller is played the first announcement. |
|---|---|
| Repeat announcement time | The Repeat Announcement Time specifies the amount of time before the second announcement is played and how often this is then played. |
| Max number of active calls before busy | The Max Number of Active Calls before Busy feature will determine the total number of calls to be controlled by the Department at any one time. Once this number has been exceeded any subsequent caller will be given busy. |
| Wrap up time | The Wrap Up Time feature specifies the amount of time given to each member of the Distribution Groups at the end of each call. By default, this is set to 6 second and if configured must be set to 1 or greater. They will not be available to receive the next call until this time has elapsed. This will allow time for any administrative tasks eg completing contact reports, updating databases etc. |
| No answer time | If Rotary or Sequential Mode is selected the No Answer Time will determine how long the call will ring on each extension before moving to the next extension. |
| Max no answer time before voicemail | If calls to a department are to be routed to voicemail, to allow callers to leave a message, the Max No Answer Time Before Voicemail option must be set. |
| OOH Max no answer time before voicemail | When the Department Out of Hours Max No Answer Time before Voicemail is set a call will ring in the out of hours group for the time set before being passed to voicemail. |

## Default Values

Please note, the SelectVoice system has several fields where a value of zero does not mean zero:

Repeat announcement time set to zero = 10 Seconds
Wrapup time set to zero = 6 seconds
No answer time set to zero = 15 seconds.

If Max Ring Time Before Announcement is set to zero then both, the repeat announcement time will be disabled, however if the Max Ring Time Before Announcement has been set the repeat announcement will be played after 15 seconds even if it is set to zero.

# Department (Voicemail)

The voicemail tab allows you to add a licence to a department (see Licence status to see how many Message Box licences are available to use), enable voicemail and set a Voicemail access code as well as adding users to the department who are allowed to listen to the department voicemail.



| Voicemail Box Licence | Each User and Department on the system can be configured to use the voicemail functionality. To activate this, use a Message Box licence must be purchased and assigned to the User or Department. |
|---|---|
| Enable Voicemail | Toggle to activate or de-activate Voicemail for a Department. |
| Voicemail Access Code | In order to listen to voicemail, an access code must be entered, NOTE, this should not be obvious so as to protect from toll fraud. |
| Add Voicemail Monitor | Use to add a user so that they have access to the department voicemail. |
| Voicemail Monitors | List of users that can access and see BLF for this department. |

## Saving Changes

At any point you can Save or Discard the changes made by clicking on the Close or Save buttons, if you have entered details and click on close you will get a pop-up confirmation window.



If you click Save then you will see a pop-up window asking if you wish to save the current department, click OK to save the department or Cancel to go back and make further changes.
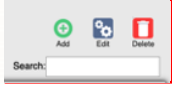
## Edit an Existing Department

To make changes to an existing department highlight the department by hovering the mouse over the department list and clicking on the department you wish to edit, you can also use the search facility to find the department you wish to edit. Once selected click on the Department edit button. The Forms shown are the same as used by the add department button.

| Name | ▲ | Extension | ⇕ | Description | ⇕ |
|---|---|---|---|---|---|
| Department8001 | | 8001 | | Company One Department | |
| Department8002 | | 8002 | | Company Two Department | |
| Department8003 | | 8003 | | | |
| Department8004 | | 8004 | | | |
| Department8005 | | 8005 | | | |
| Department8006 | | 8006 | | | |
| Department8007 | | 8007 | | | |
| Department8008 | | 8008 | | | |
| Department8009 | | 8009 | | | |
| Department8010 | | 8010 | | | |
| Main | | 8000 | | Default Call Handling | |

Highlight or use the search facility to edit a department

## Deleting an Existing Department

To delete a department, use the same methods as described above to find the department you wish to remove. Then click on the department Delete button, you will be presented with a popup window asking if you wish to delete the selected department, click OK to delete the department or cancel to return back to the Department form.

Delete Department: **Department8010** ?

OK    Cancel
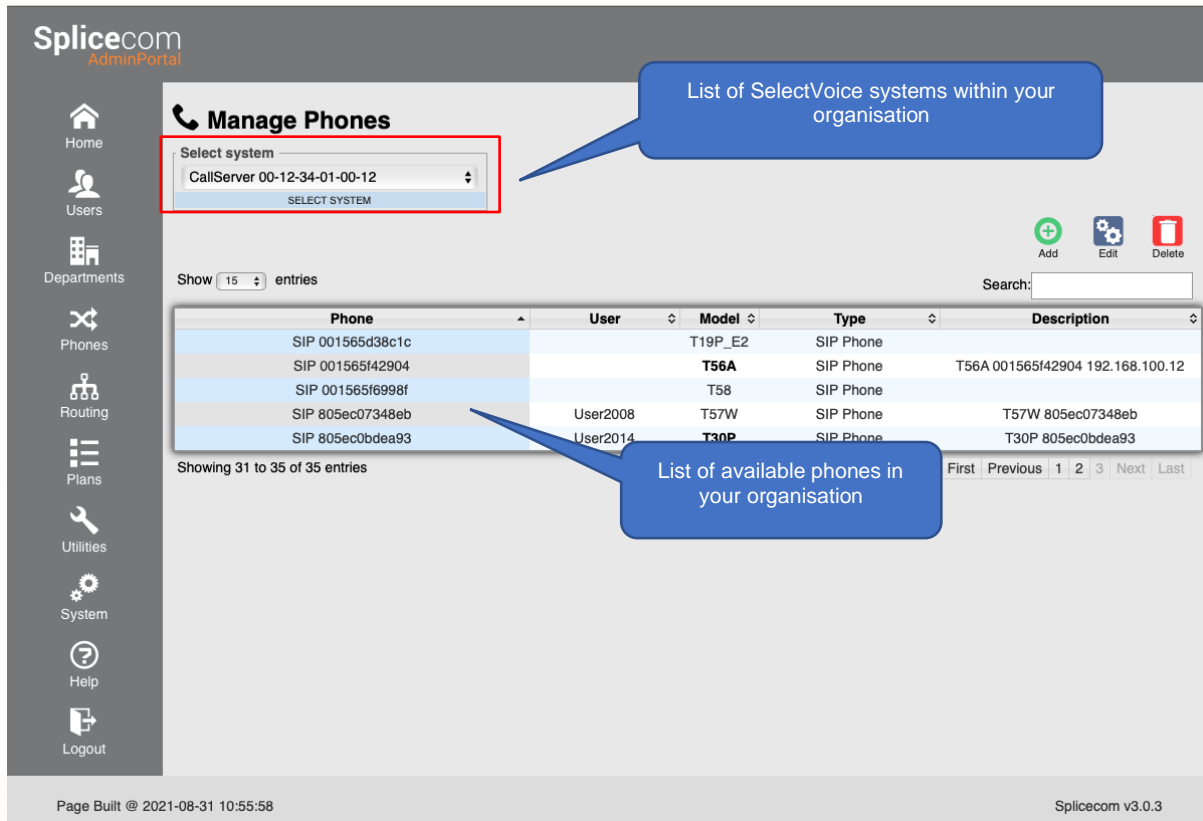
NOTE:
Deleting a department **WILL** cause call routing to be affected within the Soft PBX, please make sure any DDI entries, Auto-Attendants or Other departments that might use the delete department for Voicemail are amended accordingly.

![Splicecom logo]

## Phones

The Phones option allows you to manipulate the physical phone devices on your SelectVoice system, you can also easily add SpliceCom phones and SIP Devices. With SIP devices you can add a generic SIP phone which will have a limited set of functions or alternately you can add Yealink phones which have a more tightly integrated feature set.



### Editing Buttons

| | |
|---|---|
| **Add** | To add a new phone, click on the Add phone button this will open the Add phone form. |
| **Edit** | To edit an existing phone, click on the required phone or use the search facility and then click on the Edit phone button. |
| **Delete** | To delete a phone, click on the required phone and then on the Delete phone button. |

## Adding a SpliceCom phone

To add a Splicecom phone to your Soft PBX select 'Splicecom PCS IP Phone' from the drop down list, you will be presented with the Add Phone form.
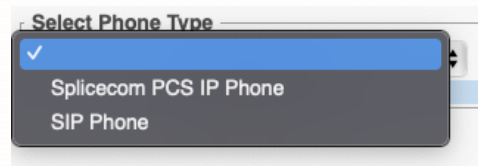


You will need the last 6 digits of the phones MAC Address to complete the process, this can be found on the side of the PCS packaging or the bottom of the phone itself. Set the SpliceCom PCS Phone Name, typically 'PCS and MAC address' then give the phone a Partner Login code followed by a Meaningful Description, Select the Soft PBX you wish the phone to register from the Registration System list. NOTE: See Table for descriptions of fields.



| Splicecom PCS MAC Address | The MAC Address of the SpliceCom PCS IP Phone. Only the last 6 characters are needed. As you enter the numbers the field will automatically format itself. |
|---|---|
| Splicecom PCS Phone Name | Name to be associated to this phone. This defaults to 'PCS' followed by the MAC Address. |
| PCS IPPhone Partner Login Code | 1-8 digit code. Used to secure ability to run Navigate as a partner on this phone. |
| Description | Enter a description to be associated to this Phone. |
| Registration System | System this phone is to be registered to. |

## Assign Phone to a User

If this option is selected you will receive a warning telling you that assigning a phone to a user will overwrite any existing initial phone settings, click to close the warning. You will see a selectable drop-down list of users. Selecting a user from this list will assign this phone to them. Only users who are not Vision agents will be available. (See note at the end of this section for more information)

## ⊕ Add   **Adding a Generic SIP phone**

To add a Generic SIP device to the SelectVoice system select SIP Phone from the 'Select Phone Type' list, you will be presented with a similar screen to adding a SpliceCom phone, Select Generic SIP Device from the 'SIP Device Model list' Set the Device name, typically the extension number and then enter the IP address of the phone, give the phone a Meaningful Description and then select the Soft PBX you wish the phone to register from the Registration System list. NOTE: See Table for descriptions of fields.

```
                            Add Phone

☎ Add New Phone to: CallServer 00-12-34-01-00-12
_____

 Select Phone Type                    Description
 [ SIP Phone            ▲▼ ]           [                    ]
        SELECT PHONE TYPE                   PHONE DESCRIPTION

 SIP Device Model                     Registration System
 [ Generic SIP Device  ▲▼ ]           [ CallServer 00-12-34-01-00-12 ▲▼ ]
        SIP DEVICE MODEL                  PHONE WILL BE REGISTRED TO THIS SYSTEM

 Generic Device IP Address            Assign Phone To User
 [ x.x.x.x                 ]          [▢ ]
    GENERIC DEVICE IP ADDRESS          [                       ▲▼ ]
                                       ASSIGN TO USER, CURRENT PHONE WILL BE REMOVED
 Device Name
 [                         ]
        SIP DEVICE NAME

                                                    [ Close ] [ Save ]
```
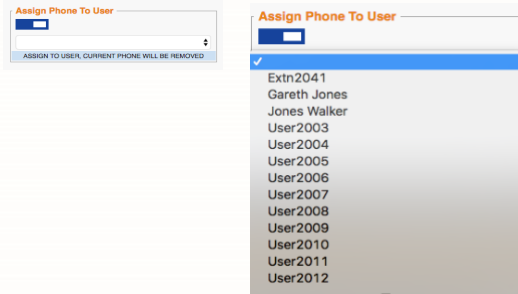
| Generic Device IP Address | IP Address associated to this SIP Phone (Please see your system Admin for the IP address of the phone) **NOTE: IPV4 is only supported**. |
|---|---|
| Device Name | Name to be associated to this phone. |
| Description | A description to be associated to this Phone. |
| Registration System | System this phone is to be registered to. |
| Assign Phone To User | If this option is selected a list of users with will be shown. Selecting a user from this list will assign this phone to them. Only users who are not Vision agents will be available. (See note at the end of this section for more information) |

## ⊕ Adding a Yealink SIP phone

To add a Yealink SIP device to the SelectVoice system select SIP phone from the 'Select Phone Type' list you will be presented with a similar screen to adding a Splicecom phone. Select Yealink SIP Device from the 'SIP Device Model list' Enter the MAC address of the Yealink phone the Device name will automatically be generated, Select the SelectVoice system you wish to add the phone to from the Registration System list.



| Yealink Device MAC Address | Enter the MAC address of the Yealink phone this must be in the form of lower-case characters with no spaces, colons, or dashes. |
|---|---|
| Device name | This field is auto generated when you enter the phones MAC Address |
| Description | A description to be associated to this Phone. |
| Registration System | System this phone is to be registered to. |
| Assign Phone To User | If this option is selected a list of users with will be shown. Selecting a user from this list will assign this phone to them. Only users who are not Vision agents will be available. |
| SIP Phone Licence | Tick this to enable the extra Yealink integration |

NOTE: If you choose to assign a phone to a user you will see a warning window, alerting you to the fact that if you assign the new phone to a user that has a phone assigned to them already, they will be logged out and any partner software they may be using might stop working.

The assign a phone to a user field will change and now include a drop-down list of users that you may assign to the new phone.

NOTE:
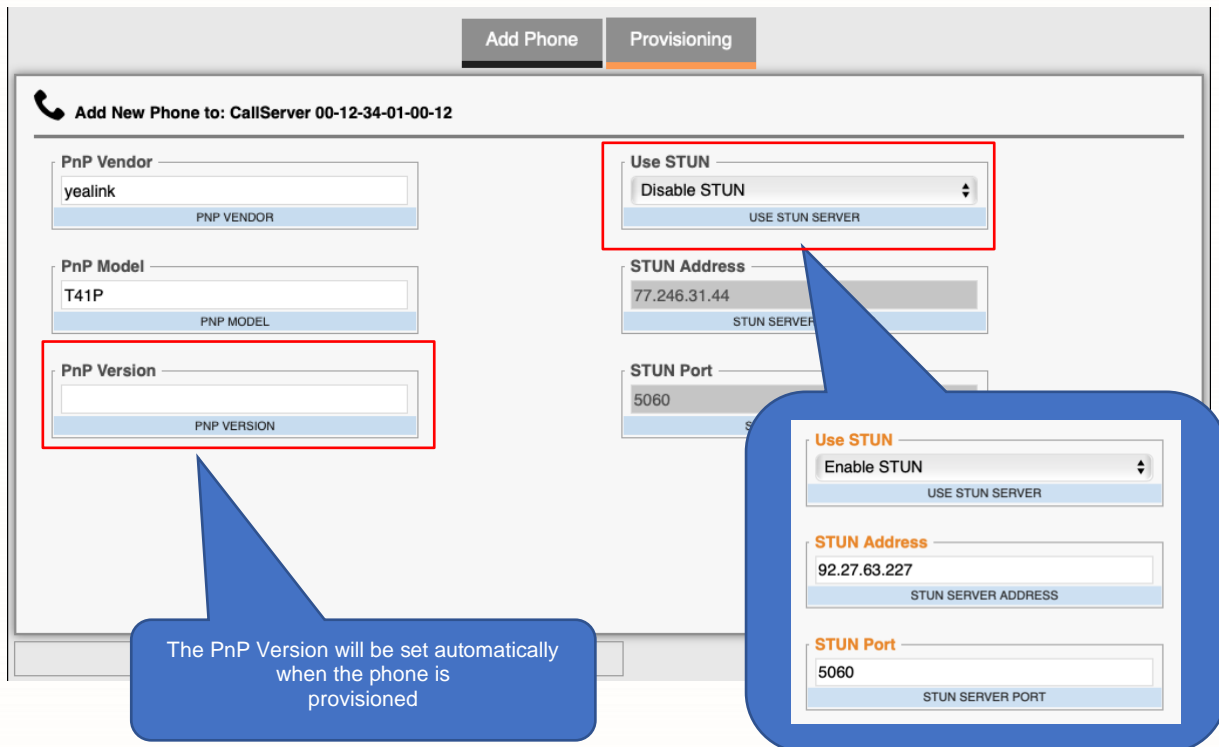If you are a member of a company, then you will only see users in your company listed.

Select the user you require and then click on save to assign the new phone to the user. If you now go to users and select that user, you will see the new phone assigned to the user under initial phone. Alternatively, you can select the use the Users tab and assign the phone from there.

## Provisioning Tab

Yealink phones have the ability to be Provisioned in two ways:

| Local | The Yealink is being connected to an on-premises PBX. |
|---|---|
| STUN with TLS | The Yealink is being connected to a cloud based Soft PBX with Secure calling. |

If you are connecting to a Local 'On Premise SelectVoice system, then all you have to do is assign a user to the phone and save the phone details. If you are connecting a phone to a cloud based SelectVoice system without a VPN then Select Enable STUN from the Use STUN drop down, unless your company has its own STUN configuration it is recommended that you use the default settings for the STUN server and Ports.



For Auto provisioning to work correctly you will have to set the PnP model Description to the correct type, if this is not set correctly then the phone may not work as you expect

## PNP Model

Enter the Model of the Yealink phone IE T56W.

## Saving the changes

To save your new phone or any changes made to an existing phone click on the Save button a popup will appear asking if you want to save the changes, click OK to save the new user or any changes made or cancel to go back and make further changes.
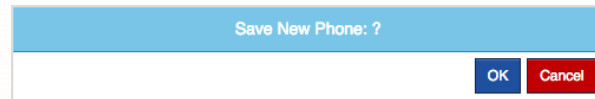


If you click on close then a popup will appear, if changes have been made you can click OK to discard them or cancel to go back and make further changes.
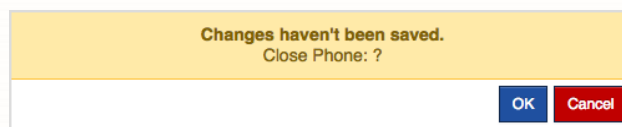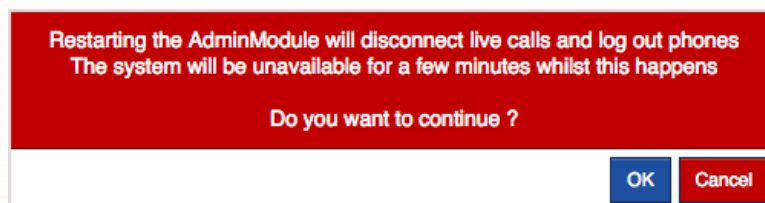


If you have selected 'Enable STUN' and your system has not been previously configured for this, then you will see a banner warning you that your Soft PBX will require a restart.
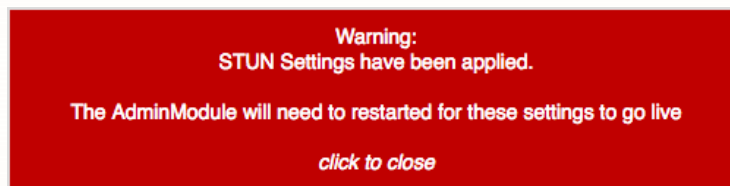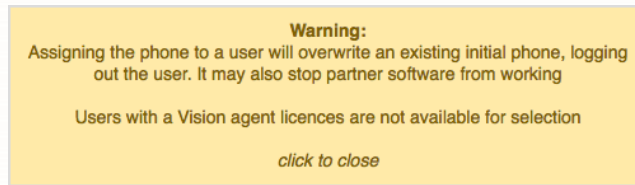


Click to close this dialog box, you will see an additional button appear under the phones list, when you are ready to re-start the Soft PBX then click the Restart AdminModule Button.
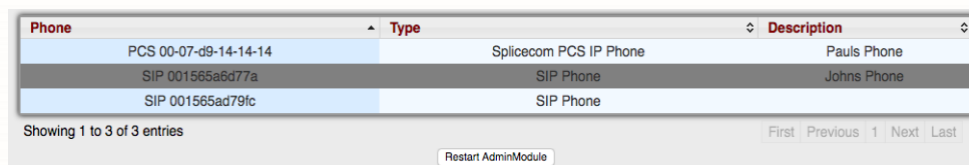


You will see a warning Dialog asking if you are sure to restart, click ok to continue or cancel to reboot another time.
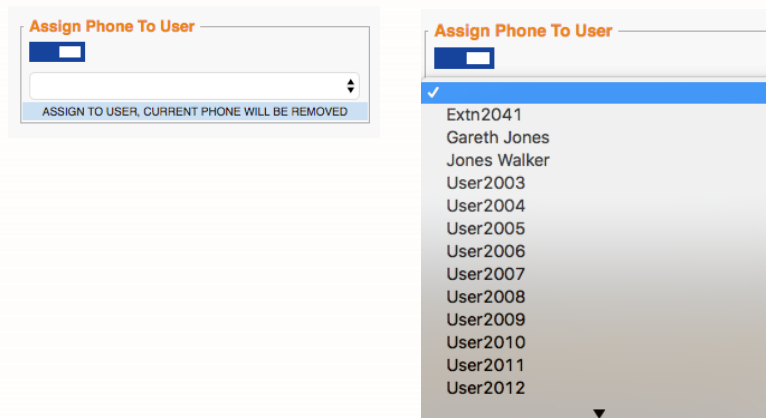
NOTE: If you choose to assign a phone to a user you will see a warning window, alerting you to the fact that if you assign the new phone to a user that has a phone assigned to them already, they will be logged out and any partner software they may be using might stop working.



The assign a phone to a user field will change and now include a drop-down list of users that you may assign to the new phone.

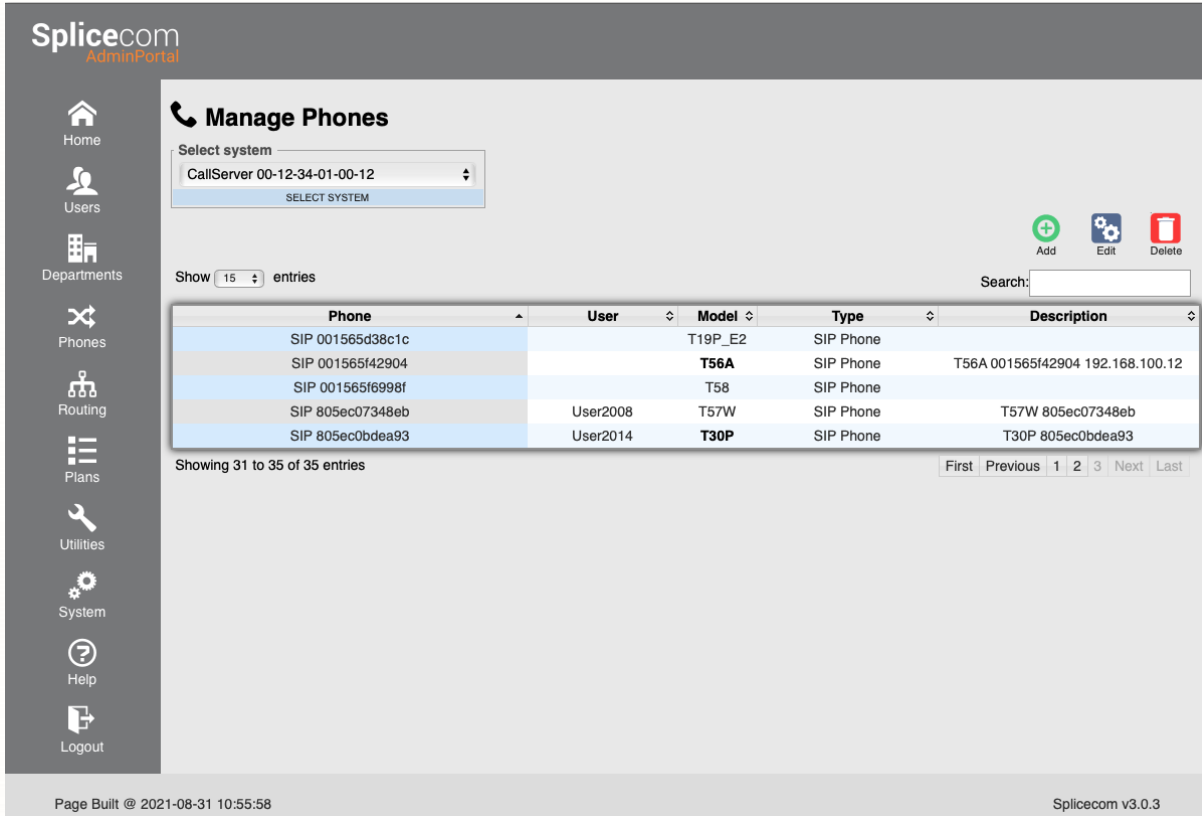NOTE: If you are a member of a company then you will only see users in your company listed.



Select the user you require and then click on save to assign the new phone to the user. If you now go to users and select that user, you will see the new phone assigned to the user under initial phone. Alternatively, you can select the use the Users tab and assign the phone from there.

# Editing a phone entry

To edit a phone entry, select the phone you wish to make changes to from the phone list and then click Edit.

The editing forms will only show the items that can be edited depending on the phone selected, if there were an issue with a phone, we would recommend involving your maintainer as making changes might affect the call routing.

# Editing a PCS Phone

Selecting a SpliceCom PCS phone will allow you to change the Phone name, Description, Serial Number (Also known as the MAC address), Partner login code*, Upgrade time and set a phone number for Extension Anywhere.



| Partner login code | If you are using partner software with your phone (eg Navigate) then this code will have been pre-set by your maintainer. If this is changed then your partner software might stop working. |
| --- | --- |
| Extension Anywhere | Extension Anywhere is used for diverting calls to an external number but allowing the called device to act like an extension. Entering a number in this field (Even a partial number) will stop calls from being delivered to the extension this has been set on. |

## Editing A SIP Phone

Selecting a (Non-Yealink) phone from the list will allow you to change the SIP Device name, Description and IP address.

**NOTE:** Changing the IP address of a SIP device might stop calls being presented to a user, this should only be changed if the actual IP address of the phone has changed.
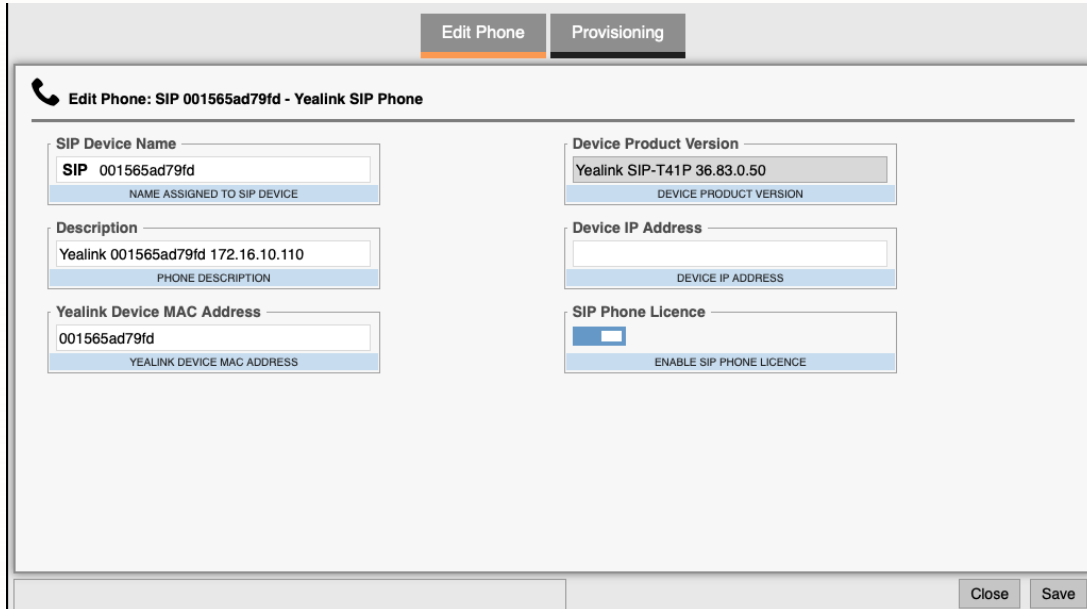
## Editing a Yealink Phone

Selecting a Yealink phone from the list gives you a form with two tabs "Edit Phone" and "Provisioning" the Edit Phone page allows you to change the SIP Device name, Description, Mac Address and IP address.
The Yealink will only have an IP address assigned if it is a local phone (IE not a STUN device) and changing this will should only be done with advisement from your maintainer.
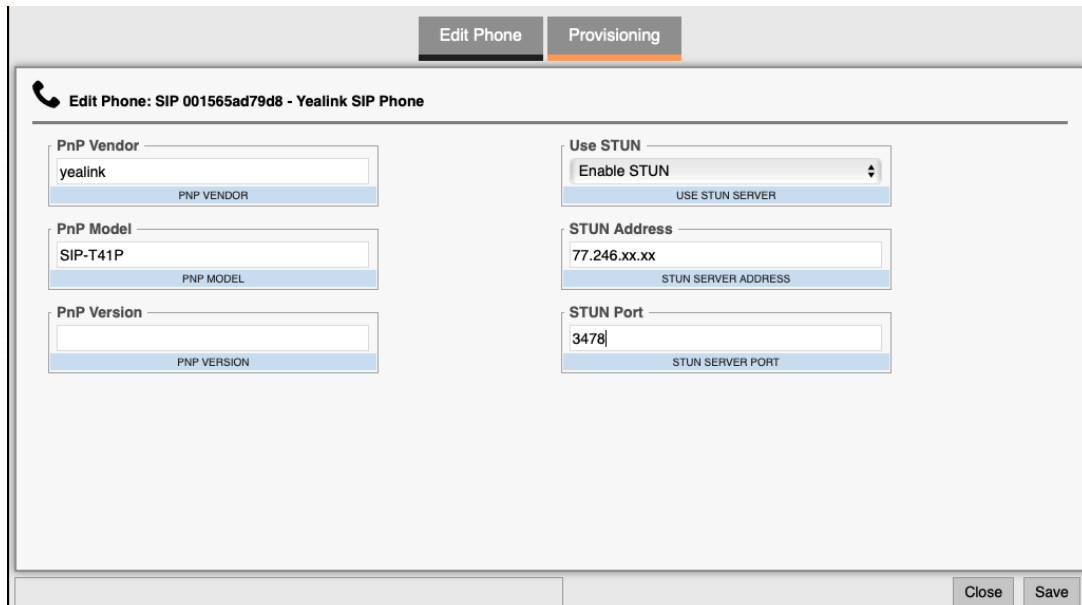


The Provisioning Tab allows you to change the Model details and STUN Setting for the Yealink phone (Please see adding a phone for an explanation of these settings)
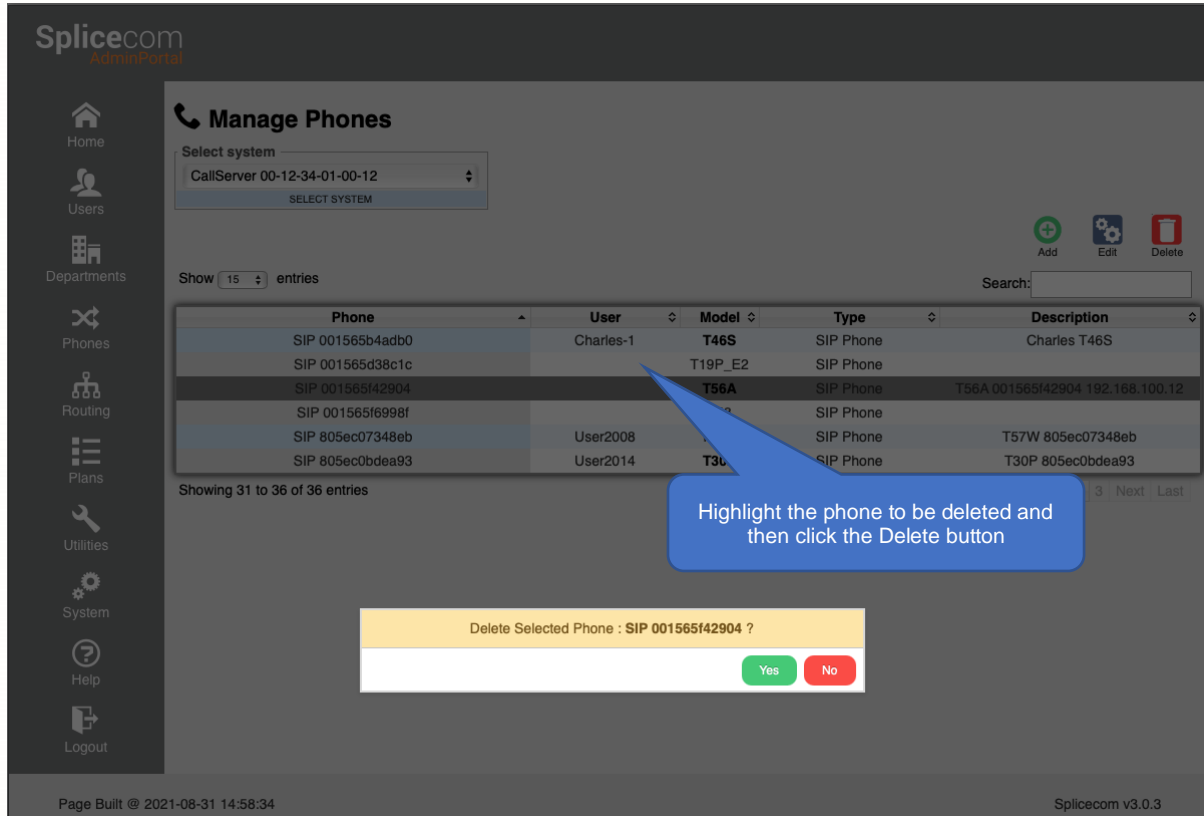
## Deleting a Phone

To remove a phone from the SelectVoice system select the phone you wish to delete from the phone list and then click the Delete button.
NOTE: This takes immediate effect, if you have deleted the wrong phone then follow the instructions for adding a new phone onto the SelectVoice system.



After clicking the Delete button you will get a pop-up confirmation banner, click OK to remove the phone from the system or cancel to go back and select another phone to remove.

![Splicecom logo]

## 📤 Import Phone

In order to make the provisioning of multiple phones easier the SelectVoice system has the ability to import phones from a plain text file. An example of this would be If you have had several phones delivered to your premises this would then allow you to load the new phones onto your system and assign them to users.

Please refer to your reseller for the import list which will have been given them by SpliceCom.



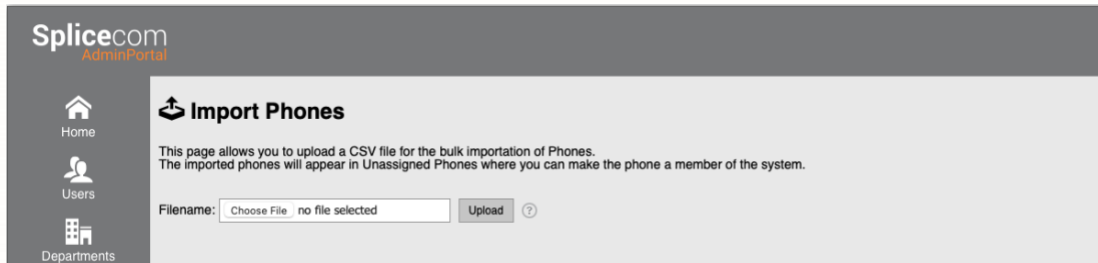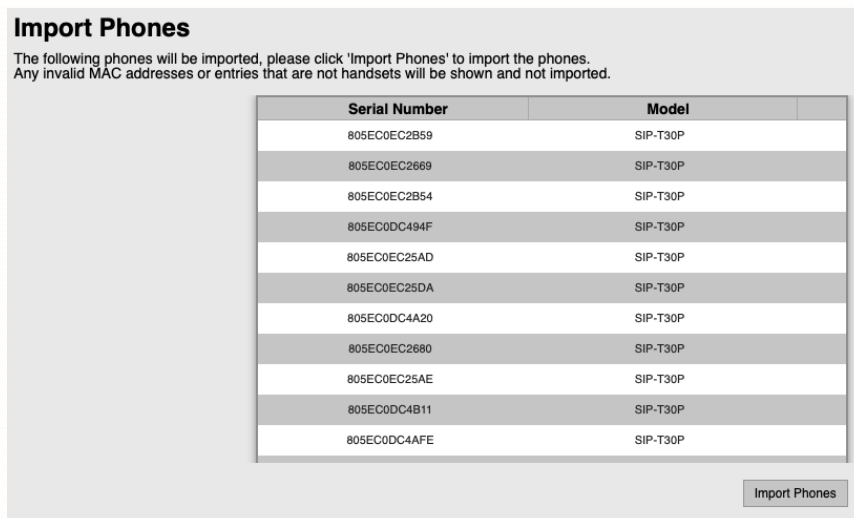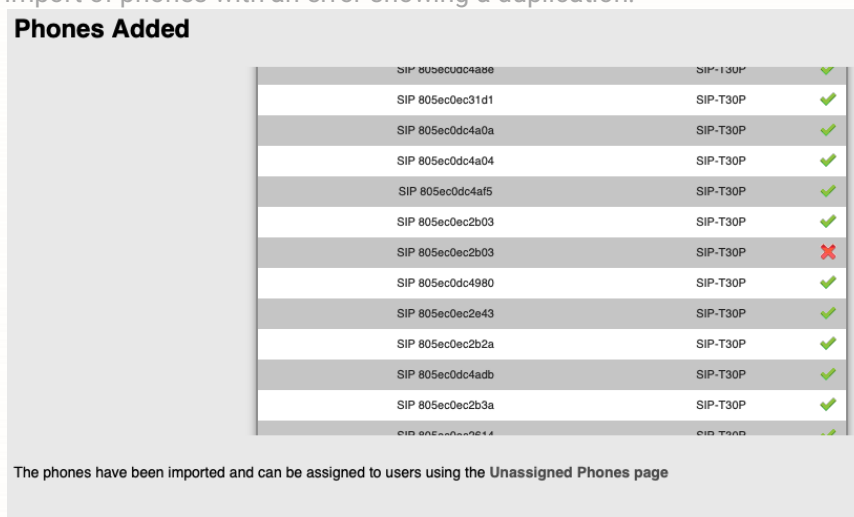Click Choose file and then use the file picker to locate the file you wish you load up, after selecting the file click the upload button to import the phones into your system.

### Import Phones

The following phones will be imported, please click 'Import Phones' to import the phones.
Any invalid MAC addresses or entries that are not handsets will be shown and not imported.

| Serial Number | Model | |
|---|---|---|
| 805EC0EC2B59 | SIP-T30P | |
| 805EC0EC2669 | SIP-T30P | |
| 805EC0EC2B54 | SIP-T30P | |
| 805EC0DC494F | SIP-T30P | |
| 805EC0EC25AD | SIP-T30P | |
| 805EC0EC25DA | SIP-T30P | |
| 805EC0DC4A20 | SIP-T30P | |
| 805EC0EC2680 | SIP-T30P | |
| 805EC0EC25AE | SIP-T30P | |
| 805EC0DC4B11 | SIP-T30P | |
| 805EC0DC4AFE | SIP-T30P | |

Import Phones

You will see a list of phones that are ready to import, click the Import Phones button to continue the phone import. Each phone that has been successfully imported will have a tick by it, if any duplicates have been detected then you will see an error. Once the phones have been imported, use the unassigned phones form to continue adding the phones, or you click on the unassigned Phone page link.

import of phones with an error showing a duplication.

### Phones Added

| | | |
|---|---|---|
| SIP 805ec0dc4a8e | SIP-T30P | ✓ |
| SIP 805ec0ec31d1 | SIP-T30P | ✓ |
| SIP 805ec0dc4a0a | SIP-T30P | ✓ |
| SIP 805ec0dc4a04 | SIP-T30P | ✓ |
| SIP 805ec0dc4af5 | SIP-T30P | ✓ |
| SIP 805ec0ec2b03 | SIP-T30P | ✓ |
| SIP 805ec0ec2b03 | SIP-T30P | ✗ |
| SIP 805ec0dc4980 | SIP-T30P | ✓ |
| SIP 805ec0ec2e43 | SIP-T30P | ✓ |
| SIP 805ec0ec2b2a | SIP-T30P | ✓ |
| SIP 805ec0dc4adb | SIP-T30P | ✓ |
| SIP 805ec0ec2b3a | SIP-T30P | ✓ |
| SIP 805ec0ec2614 | SIP-T30P | ✓ |

The phones have been imported and can be assigned to users using the Unassigned Phones page

# Unassigned phones

The Unassigned Phones page will list all unassigned Splicecom PCS, Generic SIP Phones and Yealink Phones. You can add a Phone as a member only, make the Phone a member and create a user or make the Phone a member and assign the phone to an existing user.

Please Note: The 'Assign To Existing User' option will only show users with no Initial Phone set.



Highlight a phone and click the selection drop down and select an action for that phone.

## Add phone only

If you select 'Add phone only' the selected phone will be added to the Soft PBX but will not be assigned a user, you can do this later by using the Manage Phones option.

| Select | Address | Model | Home | PartnerLoginCode | STUN |
|---|---|---|---|---|---|
| ⊞ Add Phone Only | 805e0c0fabf4 | T54W | CallServer 00-12-34-01-00-12 | | |

| Select | Address | Model | Home | PartnerLoginCode | STUN |
|---|---|---|---|---|---|
| ⊞ Add Phone Only | 805e0c0fabf4 | T54W | CallServer 00-12-34-01-00-12 | | |

If you have selected STUN against a phone and STUN has not been previously enabled on the system you will warned that the Soft PBX will have to be restarted to enable this fully.

## Add Phone & User

Selecting Add phone & User allows you manually to enter a username and Extension number to the unassigned phone.

| Select | Address | Model | Home | PartnerLoginCode | STUN |
|---|---|---|---|---|---|
| ⊞ Add Phone & User | 805e0c0fabf4 | T54W | CallServer 00-12-34-01-00-12 | | |

→ User:

| Username | Extension | DialPlan | Login Access Code |
|---|---|---|---|
| Extn 1234 | 1234 | Standard | |

## Assign to an existing user

Adding an unassigned phone to an existing user will give you a drop-down list of existing users within your company. NOTE: The users listed will be users that do not have a phone currently assigned to them.

| Select | Address | Model | Home | PartnerLoginCode | STUN |
|---|---|---|---|---|---|
| ⊞ Assign To Existing User | 805e0c0fabf4 | T54W | CallServer 00-12-34-01-00-12 | | |

→ User:

| Extension | Telephone Number |
|---|---|
| | |

## Assigning users to a Dect base station or T5x phone supporting DECT

If you have a DECT base station or a T5 series phone that supports DECT handsets then the admin portal recognises which type of DECT device you are adding and high-lights the unit as well as auto configuring for the correct number of supported users.

| Select | Address | Model | Home | PartnerLoginCode | STUN |
|---|---|---|---|---|---|
| ⊞ Add Phone Only | 805e0c0fabf4 | T54W | CallServer 00-12-34-01-00-12 | | |

Click the Plus sign ⊞ to expand the selection window.

Click the drop-down menu to select the user to assign to one of the devices available on the DECT device, if this is a remote unit click the STUN slider.

| Select | Address | Model | Home | PartnerLoginCode | STUN |
|---|---|---|---|---|---|
| ⊟ | 805e0c0fabf4 | T54W | CallServer 00-12-34-01-00-12 | | |
| | 805e0c0fabf4 | T54W | CallServer 00-12-34-01-00-12 | | |
| | 805e0c0fabf4 | T54W | CallServer 00-12-34-01-00-12 | | |
| | 805e0c0fabf4 | T54W | CallServer 00-12-34-01-00-12 | | |
| | 805e0c0fabf4 | T54W | CallServer 00-12-34-01-00-12 | | |

When you have finished assigning your phones click the Assign phones button to assign the selected phones, as mentioned above if STUN has been selected then you will a warning dialog:

As STUN is enabled the AdminModule needs to be restarted. Once the Phones are imported you have the option to restart the module.

**Please Note:** When the module is restarted live calls will be disconnected and phones logged out.

Do you want to continue importing the phones ?
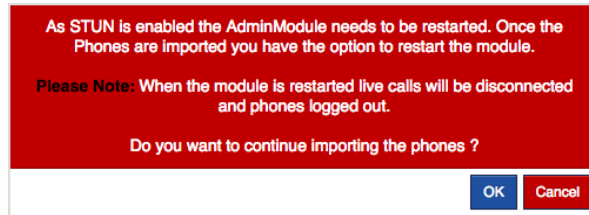
OK    Cancel

Select OK to continue or cancel to go back to amend your phones. If you have selected OK, you will be returned back to the main form where you will see a list of the Phones added and a Button for Restarting the Soft PBX.

**Adding..**

Device Added: **001565ad78e7**
Device Added: **001565ad795e** User Updated: **User2020** / Extension Number: **2020**

Restart AdminModule
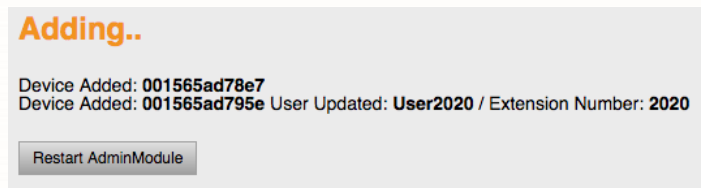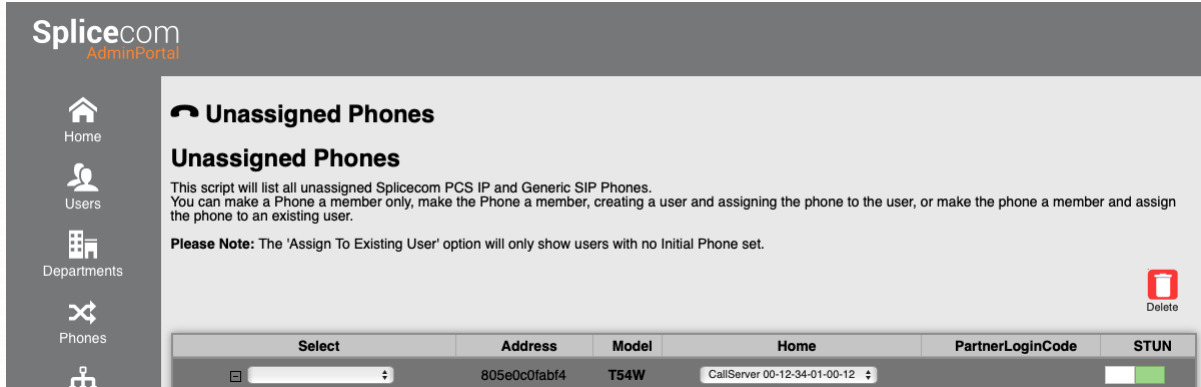
Clicking the Restart AdminModule will give you a further dialog window asking if you want to restart the Soft PBX, click yes to restart, or cancel to restart later.

Restarting the AdminModule will disconnect live calls and log out phones

Do you want to continue ?

OK    Cancel
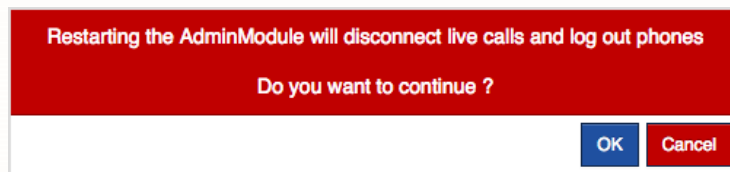
## ![Delete icon] Delete an unassigned phone

To remove an unassigned phone, select the phone from the phone list and click on the delete button.



You will see a dialog window asking if you wish to delete the unassigned phone. Select OK to delete the phone or cancel to go back and select another phone.
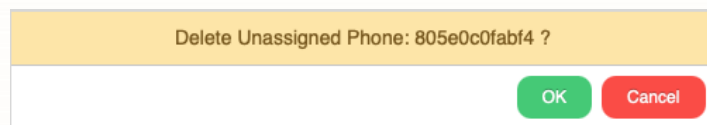
## Routing

The routing menu allows you to create and amend some of the basic call routing on the SelectVoice system, there are 4 sections Auto Attendant, DDI Routing, DDI Alternate Routing and Meet Me Conferencing.

## Auto Attendant

The Embedded voicemail within the SelectVoice system provides the ability to configure a single layer Auto Attendant facility so that an external call can select the User or Department to which they wish to be transferred by pressing 0 - 9, * and # on their phones keypad.

The Auto Attendant Form provides a simple way to configure the Auto Attendant facility by allowing you to set each option by selecting a user, department. You can also use the ? option to set where the call should go to if the caller does not press a key.

Select a company to view its Auto Attendant. The Auto Attendant options, and available wav files will update to show the correct details for the selected entry.
If this field is left empty, the default Auto Attendant will be shown. (This entry is only shown to Administrators not assigned to a company)
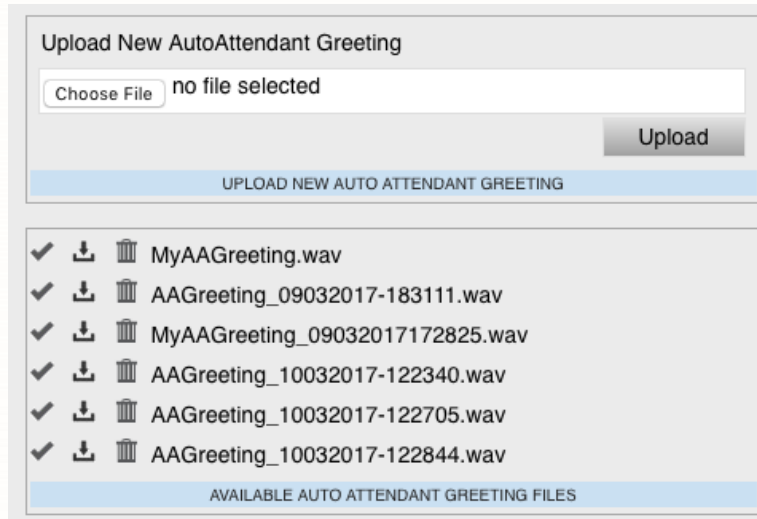


Once you have made your changes click 'Save Auto Attendant' to update the configuration, you will see a popup asking if you want to save the Auto Attendant, click OK to save the Auto Attendant or Cancel to go back and make further changes.

### Auto Attenda

From the configuration form, you can upload new wav files which are then available to be used by the Auto Attendant. These files can be recorded on a PC and must be formatted as CCITT A-Law 8.000kHz 8bit mono.



## Upload WAV File

[1]

To upload a new file wav file, either click on the 'Choose File' button and select the required wav file or drag the required wav file to the choose file field.
Click Upload and the file will be uploaded to the system and added to the available file list.

If a file with the same name exists, the new file will be renamed to include the current date stamp.
eg: Uploading AAGreeting.wav will result in AAGreeting_19122016114214.wav

## Managing WAV Files

The available wav file list allows you to Apply, Download or Delete files.

## Download WAV File

Clicking on the Download icon for a specific wav file will download that file.

## Delete WAV File

Clicking on the Delete icon for a specific wav file will delete that file. A confirmation message is shown before the file is deleted.

## Apply WAV File

Clicking on the Apply icon for a specific wav file will set that file as the current Auto Attendant Greeting.

The existing AAGreeting.wav file will be backed up with a default backup name being suggested. A new backup name can be entered.
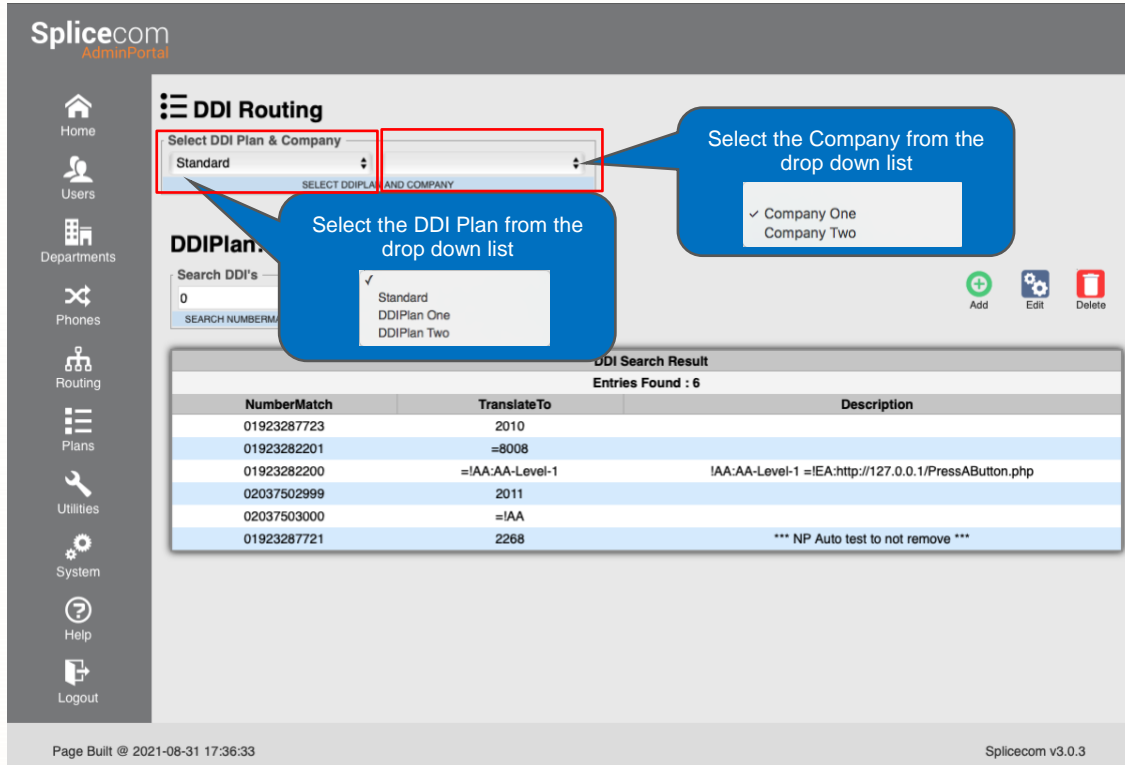
A confirmation message will be shown advising the name of the backup file and which new file is being applied.
Once complete the backup file will appear in the file list and the applied file will be the active Auto Attendant greeting.

## DDI Routing

This page provides a simple way to add, edit and delete DDI entries on the system. The DDI form allows you to select the required DDI Plan via a drop-down list if the DDI Plan belongs to a company then select the company via the company drop down list otherwise leave this blank and then search for the DDI entry. As you type any DDI matches will be displayed.

## ⊕ Add a New DDI Entry

To add a new DDI entry, click on the Add button, this will open the DDI entry form. This is the same form as used to edit an existing DDI entry. Enter the DDI number to use in the number match field and then give that DDI a meaningful description, from the Translate To drop down list select how you want to route the call (AutoAttendant, Conference, Users, Departments or Other) for descriptions of these options see the Edit an Existing DDI section. Select the time plan you wish to use for this DDI and then select the relevent DDI options to use. Please note if you do not see the Company drop down list and wish to use this feature then please see contact your Maintainer for further details.

### DDI Plan Entry form

This form allows you to change/add specific details for a selected DDI entry.

```
                              DDIPlan Entry

   ╋ Add DDI Entry
   _____

   ┌Number Match─────────────┐        ┌Description──────────────┐
   │  [                    ]  │        │  [                    ]  │
   │   DDI ENTRY NUMBER MATCH │        │   DDI ENTRY DESCRIPTION │
   └─────────────────────────┘        └─────────────────────────┘
   ┌Translate To─────────────┐        ┌Time Plan────────────────┐
   │ [        ▼] [          ] │        │ [Standard          ▼]   │
   │   TRANSLATE DDI ENTRY TO │        │   DDI ENTRY TIMEPLAN    │
   └─────────────────────────┘        └─────────────────────────┘
   ┌DDI Options──────────────┐        ┌Company──────────────────┐
   │ [  ] ⊙ Inbound Recordings│        │ [                  ▼]   │
   │ [  ] ⊙ Pass DDI to CLI Text Field│ │   SELECT COMPANY        │
   │ [  ] ⊙ Contact Lookup   │        └─────────────────────────┘
   │ OPTIONS TO BE APPLIED TO DDI ENTRY│
   └─────────────────────────┘

                                            [ Close ] [ Save ]
```

### Number Match

The incoming DDI number to be matched. This must be an exact match as the incoming routing will not work. Telecom's providers will send differing lengths and formats of numbers to the SelectVoice system, please check with your Maintainer as to the correct format required.
NOTE: This number will also be the outgoing CLI for the extension number entered in the Translate To field unless your Maintainer has programmed the system to send another number.

### Description

Enter a description to be associated to this DDI entry, note your Maintainer might have set your system up the display this Description on your phones and within Vision reports.

### Translate To

To route the incoming call to the correct place, use the Translate To dropdown list to select either Auto-Attendant, Conference, Users, Departments or Other.

```
   ┌Translate To──────────────┐
   │ ✓                    ▼  │  E DDI ENTRY TO
   │   AutoAttendant          │
   │   Conference             │
   │   Users                  │
   │   Departments       old  │
   │   Other                  │
   │ [  ] ⊙ Contact Lookup   │
   │ OPTIONS TO BE APPLIED TO DDI ENTRY │
   └──────────────────────────┘
```

| Auto-Attendant | Selecting this option will route the incoming call to the default Auto-Attendant (See Auto-Attendant Under Routing) |
|---|---|
| Conference | Selecting this option will allow you to select the conference the incoming call will be routed to. Selecting Join will allow the caller to enter the conference number when they connect. |
| Users | Selecting this option will allow you to select the user the incoming call will be routed to. |
| Departments | Selecting this option will allow you to select the Department the incoming call will be route to. |
| Other | Selecting this option will allow you to manually enter routing information. |

## Time Plan

Select the name of the Time Plan to determine when this entry is active.
Note: Your provider may have setup multiple Time-Plans for the same DDI Entry so that call routing is done over differing times ie Day, Night and Weekend.

## DDI Options

These are selections that enable special configuration options to be applied to a DDI entry. For further information on these options contact your Maintainer.



| Inbound Recordings | Enabling this option will record all calls received on this number. Please note, your maintainer must have previously setup call recording for this to work. |
|---|---|
| Contact Lookup | Enabling this option will allow the system to lookup the incoming call within the contacts database. You can set this to lookup within a specific company. |
| Pass DDI to CLI Text Field | Can be used to display the text within Description field or the dialled number in the caller's name field. This means that when a call is received the incoming CLI will be ignored and Caller Display/Call Status will display the Description, if entered, or the DDI number the call was received on. |

## ⚙ Editing an existing DDI Entry

In the 'Search DDI's' field enter the DDI information to search on. You can search on the Number Match (Incoming DDI Number), Translate To (Department, user or Auto attendant entry) or the DDI Description. As you type entry matches are shown in the results table. A maximum of 30 results are returned. From the list of matching results, select the line you wish to either Edit or Delete. To edit an existing DDI entry click on the required DDI Entry and then on the Edit button, this will open the DDI entry form (The same form is also used for Adding a new DDI) the DDIPlan form will populate the existing fields with the data from the selected DDI.

**DDIPlan Entry**

✎ 'DDIPlan: Standard - Number Match: 01923287723' - Edit DDI Entry

**Number Match**

01923287723

DDI ENTRY NUMBER MATCH

**Description**

DDI ENTRY DESCRIPTION

**Translate To**

Users ▼    User2010 (2010) ▼

Translate Match : **Number** ⬜ **Name**

TRANSLATE DDI ENTRY TO

**Time Plan**

Standard ▼

DDI ENTRY TIMEPLAN

**DDI Options**

⬜ ? Inbound Recordings

⬜ ? Pass DDI to CLI Text Field

⬜ ? Contact Lookup

OPTIONS TO BE APPLIED TO DDI ENTRY

**Company**

▼

SELECT COMPANY

Close    Save

## 🗑 Deleting a DDI Entry

If you chose to delete an entry, then you will see a pop-up window asking you to verify the Delete action.

| Delete DDI Entry: **!EA:http://192.168.9.11/vxml/mainmenu.php** from DDIPlan: **Standard** ? |
|---|
| OK  Cancel |

Click OK to Delete the selected entry or cancel to go back to the selection picker. NOTE: Deleting a DDI Entry will have an impact on call routing, please be sure that the DDI number you wish to remove is the correct one.

### Saving Changes

At any point, you can Save or Discard the changes made by clicking on the Close or Save buttons, if you have entered details and click on close you will get a pop-up conformation window.

| Close DDI Entry: ? |
|---|
| OK  Cancel |

If you click Save then you will see a pop-up window asking if you wish to save the current department, click OK to save the department or cancel to go back and make further changes.

| Save DDIPlan Number Match: **6666** ? |
|---|
| OK  Cancel |

# DDI Alternate Routing

This page provides a simple way to add additional numbers to a DDI Plan entry. The saved numbers can then be enabled to change the DDI routing to the new alternate number. The form displays the TimePlan, Number Match, Translate To, Alternate Number and Alternate Mode values of the DDI entries.

For alternate routing to work a LCR plan called Trunk2Trunk is required, if your SelectVoice system does not have one of these configured then you will see a warning.



> Warning.
> This page requires a Trunk2Trunk LCPlan with a blank number match.
> Please contact your reseller to have this functionality enabled.
>
> *Click to Close*

From the 'Select DDI Plan' dropdown list, select the required DDI Plan and Company.



## DDI Alternate Number Management

Select DDI Plan & Company

✓
Standard

CT DDIPLAN AND COMPANY

Select

If there are over 25 entries in the DDIPlan, the results will be shown in pages of 50 entries and navigation icons are shown above the search field and below the results table.

| | |
|---|---|
| ⏮ | Show the first 50 entries. |
| ⏪ | Show the previous 50 entries. |
| ⏩ | Show the next 50 entries. |
| ⏭ | Show the last 50 entries. |



After selecting the DDI plan to edit you be presented with the current routing, to set an Alternate number to use enter the new number in the Alternate Number field and save.

| TimePlan | Number Match | Translate To | Alternate Number | Alternate Mode |
|---|---|---|---|---|
| Standard | | =Main | | |
| Standard | 02037503000 | =!AA | | |
| Standard | 02037502999 | 2011 | | |
| Standard | 01923287721 | 2268 | | |
| Standard | 01923287723 | 2010 | | |
| Standard | 01923282200 | =!AA:AA-Level-1 | | |
| Standard | 01923282201 | =8008 | | |

| TimePlan | Number Match | Translate To | Alternate Number | Alternate Mode |
|----------|--------------|--------------|------------------|----------------|
| Standard |  | =Main | =Main |  |
| Standard | 02037503000 | =!AA |  |  |
| Standard |  |  |  |  |
| Standard |  |  |  |  |
| Standard | 01923287723 | 2010 |  |  |
| Standard | 01923282200 | =!AA:AA-Level-1 |  |  |
| Standard | 01923282201 | =8008 |  |  |

Rows highlighted with a red background indicate an entry that has been updated using the normal Web manager.

## Search

In the 'DDI Search' field enter the number to search for, then click the Search button. The page will update to show the first match for this number.

**DDIPlan: Standard**

DDI Search [          ]    [ Search ]

## Add Alternate Number

Alternate numbers can be Users, Departments, System entries VXML Scripts or !AA entries and Telephone numbers.

To add a new alternate number to a DDI entry, enter the required number or number in the corresponding alternate number field

**Alternate Number**

200|

**Users**
User20000
User20001
User20002
User20003
User20004
User20005
User20006
User20007
User20008
User20009

As you type the page will search users and departments for corresponding matches and will show up to 10 of each entry. If the required entry is shown click to select it.

**Alternate Number**

800|

**Departments**
Main
Department8001
Department8002
Department8003
Department8004
Department8005
Department8006
Department8007
Department8008
Department8009

When you click out of the field you will be alerted those changes need to be saved via a pop-up window. Click the Save Entries button to save the current settings for that page.

Visible DDI Alternate Number Changes Need To Be Saved

**Save Entries**

## Apply Alternate Number

To enable the alternate routing click the corresponding Alternate Route mode slider. The Translate To and Alternate Number values will be swapped.

| WorkingDay | 287701 | !AA | 01923287719 | |
| WorkingDay | 287701 | 01923287719 | !AA | |

You will be alerted those changes need to be saved to enable the alternate routing. Click the Save Entries button to save the current settings.

**Please Note:** You can only enable the alternate mode on entries where the Translate To and Alternate Number values are set.

## Disable Alternate Number

To disable the alternate routing click the corresponding Alternate Route mode slider. The Translate To and Alternate Number values will be swapped.

| WorkingDay | 287701 | 01923287719 | !AA | |
| WorkingDay | 287701 | !AA | 01923287719 | |

You will be alerted that changes need to be saved to enable the alternate routing. Click the Save Entries button to save the current settings.

## Bulk Updates

As well as changing a single entry you can apply bulk update visible entries, updates are added a page at a time, if you try and move to the next page without saving the changes you will receive a warning.

By clicking copy the alternate number value from the first DDI entry will be copied to all visible entries. Click Save Entries before moving on to the next page.

Toggle on or off the alternate mode of all visible DDI's.

Clear the alternate number value and disable the alternate mode for all visible entries.

# Meet Me Conferences

This page provides a simple way to add, edit and delete Meet Me Conferences on the system. The Meet Me Conference form allows you to search, order or select conferences.



## Editing Buttons



Add a new Meet me Conference to the system

Edit an existing Meet me Conference

Delete an existing Meet Me Conference

### ⊕ Add a Conference

To add a new Meet Me Conference, click on the Add button, this will open the Meet Me Conference form, enter the following fields to create your conference, once created your conference can be accessed via setting up a DDI Plan entry or call the conference internally by ringing *45 followed by the conference number. Users can join the conference up until the end time whilst the conference is in progress.



## Conference Number

Enter a number to be associated to this Meet Me Conference.

## Organiser

Enter the name of the Organiser for this Conference.

## Date

Enter the date that the conference should be active. Click in this field and select the required date from the date picker. Default value is todays date.

## Start Time

Enter the time that the conference should be active for participants to join. Click in this field and select the required time using the time picker. Default value is time now.

## End Time

Enter the time that the conference should cease to accept new participants. Click in this field and select the required time using the time picker. Default value is time now+1 hour.

## Access Pin

Enter a Personal Identification Number to be entered by all participants before they can join the conference.
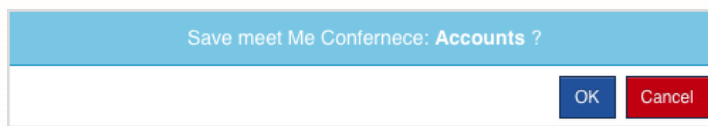
## Max Members

Specifies the maximum number of participants in this conference. Each participant occupies a voicemail connection, please refer to your Maintainer to find out the Maximum number of participants you can have in a conference.

## Company

Select the company this Conference belongs to. If this field is left empty, the Conference will not be added to a company. NOTE: This entry is only shown to Administrators not assigned to a company.
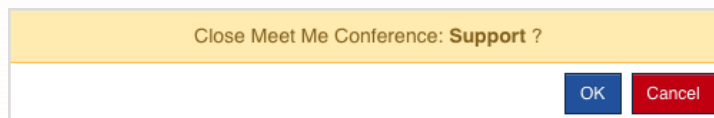
## Save the Conference

To save your conference click on Save, you will see a pop up where you can click OK to save the conference or click cancel to go back to the Meet Me Conference form to make any necessary amendments.



If you decide to abandon the conference you have created, then click close on the Meet Me Conference form,  you will see a pop up where you can click OK to go back to the main Meet Me Conference form or Cancel to go back to the Meet Me Conference form.



## Edit an existing Meet Me Conference

To edit an existing Meet Me Conference, click on the required Meet Me Conference and then on the Edit button, this will open the Meet Me Conference form. This is the same form as the conference add form, please refer to the conference add field descriptions for a further explanation.

## Save Changes

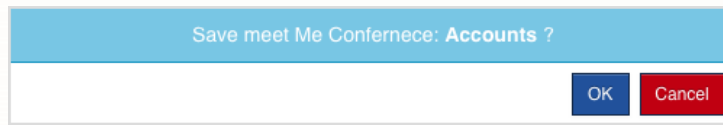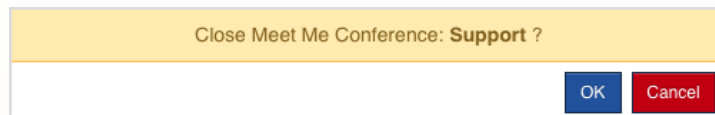To save your conference click on Save, you will see a pop up where you can click OK to save the conference of click cancel to go back to the Meet Me Conference form to make any necessary amendments.

Save meet Me Confernece: **Accounts** ?

OK    Cancel

If you decide to abandon the conference you have created, then click close on the Meet Me Conference form you will see a pop up where you can click OK to go back to the main Meet Me Conference form or cancel to go back to the Meet Me Conference form.
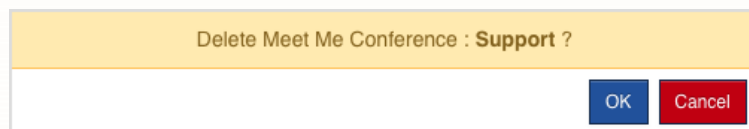
Close Meet Me Conference: **Support** ?

OK    Cancel

## Delete an existing Meet Me Conference

To delete a Meet Me Conference, click on the required Meet Me Conference and then on the Delete button. A notification will be shown asking you to confirm the deletion of the Meet Me Conference.
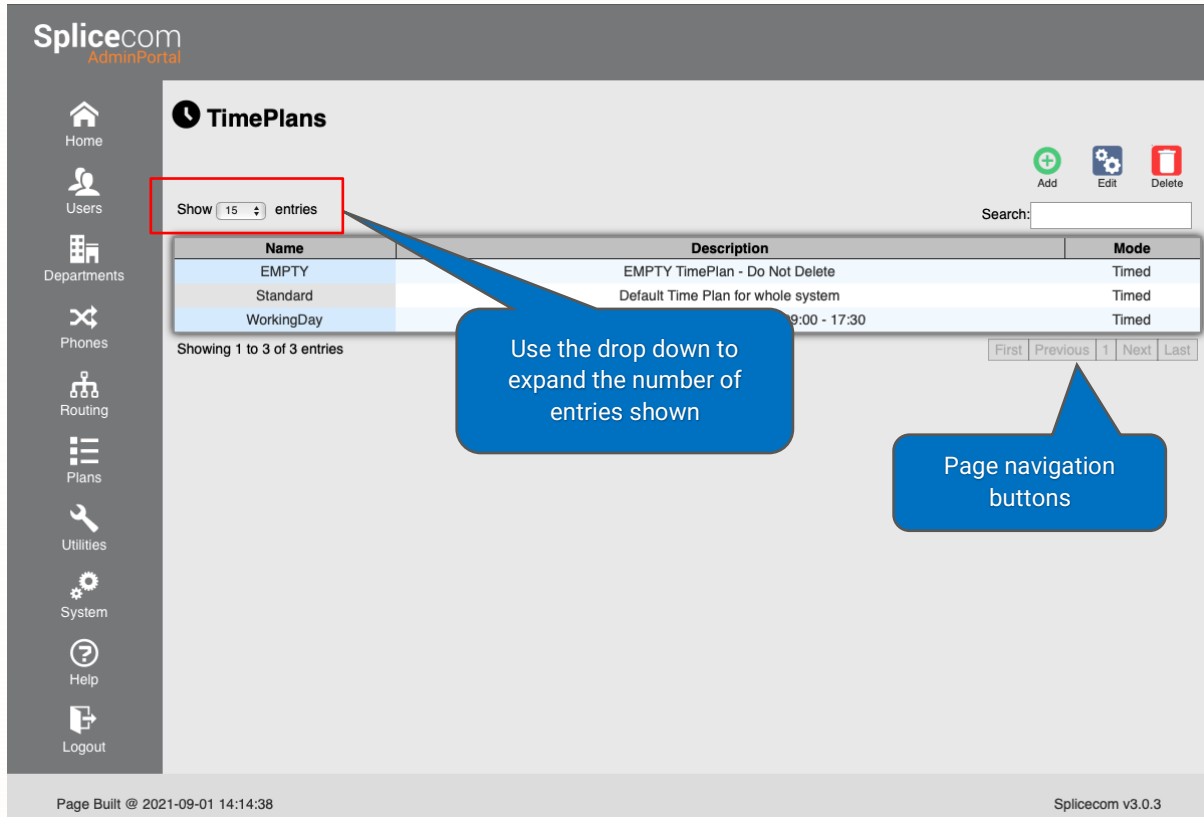
Delete Meet Me Conference : **Support** ?

OK    Cancel

Click OK to confirm deleting the Conference or Cancel to go back to the Meet Me Conference Form.

## Time Plans

This page provides a simple way to add, edit and delete Time Plans on the system. The Time Plan form allows you to search, order or select Time Plans.



### Editing Buttons



 Used to add a new Time Plan, this will open the Time Plan form.

 To edit an existing Time Plan, click on the required Time Plan and then on the Edit button, this will open the Time Plan form.
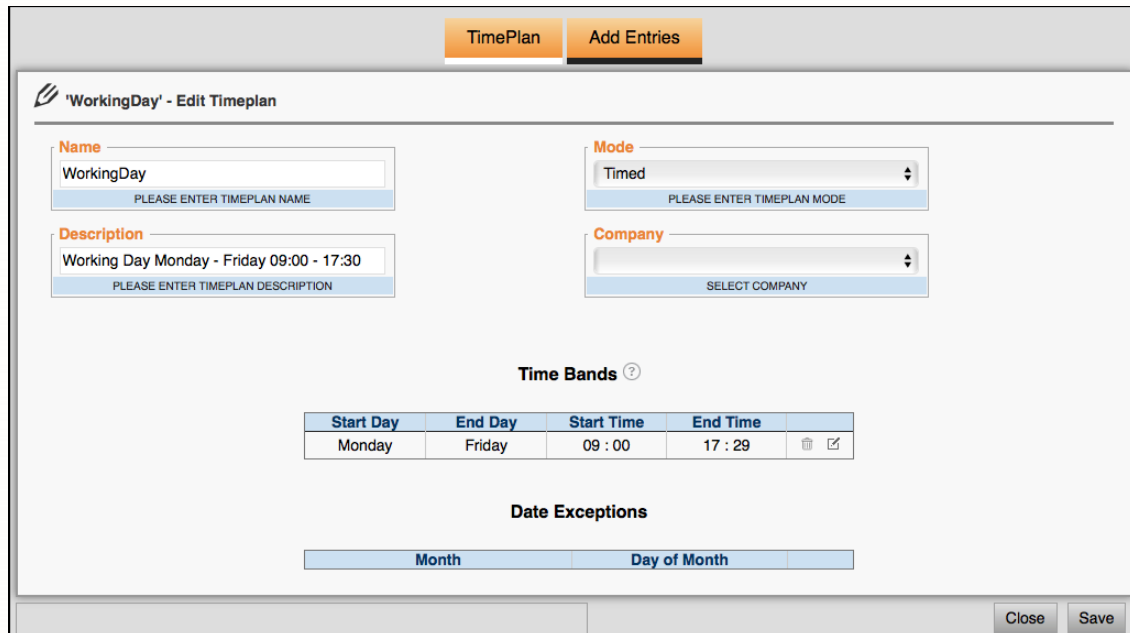
 To delete a Time Plan, click on the required Time Plan and then on the Delete button. A notification will be shown asking you to confirm the deletion of the Time Plan.

The Time Plan form is used to add or edit a Time Plan. It has two tabs, Time Plan and Add Entries. If you are editing an existing Time Plan some of the fields will be pre-populated.

The Time Plan form is used to add or edit a Time Plan. It has two tabs, Time Plan and Add Entries. If you are editing an existing Time Plan some of the fields will be pre-populated.

## Adding/Editing a Time Plan

The Time Plan page allows you to configure Time Plan settings.



**Name**

Enter the name to be associated to this Time Plan, ie Weekend or Bank Holiday.

**Description**

Enter a description to be associated to this Time Plan, ie Used for Saturday opening.

**Mode**

Select the mode of use for the Time Plan.

| Timed | The entry will follow the configured time bands. |
|---|---|
| Out of Hours | The Time Plan considers itself to be outside of the hours specified by the Time Band(s) regardless of the day or time. |
| In Hours | The Time Plan is operational, in other words it considers itself to be inside the hours specified by the Time Band(s) regardless of the day or time |

**Company**

Select the company this Time Plan belongs to. If this field is left empty, the TimePlan will not be added to a company. NOTE: This entry is only shown to Administrators not assigned to a company.

To save the Time Band without adding any entries or Date Exceptions click the save button to close and save the current Time Band, you will be see a popup confirming if you want to save or continue editing your Time Plan.
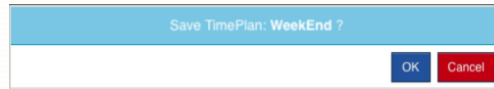


If you Click close you will see a popup warning you that changes have not been saved, click OK to continue and not save any changes or Cancel to go back to your TimePlan.
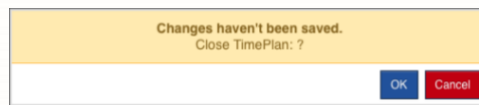


To view then current active entries on a per day basis for a time band click on the Question mark a popup window will show displaying the time band information



**Add Entries Tab**

The Add Entries tab allows you to edit or configure Time Band and Date Exception entries.

## Add Time Band

To add a new Time Band complete the time band fields entering a start day and time and the end day and time by using the drop-down list and the time picker.

Click 'Save Time Band' to update the Time Plan Entry, the new Time Band will be added to the Time Plan.

| Start Day | Start Time | End Day | End Time | | |
|-----------|-----------|---------|----------|---|---|
| Sunday | 00 : 00 | Saturday | 23 : 59 | 🗑 | ☑ |

## Edit Time Band

From the Time Band overview on the Time Plan tab click on the required time band. The time band will be displayed on the Add Entries tab. The Time Bands Start Day of Week and Time and End Day of Week and Time will be shown

## Edit Date Exception

From the Date Exceptions overview on the Time Plan tab click on the required date exception. The date exception will be displayed on the Add Entries tab. The date exceptions date will be shown in the date exception field

## Add Date Exception

To add a new Date Exception, click on the data exception field and select the required date

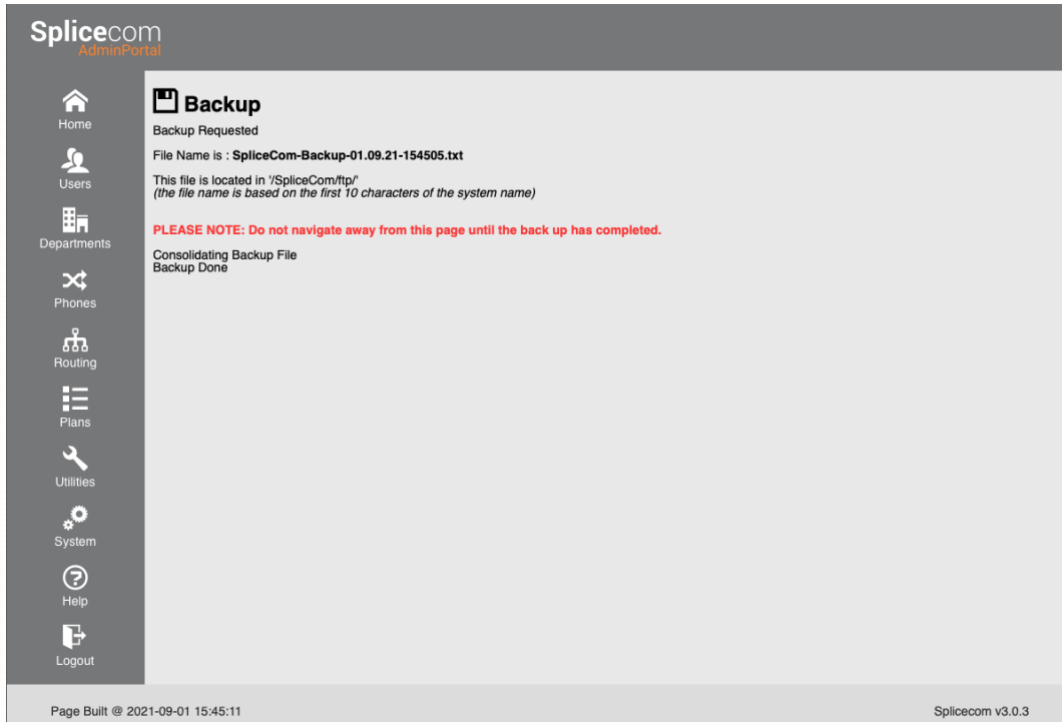Click 'Save Date Exception' to update the TimePlan Entry

# Utilities

The Utilities page is only available to System and End User Managers, if you do not see this option then please refer to your Maintainer for further details. As standard backups of the Soft PBX are automatically performed on the 1st day of the month.

## Backup

This page provides a simple way to make a backup of the running configuration of the Soft PBX, backups are stored on the Soft PBX in the /Splicecom/ftp directory.



The file name is based on the first 10 characters of the System name followed by a date and time stamp.
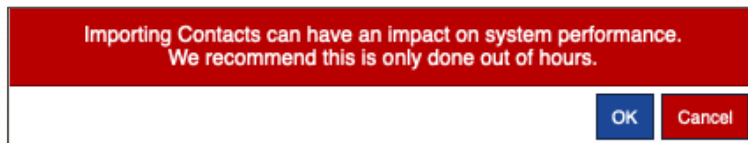eg: File Name is: Splicecom-Backup-20.10.16-142521.txt

The backup file can be used by your maintainer to restore the system configuration to the state it was when the backup was taken.

## Import / Export Contacts

The Contacts database can be used to store information on external associates, for example, customers and suppliers. The database can be used as an address book, a telephone directory for speed dialling and for matching incoming CLI. The Contacts database can store up to 10,000 entries, if more than 10,000 contacts are required please refer to your maintainer for options on how to do this.

When you first enter the Import / Export contacts page a warning notice will pop-up, select OK to continue with the process or cancel to back out.

> **Importing Contacts can have an impact on system performance.**
> **We recommend this is only done out of hours.**
>
> OK   Cancel

## Contacts (Export)

The Import Contacts page also allows you to export contacts to a file so that they can be edited and imported back into your Soft PBX. Select the company you wish to export the contacts from the company drop down list   if left blank then the global contacts list will be exported
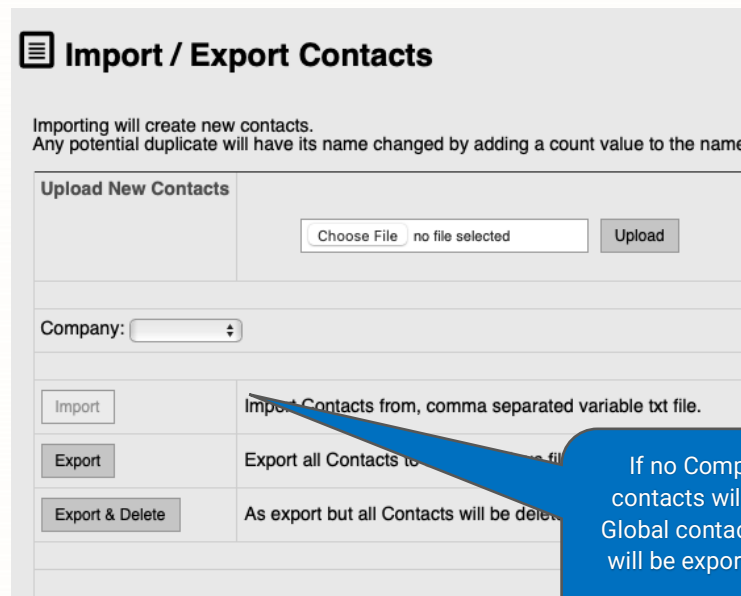
### Export

To export contacts from the system database, click the Export button to start the export process. Once this has completed, you can download the contacts file using the download link. The contacts are not removed from the system database.

### Export & Delete

To export and delete contacts from the system database click the Export & Delete button to start the export process.
Once this has completed, you can download the contacts file using the download link. The contacts will have been removed from the system database.

### Import / Export Contacts

Importing will create new contacts.
Any potential duplicate will have its name changed by adding a count value to the name.

**Upload New Contacts**

Choose File   no file selected    Upload

Company: [         ]

| Import | Import Contacts from, comma separated variable txt file. |
| Export | Export all Contacts to       fil |
| Export & Delete | As export but all Contacts will be dele |

> If no Company is selected then contacts will be exported from the Global contacts, otherwise Contacts will be exported from the Company selected.

Click the Download icon to download the contacts to your PC.
**NOTE**: The system checks see if there is a download file and will display the download link if it finds one.

## 📄 Contacts (Import)

This page provides a simple way to import or export contacts to/from the Soft PBX database. NOTE: The Import Contacts function is only available as an option to System and End User Manager's, if you do not see the Utilities Menu on the Home page then please contact your reseller for any changes to Contacts.

In order to use the Import Contacts facility, you will need to create a comma separated file with the following headers.

| Heading | Description |
|---|---|
| name | Name of the Contact. This name will be displayed in Caller Display when the incoming CLI is matched against this contact. (64 Characters. No spaces or punctuation should be used) |
| company | Text to identify the Contact's company/business. (128 Characters. No spaces or punctuation should be used) |
| phone | The Landline number to use for this contact. (No spaces or punctuation should be used) |
| fax | The Fax number if applicable. (No spaces or punctuation should be used) |
| mobile | The Mobile number for this contact. (No spaces or punctuation should be used) |
| home | The Contacts home number. (No spaces or punctuation should be used) |
| spare1 | Additional spare number. (No spaces or punctuation should be used) |
| spare2 | Additional spare number. (No spaces or punctuation should be used) |
| ambiguous | The Ambiguous Number field can be used to match a range of numbers, particularly useful if a company has a large DDI number range. The ? is used to specify any number, therefore an entry of, eg 01923 2877??, will match all calls within the range of 01923 287700 to 287799. Contacts with a complete match will have priority over an ambiguous number. |
| mail | The Contacts email address. (Limited to 64 characters) |
| firstname | The Contacts first name. (Limited to 64 characters) |
| lastname | The Contacts last name. (Limited to 64 characters) |
| description | A free form description for the Contact. (Limited to 128 characters) |
| department | Text to identify the Contact's department within that company. (Limited to 128 characters) |
| job | The Job description for the Contact. (Limited to 64 characters) |
| street | Contacts Street. (Limited to 64 characters) |
| city | Contacts City. (Limited to 64 characters) |
| county | Contacts County. (Limited to 64 characters) |
| postcode | Contacts Postcode. (Limited to 64 characters) |
| country | Contacts Country (Limited to 30 characters) |
| ouraccount | The code to be registered with this Contact when making a call with an Account Code. This code then appears in the Call Logging output against telephone calls made using this Account Code. Please refer to your reseller to use this feature. |
| theiraccount | Allows an Account Code to be entered for this Contact. This code then appears in the Call Logging output against telephone calls made to or from this Contact. Please refer to your reseller to use this feature. |
| url | N/A |
| autourl | N/A |
| directrouteto | The extension number, User or Department Name to which a call from the Contact is to be routed. Alternative you can play a wav file, please contact your reseller to programme this feature. |
| priorityboost | The priority calls from this Contact will have over other incoming external calls. The higher the number entered the higher the priority. |
| exdirectory | 0/1 When enabled this Contact will not be displayed in the Contacts directory on any of Splicecom's Unified Comms devices. |

The following shows a single example contact entry:

```
name,company,phone,fax,mobile,home,spare1,spare2,ambiguous,mail,firstname,lastname,description,department,job,street,city,county,postcode,country,our
account,theiraccount,url,autourl,directrouteto,priorityboost,exdirectory
"Martin Jones","Watrose","01923287???","","","","","","","Martin.Jones@watrose.co.uk","Martin","Jones","Manager Richmond
Branch","All","Manager","Street","Town","County","Post Code","Country","","","","0","","0","0"
```

Save the file as a text file and use the Upload New Contacts picker to locate and upload the file to your Soft PBX. Once uploaded select the Company that the Contacts should appear against (Leave blank if you want to add the contacts globally) and then select Import

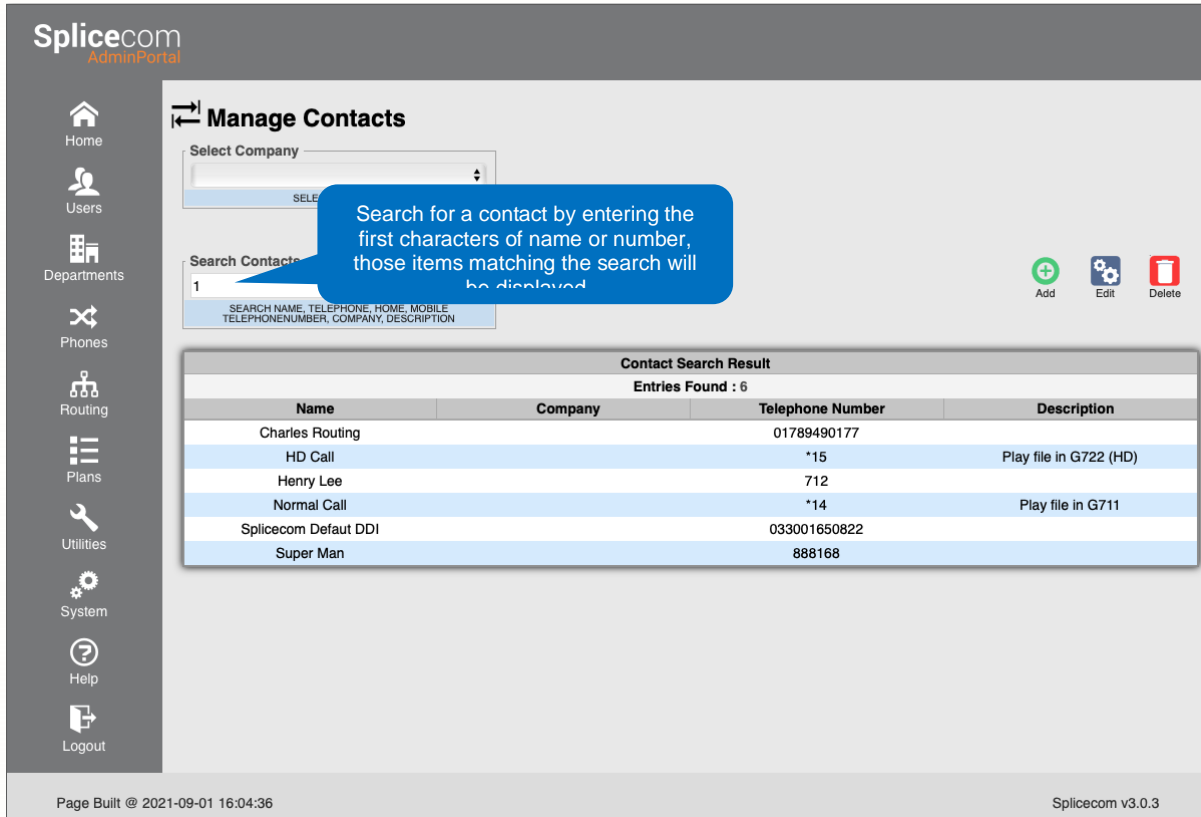![Manage Contacts icon] **Manage Contacts**

Manage contact allows you to add, edit and delete contacts, if you are a System manager you can select a company's contacts to edit, if you are an End User Manager then you can only edit your companies contacts.



## Editing Buttons



 Used to add a new contact to the system database.

 To edit an existing contact, click on the required contact and then on the Edit button, this will open the contact form.

 To delete a contact, click on the required contact and then on the Delete button. A notification will be shown asking you to confirm the deletion of the contact.

**Adding A Contact**

Clicking on the add button allows you to add a new contact to your system, if you have selected a company then you can add a contact to that company. Contacts added within companies cannot be seen by other companies. You have two tabs Contact and Contact Details, The Contact tab allows you to enter basic details, the Contact Details tab allows special you assign special actions.



When adding a contact, you have the following fields available to use within the contacts tab.

| | |
|---|---|
| **Contact Name** | Name of the Contact. This name will be displayed in Caller Display when the incoming CLI is matched against this contact. (64 Characters. No spaces or punctuation should be used) |
| **Company Name** | Text to identify the Contact's company/business. (128 Characters. No spaces or punctuation should be used) |
| **Description** | A free form description for the Contact. (Limited to 128 characters) |
| **Telephone Number** | The Landline number to use for this contact. (No spaces or punctuation should be used) |
| **Mobile Telephone Number** | The Mobile number for this contact. (No spaces or punctuation should be used) |
| **Home Telephone Number** | The Contacts home number. (No spaces or punctuation should be used) |
| **Spare 1 Telephone Number** | Additional spare number. (No spaces or punctuation should be used) |
| **Spare 2 Telephone Number** | Additional spare number. (No spaces or punctuation should be used) |

The Contact Details page allows other contact information to be added as well as special actions.



| Direct Route To | The extension number, User or Department Name to which a call from the Contact is to be routed. Alternative you can play a wav file, please contact your reseller to programme this feature. |
|---|---|
| Email Address | The Contacts email address. (Limited to 64 characters) |
| Priority Boost | The priority calls from this Contact will have over other incoming external calls. The higher the number entered the higher the priority. |
| Account (Our ref) | The code to be registered with this Contact when making a call with an Account Code. This code then appears in the Call Logging output against telephone calls made using this Account Code. Please refer to your reseller to use this feature. |
| Account (Their Ref) | Allows an Account Code to be entered for this Contact. This code then appears in the Call Logging output against telephone calls made to or from this Contact. Please refer to your reseller to use this feature. |
| Ambiguous Telephone Number | The Ambiguous Number field can be used to match a range of numbers, particularly useful if a company has a large DDI number range. The ? is used to specify any number, therefore an entry of, eg 01923 2877??, will match all calls within the range of 01923 287700 to 287799. Contacts with a complete match will have priority over an ambiguous number. |

To save a contact press the save button, you will see a pop-up confirmation window.

**Save Contact Entry: Contact One ?**

OK  Cancel

Press OK to save the contact or cancel to return back and edit the entered details, if you want to discard your changes press the Close button.

**Changes haven't been saved.**
**Close Contact Entry: ?**

OK  Cancel

Press OK to discard your changes or cancel to return to editing the current contact.

## Edit a contact

To edit a contact first search for the contact using the Search Contacts facility and then highlight the contact you wish to edit. You will be presented with contacts details to edit.

| Contact Search Result | | | |
|---|---|---|---|
| Entries Found : 3 | | | |
| Name | Company | Telephone Number | Description |
| Charles Routing | | 01789490177 | |
| Henry Lee | | 712 | |
| Splicecom Defaut DDI | | 033001650822 | |

## Delete a contact

To delete a contact first search for the contact you wish to remove by using the search facility, highlight the contact you wish to delete, and then press the Delete button.

| Contact Search Result | | | |
|---|---|---|---|
| Entries Found : 3 | | | |
| Name | Company | Telephone Number | Description |
| Charles Routing | | 01789490177 | |
| Henry Lee | | 712 | |
| Splicecom Defaut DDI | | 033001650822 | |

You will see a popup window, press OK to delete the contact or cancel to return search window.

**Delete Contact Entry: Contact Three ?**

OK  Cancel
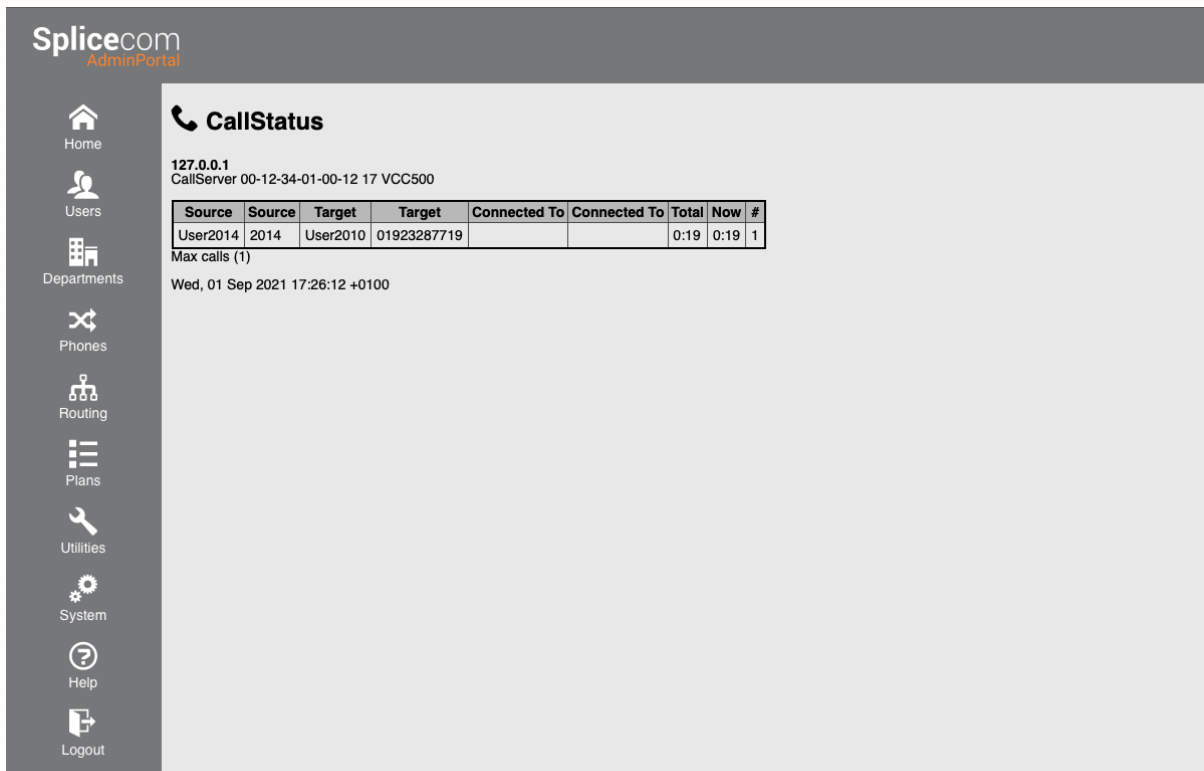
# ⚙ System

The System menu is only available to System and End User Managers, if you do not see this option then please refer to your Maintainer for further details.

## 📞 Call Status

This page shows the current status of calls on the specific Soft PBX you are connected to.

The call status table shows the Source Name and Number, Target Name and Number, Connected to Name and Number, Total Call Time, Now Call Time and Number of Calls.

Only calls routing via this system will be shown. Each call record shows which trunk the call is routing via.
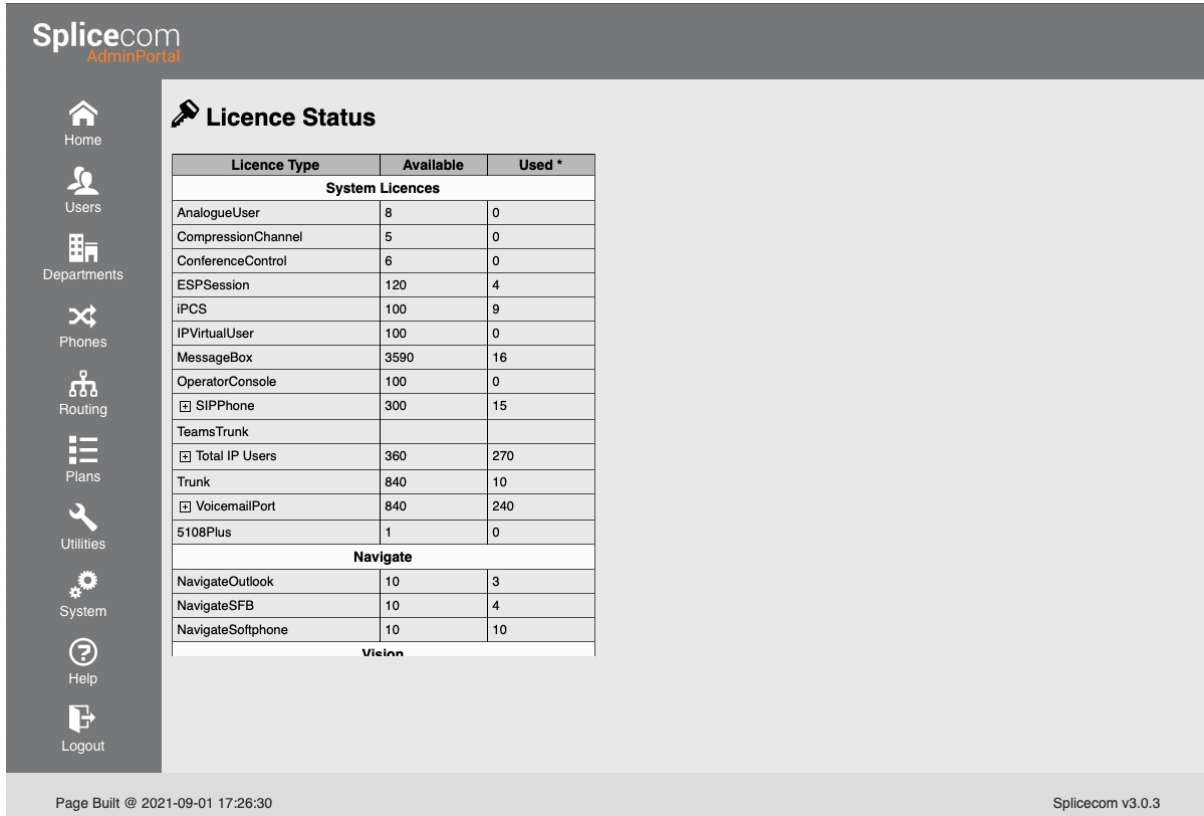


| Source | Outgoing external or internal call - name and extension number of the User making the call. Incoming call – name (if the incoming CLI is matched in the Contacts database) and number of the caller (if CLI is presented with the call) |
|---|---|
| Target | Outgoing external call – name (if the number dialled is matched in the Contacts database) and the number dialled.  Incoming external or internal call – the name and extension number of the User or Department receiving the call. |
| Connected to | Outgoing call - the number the User was connected to.   Incoming external and internal call - the name and extension number of the User who answered the call. |
| Total | Total shows the total call duration (Including Ringing time) |
| Now | Now shows the time from an event happening with the call, i.e. hold, transfer etc. |

## 🔑 Licence Status

The licence status page shows an overview of all licences installed on the system. In a multi-site environment, this includes all licences across the sites that are linked as one.

Licences with a plus by them allow you to expand and show more detail about those licences.



The licence count table shows an overview of all licences, their type, amount available and amount used. The modules table shows which modules are being used for the licence count.
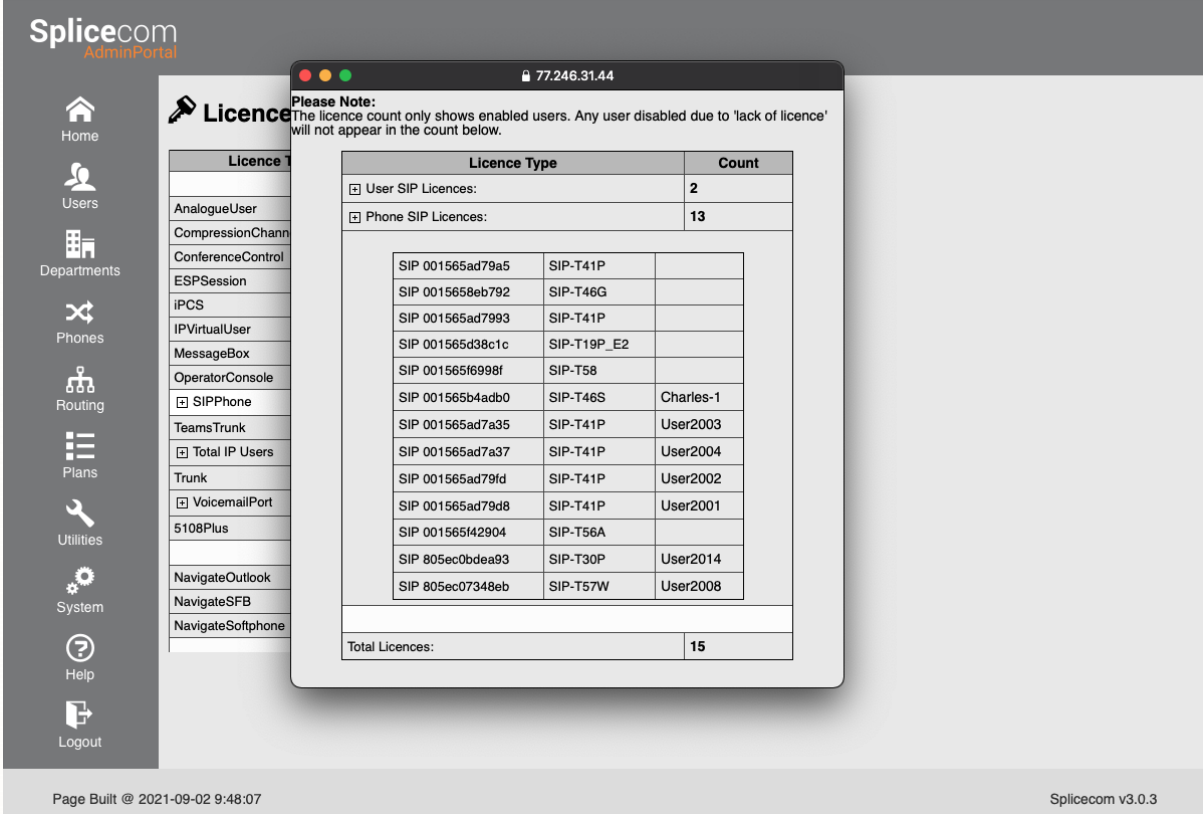
Certain licences, which are entered into the system configuration and therefore displayed in the table, are allocated in other applications, EG Vision, therefore these licences will show as 0 used in the status table, the licences that display this way are:

VisionLive, VisionRecording, VisionReport and VisionSupervisor

# 🔑 Licence Status (SIP Phone Licences)

This is a cumulative count of all enabled users and devices with a SIP licence.

**NOTE**: Any user disabled due to lack of licence will not appear in the count.

# Licence Status (IP User Licences)

This is a cumulative count of all IP User licences and POTS ports available and used. Clicking on this row will show a breakdown of how the available count has been calculated.



| Licence | Quantity |
|---|---|
| ManagedUser | 200 |
| ManagedUser | 10 |
| POTS | 8 |
| POTS | 100 |
| ManagedUser | 2 |
| ManagedUser | 40 |
| Total: | **360** |
| | |
| Total Licences: | **360** |

## 🔨 Licence Status (Voicemail Port Licences)

This is a cumulative count of all Voicemail Port licences available and used. Clicking on this row will show a breakdown of how the available count has been calculated.

# ⓘ SIP Status

The SIP status page shows an overview of all SIP Trunks configured on the system. In a multi-site environment, this includes all SIP trunks across the sites that are linked as one.

The table at the top of the page provide a clear overview of all SIP Trunks, including the Soft PBX they are located on, basic configuration details and In Service Status.

Any Trunk that is highlighted **Green** is currently In Service. If the trunk is highlighted in **Red** then it is Out of Service.
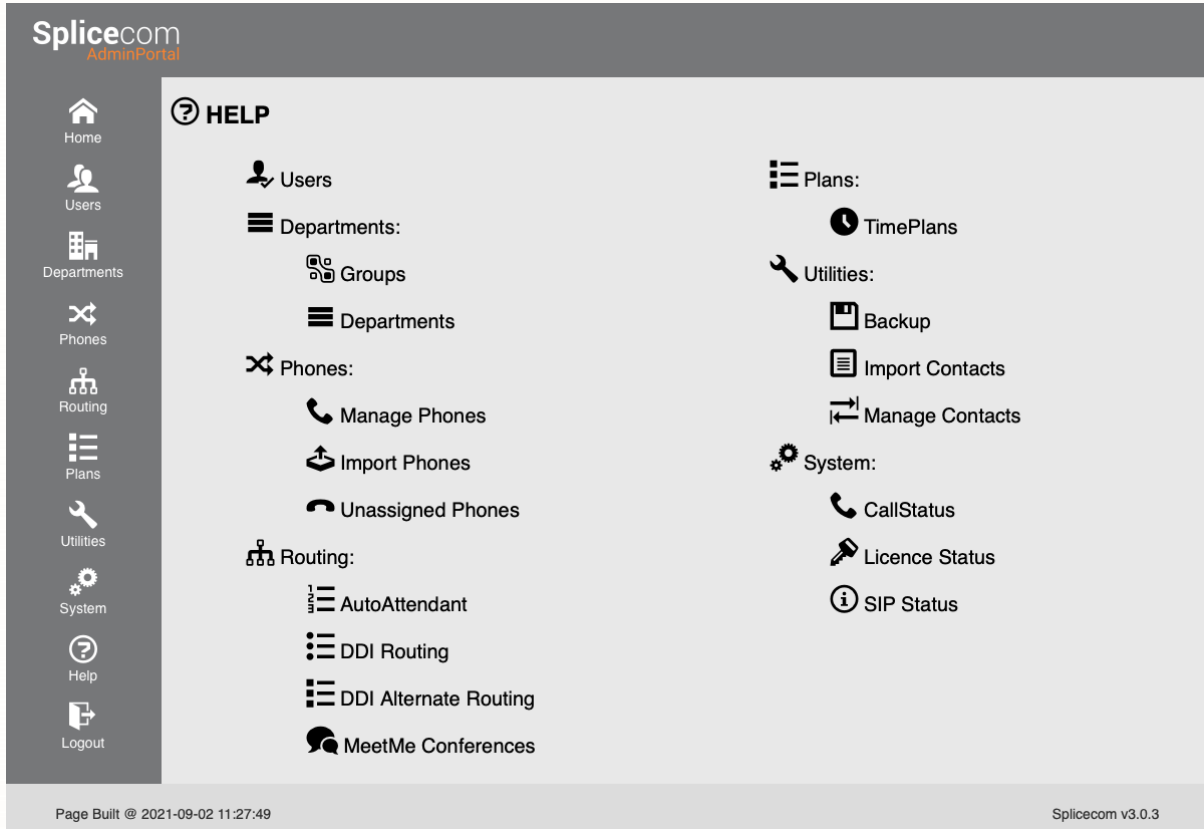
## Trunk Status

The Trunk Status entries show the current state of all trunks visible to this page. If multiple modules are available each modules trunk will be shown in their own section.

Any Trunk that is highlighted **Green** is currently In Service. If the trunk is highlighted in **Red** then it is Out of Service. The type of trunk is shown along with the number of currently assigned channels.

![Help icon] **Help**

The Admin portal has a comprehensive help section which covers all the sections in this manual. Click on the main headings to show the relevant help sections.



![Logout icon] **Logout**

The Logout option will log you out of the Admin portal.

The Hall Business Centre, Berry Lane, Chorleywood, Hertfordshire, WD3 5EX
t | 01923 287700   e | info@splicecom.com   w | splicecom.com