Clearspan® OpEasy®
Import Worksheet Definitions

JANUARY 2018

Release 4.9

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Clearspan OpEasy Import Worksheet Definitions
Release #4.9 –January 2018

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Revision History

Date	Version	Revision	Description	Author
10/2017	4.9	2920-005	Updated for OpEasy 4.9	Velvet Moore
1/2018	4.9		Updated to include Clearspan Anywhere & Alternate Numbers.	Steve Dye

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1 OVERVIEW

OpEasy allows five types of import which are categorized as Basic, Advanced, System, Enterprise, and Group. Basic and Advanced import allow provisioning of Clearspan users and devices. System, Enterprise, and Group import allow provisioning of system-level, enterprise-level, and group-level features, respectively.

All types of import utilize Microsoft Excel spreadsheets that are specifically formatted for use with the OpEasy application. This document describes the layout and content of all worksheets that comprise the Basic, Advanced, System, Enterprise, and Group spreadsheets.

Note: Additional information on using OpEasy to execute the worksheets is provided in the OpEasy Provisioning Guides.

2 NEW IN THIS RELEASE

Worksheet changes listed by OpEasy release are provided in the 'Worksheet Change Summary' section, the last section in this document.

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3 GENERAL WORKSHEET PROCESSING

The following information pertains to worksheet processing in general, regardless of the type of import.

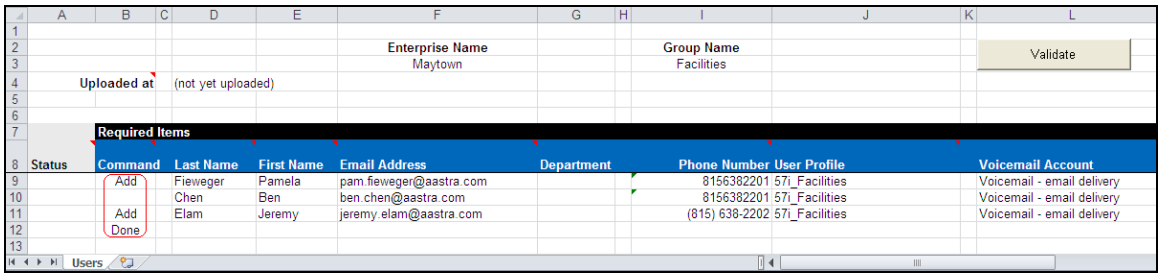
3.1 THE COMMAND COLUMN

The commands that are relevant for a particular worksheet and administrator are provided within each worksheet. When you run an import, each command (row) is processed separately and in sequence. Each row on the worksheet can result in multiple commands being sent to Clearspan. If any failure occurs in a stream of commands, all previous commands for this row are rolled back.

Rows that do not specify a command are simply skipped (except on worksheets where subsequent rows contain list information).

Processing of a worksheet ends when the **Done** command is encountered or after 100 consecutive empty command cells are encountered.

The following example illustrates row processing. When processed, the command in row 9 will execute, row 10 will be skipped (because the command column is empty), row 11 will execute, and processing will end at row 12 (because the 'Done' command is encountered).



	A	B	C	D	E	F	G	H	I	J	K	L
1												
2						Enterprise Name			Group Name			
3						Maytown			Facilities			Validate
4		Uploaded at		(not yet uploaded)								
5												
6												
7		Required Items										
8	Status	Command		Last Name	First Name	Email Address	Department		Phone Number	User Profile		Voicemail Account
9		Add		Fieweger	Pamela	pam.fieweger@aastra.com			8156382201	57i_Facilities		Voicemail - email delivery
10				Chen	Ben	ben.chen@aastra.com			8156382201	57i_Facilities		Voicemail - email delivery
11		Add		Elam	Jeremy	jeremy.elam@aastra.com			(815) 638-2202	57i_Facilities		Voicemail - email delivery
12		Done										
13												

Users

3.2 THE STATUS AND ERROR COLUMNS

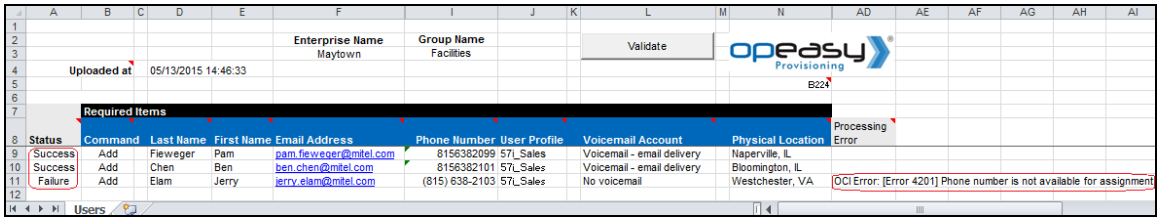
When an import request completes, a Results Spreadsheet is produced by OpEasy. The Status column within the Results Spreadsheet is filled with either **Success** or **Failure** to identify whether the command on each row was successful or not.

Any rows with a Failure status will show information in the Error column, which identifies the reason for failure. The Error column is always the rightmost column on the worksheet.

The Results Spreadsheet can be corrected where failures have been flagged and then used again for import. When a Results worksheet is processed, any rows where Success appears will be skipped and any rows where Failure appears will be processed. Another Results Spreadsheet

will be produced at completion of the import to identify whether subsequent attempts to process were successful.

A screen capture of a Results worksheet follows. Note that for each row that is processed, either a Success or Failure status is provided (see column A for rows 9-11). Also note that when a Failure occurs, text will be provided in the Processing Error column to provide the reason for failure (see row 11, column AD).

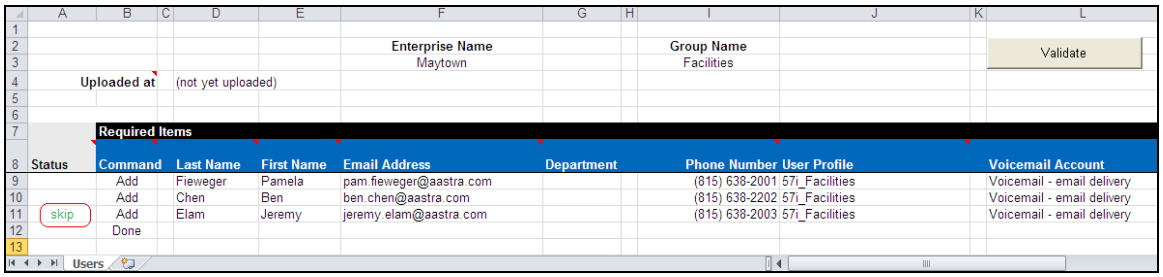


	A	B	C	D	E	F	I	J	K	L	M	N	AD	AE	AF	AG	AH	AI
1																		
2						Enterprise Name	Group Name			Validate		opeasy Provisioning						
3						Maytown	Facilities											
4		Uploaded at		05/13/2015 14:46:33														
5												B22						
6																		
7		Required Items																
8	Status	Command		Last Name	First Name	Email Address	Phone Number	User Profile		Voicemail Account		Physical Location	Processing Error					
9	Success	Add		Fieweger	Pam	pam.fieweger@mitel.com	8156382099	57i_Sales		Voicemail - email delivery		Naperville, IL						
10	Success	Add		Chen	Ben	ben.chen@mitel.com	8156382101	57i_Sales		Voicemail - email delivery		Bloomington, IL						
11	Failure	Add		Elam	Jerry	jerry.elam@mitel.com	(815) 638-2103	57i_Sales		No voicemail		Westchester, VA	OCI Error: [Error 4201] Phone number is not available for assignment					
12																		

3.3 THE SKIP KEYWORD

To skip rows of data within a worksheet, you can simply ensure no command exists in the Command column. However, sometimes you might want to maintain the commands in a worksheet but run an import for only a subset of the rows. In this case, the **Skip** keyword is useful. Enter the Skip keyword in the Status column to cause the associated row to be skipped.

The following example illustrates row processing. When processed, the commands in row 9 and 10 will execute, row 11 will be skipped even though a command is provided because the **Skip** command in the Status column overrides this.



	A	B	C	D	E	F	G	H	I	J	K	L
1												
2						Enterprise Name			Group Name			Validate
3						Maytown			Facilities			
4		Uploaded at		(not yet uploaded)								
5												
6												
7		Required Items										
8	Status	Command		Last Name	First Name	Email Address	Department		Phone Number	User Profile		Voicemail Account
9		Add		Fieweger	Pamela	pam.fieweger@aastra.com			(815) 638-2001	57i_Facilities		Voicemail - email delivery
10		Add		Chen	Ben	ben.chen@aastra.com			(815) 638-2202	57i_Facilities		Voicemail - email delivery
11	skip	Add		Elam	Jeremy	jeremy.elam@aastra.com			(815) 638-2003	57i_Facilities		Voicemail - email delivery
12		Done										
13												

4 BASIC IMPORT

The Basic Import provides an easy way to create Clearspan users with their associated devices. Basic Import allows assignment and configuration of the voicemail feature, but it does not allow assignment of any other phone features. For information about Basic Import, refer to the *OpEasy Basic Provisioning Guide*.

5 ADVANCED IMPORT

5.1 DESCRIPTION

The Advanced Import provides a flexible way to create and modify Clearspan users and devices. With flexibility comes additional complexity, so administrators utilizing the Advanced Import worksheets should have a thorough understanding of user provisioning and the phone features that can be assigned to the users.

Advanced Import spreadsheets include a DataHelp tab that provides useful information needed to fill certain columns (e.g. Group, Department, User Profile, etc.). Also, the Users worksheet allows specification of a User Profile which simplifies the user and device creation process. If a User Profile is used, but you want to override any of the fields derived by the User Profile, the field can simply be overwritten and the overwritten value is accepted.

All columns for all worksheets are explained in detail in the next section of this document. The commands that can be issued with each worksheet are listed at the bottom of the worksheet.

5.2 WORKSHEET DETAILS FOR ADVANCED

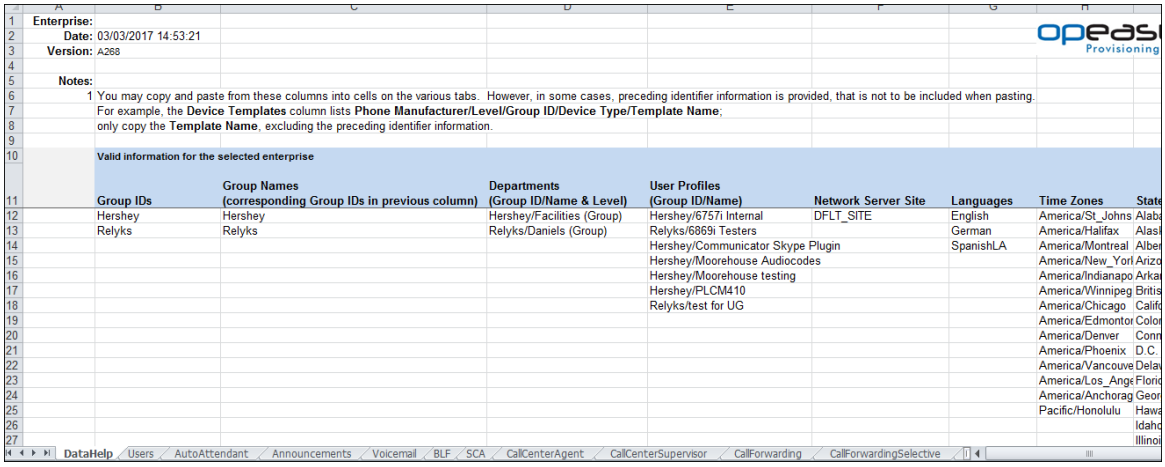
5.2.1 SPECIAL ROW/COLUMN INFORMATION

Row	Column	Information
1	A	Contains header 'Enterprise:'
1	B	Contains the enterprise that was selected when issuing the 'Get Worksheet' command. This spreadsheet is enterprise specific and cannot be used for import to any other enterprise.
2	A	Contains header 'Date:'
2	B	This column is blank on a fresh import worksheet but contains the date that an import was issued in the results worksheet.
3	A	Contains header 'Version:'
3	B	Contains the version of the worksheet.
5	All Columns	Provides hints for various purposes such as to inform which columns may be adjusted via the ModifyUser or ModifyDevice commands.
6	All Columns	Provides comments on what is acceptable input for various fields.
7	All Columns	Provides color coding to identify columns that pertain to General Information, columns that are derived if a User Profile is used, columns that pertain to Device Information or Trunk User Information and columns that contain Optional Information.
8		Contains the column labels. The provisioning tool will assume that the next row contains the first row of data, i.e. a valid command.

Any after 8	A	This first column in each worksheet is the Status column. It is updated in the results spreadsheet to either Success or Failure. A 'Skip' in this column will cause the row to be skipped on import.
Any after 8		The rightmost column in each worksheet is the ErrorResponse column. It is updated in the results spreadsheet for any command that has a status of Failure.

5.2.2 DATAHELP WORKSHEET

The DataHelp tab (shown below) provides information for the Enterprise that was selected when the 'Get Worksheet' was issued. Data from this worksheet may be cut and pasted to the other worksheets. For example, most commands on the Users tab require that the row contain an entry in the Group column, so the administrator could come to this tab to view the available Groups and then cut the appropriate Group Name from the cell to paste into the Users worksheet.



Enterprise:
Date: 03/03/2017 14:53:21
Version: A268

Notes:
1 You may copy and paste from these columns into cells on the various tabs. However, in some cases, preceding identifier information is provided, that is not to be included when pasting. For example, the **Device Templates** column lists **Phone Manufacturer/Level/Group ID/Device Type/Template Name**; only copy the **Template Name**, excluding the preceding identifier information.

Valid information for the selected enterprise

Group IDs	Group Names (corresponding Group IDs in previous column)	Departments (Group ID/Name & Level)	User Profiles (Group ID/Name)	Network Server Site	Languages	Time Zones	State
Hershey	Hershey	Hershey/Facilities (Group)	Hershey/6757i Internal	DFLT_SITE	English	America/St_Johns	Alaba
Relyks	Relyks	Relyks/Daniels (Group)	Relyks/6869i Testers		German	America/Halifax	Alask
			Hershey/Communicator Skype Plugin		SpanishLA	America/Montreal	Alber
			Hershey/Moorehouse Audiocodes			America/New_York	Arizo
			Hershey/Moorehouse testing			America/Indianapo	Arkar
			Hershey/PLCM410			America/Winnipeg	Britis
			Relyks/test for UG			America/Chicago	Calif
						America/Edmonton	Color
						America/Denver	Conn
						America/Phoenix	D.C.
						America/Vancouve	Dela
						America/Los_Ange	Flori
						America/Anchorag	Geor
						Pacific/Honolulu	Hawa
							Idaho
							Illinoi

DataHelp | Users | AutoAttendant | Announcements | Voicemail | BLF | SCA | CallCenterAgent | CallCenterSupervisor | CallForwarding | CallForwardingSelective

Note that more columns exist in this worksheet than are displayed per the screen capture. Note too that some columns (e.g., Departments, User Profiles, etc.) contain the "Group/Name". This is useful because it tells the administrator to which group the listed Department, User Profile, etc. belongs. However, when pasting these cells into the other worksheets, the Group name (and the slash) must be removed or an error will result when processing occurs.

Each column on the DataHelp tab is contained in the table that follows.

Column Name	Column	Contents
Group IDs	B	Provides all Group IDs within this enterprise. Groups are identified using the Group ID. Use on Users tab, column C.
Group Names	C	Names of all groups within the enterprise. These names coorespond to the Group IDs in the previous column. Group Names are not used in any of the import columns. They are only displayed to help identify the cooresponding Group IDs.

Column Name	Column	Contents
Departments (Group ID/Name & Level)	D	Provides all Departments per group. Use on Users tab, column G. Level of the department is provided.
User Profiles (Group ID/Name)	E	Provides all User Profiles per group. Use on Users tab, column N.
Network Server Site	F	Provides all Network Server Sites. Use on Users tab, column Q.
Languages	G	Provides all Languages supported. Use on Users tab, column AP.
Time Zones	H	Provides all Time Zones. Use on Users tab, column AQ.
State/Provinces	I	Provides all States/Provinces. Use on Users tab, column BE.
Enterprise Time Schedules	J	Provides Time Schedules for this enterprise. Use on Priority Alert tab, column G.
Group Time Schedules (Group ID/Name)	K	Provides Time Schedules per group. Use on Priority Alert tab, column G.
Enterprise Holiday Schedules	L	Provides Holiday Schedules for this enterprise. Use on Priority Alert tab, column I.
Group Holiday Schedules (Group ID/Name)	M	Provides Holiday Schedules per group. Use on Priority Alert tab, column I.
Trunk Groups (Group ID/Name)	N	Provides Trunk Groups. Use on Users tab, column AK.
Enterprise Trunks	O	Provides Enterprise Trunk Groups for this enterprise. Use on Users tab, column AO.
Call Centers (Group ID/Name)	P	Provides Call Centers per group.
Agent Threshold Profiles	Q	Provides Agent Threshold Profile Names.
ACD States	R	Provides valid ACD states.
Services	S	Provides a list of Services.
Group Speed Dial 8 Lists (Group ID/Name)	T	Provides a list of the Speed Dial 8 Lists per group.
Group Speed Dial 100 Lists (Group ID/Name)	U	Provides a list of the Speed Dial 100 Lists per group.
Music On Hold Profiles	V	Provides Music On Hold Profile names.

Column Name	Column	Contents
Device Types	W	Provides a list of valid Device Types.
Device Templates (Phone Manufacturer/ Level/ Group ID/ Device Type/ Template Name)	X	Provides a list of valid Device Templates.

5.2.3 USERS WORKSHEET

The commands available for use with the Users worksheet allow creation, deletion, and modification of users, devices, as well as Service Packs, Communication Barring Authorization Codes (CBACs), Call Pickup Groups (CPGs), Hunt Groups (HGs), and the Activation/Deactivation of phone numbers and re-ordering of users on a device.

Note: Some commands might not be available, depending on the administrator's privileges.

The following table lists each command, a description of the command, and the columns that are mandatory to successfully execute the command.

Command	Description / Tips	Mandatory Columns
AddUser	Add a new user. A User Profile may be used with this command. If used, the columns marked are derived and so are not mandatory.*	(C) Group ID (D) Last Name (E) First Name (N) Clearspan Password (Q) UserId* (AB) Calling LineId Last Name* (AC) Calling LineId First Name*
ModifyUser	Modify the user information. Any columns on the worksheet that contain the hint 'ModifyUser' may be used with this command.	(Q) UserId
DeleteUser	Delete the user.	(Q) UserId

Command	Description / Tips	Mandatory Columns
AddUserDevice	Add a new user and a new device and assign the device. * A User Profile may be used with this command. If used, the columns marked are derived and so are not mandatory. MAC Address is mandatory when Device Configuration Mode is set to 'Custom' or 'Default' (vs. 'Manual'). Device Template and Template Level are mandatory when Device Configuration Mode is set to 'Custom' (vs. 'Default' or 'Manual').	(C) Group ID (D) Last Name (E) First Name (N) Clearspan Password (Q) UserId* (W) Device Name* (Y) Device Type* (Z) Device LinePort* (AA) MAC Address* (AB) Calling LineId Last Name* (AC) Calling LineId First Name* (AE) Auth Name* (AF) Auth Password* (AL) Device Configuration Mode* (AM) Device Template* (AN) Template Level*
AddUserAssignDevice	Add a new user and assign an existing device. The Device Name for the existing device must be provided. A User Profile may be used with this command. If used, the columns marked are derived and so are not mandatory.	(C) Group ID (D) Last Name (E) First Name (N) Clearspan Password (Q) UserId* (W) Device Name (AB) Calling LineId Last Name* AC) Calling LineId First Name* (AE) Auth Name* (AF) Auth Password*
AddMigDeviceUser	Add a new user and a new device without assigning the phone number. Subsequent use of the 'MigrateTrunkUser' worksheet migrates a trunk user to this device user.	(C) Group ID (D) Last Name (E) First Name (H) Phone Number (J) Physical Location (P) User Profile

Command	Description / Tips	Mandatory Columns
AddDevice	Add a new device. * A User Profile may be used with this command. If used, the columns marked are derived and so are not mandatory. MAC Address is mandatory when Device Configuration Mode is set to 'Custom' or 'Default' (vs. 'Manual'). Device Template and Template Level are mandatory when Device Configuration Mode is set to 'Custom' (vs. 'Default' or 'Manual').	(C) Group ID (W) Device Name* (Y) Device Type* (AA) MAC Address* (AL) Device Configuration Mode* (AM) Device Template* (AN) Template Level*
ModifyDevice	Modify device information. Any columns on the worksheet that contain the hint 'ModifyDevice' may be used with this command.	(C) Group ID (W) Device Name
DeleteDevice	Delete the device.	(C) Group ID (W) Device Name
AssignDevice	Assign a device to the specified user.	(C) Group ID (Q) UserId (W) Device Name (Z) Device LinePort
UnassignDevice	Unassign a device from the specified user.	(C) Group ID (Q) UserId (W) Device Name
ModifyUserId	Change the UserId. Place the original UserId in column P and the new UserId in column Q.	(Q) UserId (R) Extension
AssignSP	Assign one or more service packs. Separate SPs with ALT-ENTER.	(Q) UserId (U) Service Packs
ReplaceSP	Replace all user service packs with those specified. Separate SPs with ALT-ENTER.	(Q) UserId (U) Service Packs
DeleteSP	Delete one or more service packs. Separate SPs with ALT-ENTER.	(Q) UserId (U) Service Packs
DeleteAllSP	Delete all service packs for this user.	(Q) UserId
AddCBAC	Add the specified communication barring authorization code. Specify one Auth Code per command.	(Q) UserId (AX) Comm Barring Auth Code
DeleteCBAC	Delete the specified communication barring authorization code. Specify one Auth Code per command.	(Q) UserId (AX) Comm Barring Auth Code

Command	Description / Tips	Mandatory Columns
AssignCPG	Add the user to the specified Call Pickup Group.	(Q) UserId (AY) Call Pickup Group
DeleteCPG	Delete the user from the specified Call Pickup Group.	(Q) UserId (AY) Call Pickup Group
AssignHG	Assign the user to the specified Hunt Groups.	(Q) UserId (AZ) Hunt Group
DeleteHG	Remove the user from the specified Hunt Groups.	(Q) UserId (AZ) Hunt Group
ReorderUsers	Reorder the users on the specified device. First row contains the Command, Group, first UserId entry, and Device Name, subsequent rows may contain additional UserIds. Position column is only used by AudioCodes devices, which use Static Ordering.	(C) Group ID (R) UserId (W) Position (X) Device Name
Done	Ends processing of the worksheet.	

Each column on the Users tab is contained in the table that follows.

Column Name	Column	Field Requirements
Status	A	This column is blank in most cases but possible values include: **Success** **Failure** **Skip** *See Section 3.2 for more information on the Status column.*
General Information		
Command	B	The available commands and the mandatory columns for each command are described in the preceding table.
Group ID	C	Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab.
Last Name	D	Up to 30 characters. May be modified via 'ModifyUser'.
First Name	E	Up to 30 characters. May be modified via 'ModifyUser'.
Email Address	F	Up to 80 characters. Format: xxx@yyy.com (or .org, .net, etc.) xxx must be at least 6 characters yyy.com must be known by the system May be modified via 'ModifyUser'. NULL value will remove the Email Address.
Department	G	Must match the name of an existing Department. Valid departments per the group are available via the DataHelp tab; strip the Group Name if doing a copy & paste from DataHelp. May be modified via 'ModifyUser'.
Phone Number	H	Up to 23 characters. E.164 format is supported. Must exist and be assigned to the Enterprise/Group. May be modified via 'Modify User'. 'NULL' value will remove a phone number from an existing user.
Phone Number Activation	I	Values: **Activate** **Deactivate** When Phone Number Activation is disabled in Clearspan, this column is ignored, regardless of whether it is empty or contains any value.
Physical Location	J	Up to 1024 characters. Identifies the user's location. May be modified via 'Modify Device'.

Column Name	Column	Field Requirements
VLAN ID	K	Identifies a VLAN Id. May be modified via 'Modify Device'.
User ERL Record Name	L	Enter the ERL Record Name for the User only if the device is an AuioCodes MediaPack. Up to 50 characters. May be modified via 'Modify User'. Must follow the format set forth by the Emergency Gateway System.
Voice Portal Passcode	M	Enter digits. Passcode security rules are defined on Clearspan. Sets the passcode for this user. May be modified via 'Modify User'.
Clearspan Password	N	Enter characters. Password rules are defined on Clearspan. Sets the Clearspan password for this user. May be modified via 'Modify User'.
Endpoint Type	O	Values: **DeviceUser** **TrunkUser**
Device ERL Record Name	P	Up to 50 characters. May be modified via 'Modify Device'. Must follow the format set forth by the Emergency Gateway System.
User Profile	Q	Specification of a User Profile is optional in Advanced Provisioning. Valid User Profiles are available via the DataHelp tab. User Profile name only is needed so strip the Group if doing a copy & paste from DataHelp.
May be Derived if User Profile is selected (otherwise complete manually) **Columns in this section will be derived by OpEasy if a User Profile has been specified. If using a User Profile and you wish to override the OpEasy derived value for any of these columns, make a manual entry in the desired columns.* *If a User Profile is not specified, no columns will be automatically filled and manual entries must be made.*		
UserId*	R	UserID must be unique within the system. Format: xxx@yyy.com (or .org, .net, etc.) xxx must be at least 6 characters yyy.com must be known by the system May be modified via 'ModifyUserId' by entering the replacement UserId in the Extension column.
Extension*	S	Up to 20 characters. May be modified via 'ModifyUser'. NULL value will remove the Extension.

Column Name	Column	Field Requirements
Network Server Site*	T	Valid Network Server Sites are available via the DataHelp tab.
Voicemail Account*	U	Associated with Unified Messaging. Values: **NoNotification** **EmailNotification** **EmailDelivery** No entry means Unified Messaging voicemail will not be enabled.
Service Packs*	V	Must match the name of an existing Service Pack. If multiple Service Packs are needed, separate the entries using ALT-ENTER. May be manipulated via 'AssignSP', 'ReplaceSP', 'DeleteSP' and 'DeleteAllSP' commands.
Position*	W	Enter a value for position of the user on the device. This field is used by AudioCodes devices, with are configured with Static Line/Port Ordering. May be manipulated via 'ReorderUsers' command.
Device Name*	X	Must be unique within the system. Up to 80 characters.
Device Level*	Y	Most devices are Group level. Values: **System** – System-level devices cannot be created **Enterprise** **Group**
Device Type*	Z	Must match the name of an existing Device Type.
Device LinePort*	AA	Must be unique within the system. Up to 161 characters. Format: xxx@yyy.com (or .org, .net, etc.) xxx must be at least 6 characters yyy.com must be known by the system
MAC Address*	AB	May be blank if the device type uses Device Management with device access credentials. Up to 12 characters. This field is used by the Auto Install application used by a phone or AudioCodes device to match installer input at the phone or AudioCodes device. May be modified via 'ModifyDevice'.
Calling LineId Last Name*	AC	Up to 30 characters. May be modified via 'ModifyUser'.

Column Name	Column	Field Requirements
Calling LineId First Name*	AD	Up to 30 characters. May be modified via 'ModifyUser'.
Calling LineId Phone Number*	AE	Up to 23 characters. May be modified via 'ModifyUser'.
Auth Name*	AF	Up to 80 characters. May be modified via 'ModifyUser'.
Auth Password *	AG	Up to 20 characters. May be modified via 'ModifyUser'.
Network Class of Service*	AH	Must match the name of an existing Network Class of Service.
Device Information **Columns AN and AO will be derived by OpEasy if a User Profile has been specified. If using a User Profile and you wish to override the OpEasy derived value for any of these columns, make a manual entry in the desired columns.* *If a User Profile is not specified, the columns will not be automatically filled and manual entries must be made.*		
Device Contact	AI	Up to 1024 characters.
Device Description	AJ	Up to 80 characters. May be modified via 'ModifyDevice'.
Device Access User Name	AK	Used when configuration mode for the device is via Device Management using Device Credentials. Must be unique within the system. May be modified via 'ModifyDevice'. NULL value will remove Access User Name from an existing device.
Device Access Password	AL	Used when configuration mode for the device is via Device Management using Device Credentials. May be modified via 'ModifyDevice'. NULL value will remove Access Password from an existing device.
Device Template*	AM	Value will be derived if a User Profile is specified. Must match the name of an existing template. May be modified via 'ModifyDevice'.
Template Level*	AN	Value will be derived if a User Profile is specified. Values: **Enterprise** **Group** May be modified via 'ModifyDevice'.
AudioCodes Device Settings *Settings related to Stand Alone Service (SAS).*		
SAS Registrar	AO	Value of the FQDN of the SAS Registrar.

Column Name	Column	Field Requirements
SAS Registrar Port	AP	Port associated with the SAS Registrar.
SAS Default Gateway	AQ	Value of the FQDN of the SAS Default Gateway.
SAS Default Gateway Port	AR	Port associated with the SAS Default Gateway.
Trunk User Information **Columns AS, AT, and AW will be derived by OpEasy if a User Profile has been specified. If using a User Profile and you wish to override the OpEasy derived value for any of these columns, make a manual entry in the desired columns.* *If a User Profile is not specified, the columns will not be automatically filled and manual entries must be made.*		
Trunk Group*	AS	Value will be derived if a User Profile is specified. If this is a trunk user, enter the trunk group to assign this user to. Valid trunk group names are available via the DataHelp tab. May be modified via 'ModifyUser'.
Trunk LinePort*	AT	Value will be derived if a User Profile is specified. If this is a trunk user, enter the user's line, port number or SIP address, depending on the identity/device profile assigned to the selected trunk group. May be modified via 'ModifyUser'.
Trunk Contact	AU	Enter up to five contact addresses for the user. Only available for identity/device profile types that allow static registration. May be modified via 'ModifyUser'.
Alternate Trunk ID	AV	If the terminating subscriber has an alternate trunk identity, then the Application Server uses this identity instead of the subscriber's DN to form the URI for the To header. May be modified via 'ModifyUser'.
Enterprise Trunk*	AW	Value will be derived if a User Profile is specified. Enter the enterprise trunk to assign to this user. Valid trunk group names are available via the DataHelp tab. May be modified via 'ModifyUser'.
User Services		
Comm Barring Auth Code	AX	Enter digits that represent the authorization code. May be manipulated via 'AddCBAC' and 'DeleteCBAC' commands.
Call Pickup Group	AY	Must match the name of an existing Call Pickup Group. May be manipulated via 'AssignCPG' and 'DeleteCPG' commands.
Hunt Group	AZ	Must match the name of an existing Hunt Group. May be manipulated via 'AssignHG' and 'DeleteHG' commands.
Optional Information		

Column Name	Column	Field Requirements
Account ID	BA	Up to 50 characters. May be modified via 'ModifyUser'. NULL value will remove the Account ID.
Language	BB	Optional. Valid languages for the selected enterprise/group are available via the DataHelp tab.
Time Zone	BC	Optional. Valid Time Zones for the selected enterprise/group are available via the DataHelp tab.
Alternate User IDs	BD	Optional. Enter up to 4 Alternate User IDs or Alternate User ID/Description, separated by Alt-Enter. Example: newuser@somecompany.com/New user
Alias1	BE	Up to 161 characters. Format: xxx@yyy.com (or .org, .net, etc.) xxx must be at least 6 characters yyy.com must be known by the system May be modified via 'ModifyUser'. NULL value will remove Alias1.
Alias2	BF	Up to 161 characters. Format: xxx@yyy.com (or .org, .net, etc.) xxx must be at least 6 characters yyy.com must be known by the system May be modified via 'ModifyUser'. NULL value will remove Alias2.
Alias3	BG	Up to 161 characters. Format: xxx@yyy.com (or .org, .net, etc.) xxx must be at least 6 characters yyy.com must be known by the system May be modified via 'ModifyUser'. NULL value will remove Alias3.
Title	BH	Up to 50 characters. May be modified via 'ModifyUser'. NULL value will remove the Title.
Pager Number	BI	Up to 17 digits. May be modified via 'ModifyUser'. NULL value will remove the Page Number.

Column Name	Column	Field Requirements
Mobile Number	BJ	Up to 17 digits. May be modified via 'ModifyUser'. NULL value will remove the Mobile Number.
Address Location	BK	Up to 80 characters. May be modified via 'ModifyUser'. NULL value will remove the Address Location.
Address Line 1	BL	Up to 80 characters. May be modified via 'ModifyUser'. NULL value will remove Address Line 1.
Address Line 2	BM	Up to 80 characters. May be modified via 'ModifyUser'. NULL value will remove Address Line 2.
City	BN	Up to 50 characters. May be modified via 'ModifyUser'. NULL value will remove the City.
State/Province	BO	Up to 50 characters. May be modified via 'ModifyUser'. NULL value will remove the State/Province.
Zip/Postal Code	BP	Up to 50 characters. May be modified via 'ModifyUser'. NULL value will remove the Zip/Postal Code.
Country	BQ	Up to 50 characters. May be modified via 'ModifyUser'. NULL value will remove the Country.
The rightmost column is used for error reporting.		
Error Response	BR	Used to provide detail of a failure in the Results Worksheet.

5.2.4 AUTOATTENDANT WORKSHEET

The commands that are associated with auto attendants are presented within the AutoAttendant worksheet.

Only administrators with the “Provisioning: Virtual Users” privilege enabled use the AutoAttendant tab. When getting an empty worksheet for administrators without that privilege, the AutoAttendant tab is not provided.

The following screen capture from the worksheet lists the commands and a description of their function.

Command	Description
Add	Add Auto Attendant (First row for each user contains the command, settings, and first phone number, subsequent rows contain additional definition.)
Modify	Modify Auto Attendant (First row for each user contains the command, settings, and first phone number, subsequent rows may contain additional phone numbers)
Delete	Delete Auto Attendant
Delete SubMenu	Delete a sub-menu without deleting the auto-attendant.
Assign Services	Assign one or more Services (separate service names with ALT-ENTER and/or "," in the worksheet)
Unassign Services	Remove one or more Services (separate service names with ALT-ENTER and/or "," in the worksheet)
Delete All Services	Delete all Services for the user
Replace Services	Replace all user Services with those specified (separate service packs with ALT-ENTER and/or "," in the worksheet)

Each column on the AutoAttendant tab is contained in the table that follows.

Column Name	Col	Field Requirements
Status	A	This column is blank in most cases but possible values include: **Success** **Failure** **Skip** *See Section 3.2 for more information on the Status column.*
General Attendant Information (1st line of the attendant only)		
Command	B	One of the following commands: **Add** **Modify** **Delete** **Delete SubMenu** **Assign Services** **Unassign Services** **Delete All Services** **Replace Services** **Done**
AutoAttendant ID	C	Enter an AutoAttendant ID for the Auto Attendant.
AutoAttendant Type	D	Values: **Basic** **Standard**

Column Name	Col	Field Requirements
Active	E	Determines the status of the Auto Attendant. Values: **True** **False**
Enable Video	F	Determines if video is enabled. Requires the group has the Auto Attendant video service assigned. Values: **True** **False**
AutoAttendant Name	G	Enter a name for the Auto Attendant.
Group ID	H	Enter the Group ID of the group associated with this Auto Attendant. Valid groups are available via the DataHelp tab.
Department	I	Enter the name of the Department associated with this Auto Attendant. When empty, the Auto Attendant belongs to the group. Valid departments are available via the DataHelp tab.
Phone Number	J	Enter the Auto Attendant's phone number.
Phone Number Activation	K	Values: **Activate** **Deactivate**
Extension	L	Enter the Auto Attendant's extension.
Network Server Site	M	Enter a Network Server Site (NSS) to use for the phone number. Valid Network Server Sites are available via the DataHelp tab.
Extension Dial Scope	N	Specify whether extension dialing applies across the department, group, or enterprise. Values: **Enterprise** **Group** **Department**
Name Dial Scope	O	Specify whether name dialing applies across the department, group, or enterprise. Values: **Enterprise** **Group** **Department**

Column Name	Col	Field Requirements
Name Dial Order	P	Define how a caller should say the name of the person they want to reach. Values: **LastFirst** (where caller must say last name, then first name) **EitherFirst** (where caller can say last, first in either order)
Time Zone	Q	Enter a time zone for the auto attendant. Valid time zones are available via the DataHelp tab.
Calling LineId Last Name	R	Enter the last name to be displayed on lines with Caller ID.
Calling LineId First Name	S	Enter the first name to be displayed on lines with Caller ID.
Calling LineId Phone Number	T	Enter the phone number to use for calling line ID services.
Language	U	Enter the language in which messages are played. Valid languages are available via the DataHelp tab.
Alias1	V	Up to 161 characters.
Alias2	W	Up to 161 characters.
Alias3	X	Up to 161 characters.
Services	Y	Possible services are provided in the notes section of this worksheet. Separate services with Alt/Enter keys. Services selected must be assigned to the group.
Voice Portal Passcode	Z	Enter digits. Passcode security rules are defined on Clearspan. Sets the Clearspan password for this user.
Business Hours Schedule	AA	Enter the name of the Time Schedule used for Business Hours. Enter **NULL** to remove any existing Business Hours Schedule. Valid Enterprise and Group Time Schedules are available via the DataHelp tab.
Business Hours Schedule Level	AB	Values: **Enterprise** **Group** **Department**
Holiday Schedule	AC	Enter the name of the Holiday Schedule. Enter **NULL** to remove any existing Holiday Schedule. Valid Enterprise and Group Holiday Schedules are available via the DataHelp tab.

Column Name	Col	Field Requirements
Holiday Schedule Level	AD	Values: **Enterprise** **Group** **Department**
Menu Definition (1st line of each menu only)		
Menu Type	AE	Values: **BusinessHours** **AfterHours** **Holiday** (available when Auto Attendant is type 'Standard') **Submenu** (available when Auto Attendant is type 'Standard')
Sub-menu Name	AF	Enter the Sub-menu name.
New Sub-menu Name	AG	Enter only to rename the Sub-menu.
First Level Ext. Dial	AH	Convenient if callers know the extension of the person they want to reach. Values: **Enable** **Disable**
Ann. Type	AI	Announcement Type. Values: **Default** (to play a generic message) **Personal** (to play a custom recording)
Audio Announcement	AJ	Enter the name of the audio announcement to play if Ann. Type is **Personal**.
Audio Repository Type	AK	Repository Type for Audio Announcement. Use **Group** for Group Repository Type, or leave blank for AutoAttendant Repository Type.
Video Announcement	AL	If your Auto Attendant has video support enabled, you may enter the name of a video announcement along with your greeting.
Video Respository Type	AM	Repository Type for Video Announcement. Use **Group** for Group Repository Type, or leave blank for AutoAttendant Repository Type.
Menu Item Definitions (every line)		
Key	AN	The key on the telephone keypad to which you assign an action. Values include 0-9, * and #.
Description	AO	Optional. Enter a description of the menu option.
Action	AP	The action to perform when the key is pressed by the caller. Values are provided in the notes section of the worksheet under the Action column. NULL will delete.
Phone Number	AQ	Enter a phone number if the preceding Action requires this.

Column Name	Col	Field Requirements
Sub-menu ID	AR	Enter a sub-menu if the preceding Action requires this.
Audio Announcement	AS	Enter the name of the audio announcement to play if the preceding Action requires it.
Audio Repository Type	AT	Repository Type for Audio Announcement. Use **Group** for Group Repository Type, or leave blank for AutoAttendant Repository Type.
Video Announcement	AU	If the preceding action requires an audio announcement and video support is enabled, you may enter the name of a video announcement.
Video Respository Type	AV	Repository Type for Video Announcement. Use **Group** for Group Repository Type, or leave blank for AutoAttendant Repository Type.
The rightmost column is used for error reporting.		
Error Response	AW	Used to provide detail of a failure in the Results Worksheet.

5.2.5 ANNOUNCEMENTS WORKSHEET

The commands that are associated with the Announcement Repository for users and auto attendants are presented within the Announcements worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

Commands		
Add	Add a new announcement	Or add multiple announcements to the same repository with specification of only Announcement Name and Announcement File Name on subsequent rows
Modify	Modify an announcement	Or modify multiple announcements in the same repository with specification of only New Announcement Name and/or Announcement File Name on subsequent rows
		To replace an announcement, specify Announcement Name and Announcement File Name
		To rename an announcement, specify Announcement Name, New Announcement Name and Announcement File Type
Delete	Delete an announcement	To delete multiple announcements, specify the 'Delete' command on each row
Done	Done (end processing)	

Each column on the Announcements tab is contained in the table that follows.

Column Name	Col	Field Requirements
Status	A	This column is blank in most cases but possible values include: **Success** **Failure** **Skip** *See Section 3.2 for more information on the Status column.*
General Information		
Command	B	One of the following commands: **Add** **Modify** **Delete** **Done**
Repository Type	C	Type of announcement repository. (Export Only)
UserId / AutoAttendant ID	D	Enter the ID of an existing user or Auto Attendant.
Announcement Name	E	Enter the name of the Announcement. Do not include extension.
New Announcement Name	F	Enter the new name of the announcement when renaming, during Modify operation only. Do not include extension.
Announcement File Name	G	File Name of media file to upload. The file name is case sensitive and must include the path (if any) to the file in the uploaded zip file.
Announcement File Type	H	File type. Valid values include: **WAV** **WMA** **MOV** **3GP**
File Size (KB)	I	Size of the announcement file, in KiloBytes (KB). (Export Only)
Last Upload	J	Date/time the announcement file was uploaded. (Export Only)

Column Name	Col	Field Requirements
The rightmost column is used for error reporting.		
Error Response	K	Used to provide detail of a failure in the Results Worksheet.

5.2.6 VOICEMAIL WORKSHEET

The commands that are associated with voice mail are presented within the Voicemail worksheet.

For Users, the voicemail feature may be configured via the Users worksheet. If the Users worksheet is not used to configure voicemail, the Voicemail worksheet may be used to manually configure it. Use of this worksheet may be required when the default settings provided via the Users worksheet are not desired.

The following screen capture from the worksheet lists the commands and a description of their function.

Commands	
Modify	Add or modify voicemail info
DeleteSurgeMail	Delete or reset surge mail account
Done	Done (end processing)

Each column on the Voicemail tab is contained in the table that follows.

Column Name	Col	Field Requirements
Status	A	This column is blank in most cases but possible values include: **Success** **Failure** **Skip** *See Section 3.2 for more information on the Status column.*
General Information		
Command	B	One of the following commands: **Modify** **DeleteSurgeMail** **Done**
UserId/AutoAttendant ID	C	Enter the ID of an existing user or AutoAttendant.
Surgemail Account	D	Values: **True** (to build a mailbox on Surgemail) **False** (if Surgemail mailbox is not needed) **Delete** (to delete the surge mailbox) **Reset** (to rebuild the surge mailbox)
May be derived if Voicemail Account has been selected (otherwise complete manually)		
Voicemail Server Type	E	May be derived if Voicemail Account was selected on the Users tab (otherwise make a manual entry).

Column Name	Col	Field Requirements
Active	F	May be derived if Voicemail Account was selected on the Users tab (otherwise make a manual entry). Values: **True** (to enable Voice Messaging) **False** (to disable Voice Messaging)
Redirect All	G	May be derived if Voicemail Account was selected on the Users tab (otherwise make a manual entry). Values: **True** (to send all calls to voicemail) **False**
Redirect Busy	H	May be derived if Voicemail Account was selected on the Users tab (otherwise make a manual entry). Values: **True** (to send busy calls to voicemail) **False**
Redirect No Answer	I	May be derived if Voicemail Account was selected on the Users tab (otherwise make a manual entry). Values: **True** (to send unanswered calls to voicemail) **False**
Redirect Out of Zone	J	May be derived if Voicemail Account was selected on the Users tab (otherwise make a manual entry). Values: **True** **False**
Greetings – Busy		
Busy Greeting Source	K	Values: **System** **Personal**
Personal Busy Greeting Audio	L	Name of file in the repository.
Personal Busy Greeting Audio Repository Type	M	Repository type for Busy Greeting Audio. Use Group for Group Repository Type, or leave blank.
Personal Busy Greeting Video	N	Name of file in the repository.
Personal Busy Greeting Video Repository Type	O	Repository type for Busy Greeting Video. Use Group for Group Repository Type, or leave blank.
Greetings - No Answer		
Rings No Answer	P	Values (default 3): **0** **2-20**

Column Name	Col	Field Requirements
No Answer Greeting Type	Q	Selects whether to use the Extended Away Greeting or use the Normal No Answer Greeting. Values: **ExtendedAway** **NoAnswerGreeting**
Greetings Extended Away Settings		
Disable Message Deposit	R	If "true" then the caller is not permitted to leave a message. Values: **true** **false**
Extended Away Greeting Audio	S	Audio announcement name used for the Extended Away Greeting.
Extended Away Greeting Audio Repository Type	T	Repository type for Busy Greeting Audio. Use Group for Group Repository Type, or leave blank.
Extended Away Greeting Video	U	Video announcement name used for the Extended Away Greeting.
Extended Away Greeting Video Repository Type	V	Repository type for Busy Greeting Video. Use Group for Group Repository Type, or leave blank.
Greetings Normal No Answer		
No Answer Greeting Source	W	Select the source to use when Normal No Answer Greeting is used as the No Answer Greeting Type. Values: **System** **Unavailable** **Alternate1** **Alternate2** **Alternate3**
Unavailable Greeting Settings		
Unavailable Greeting Audio	X	Audio announcement name used for the Unavailable Greeting.
Unavailable Greeting Audio Repository Type	Y	Repository type for Unavailable Greeting Audio. Use Group for Group Repository Type, or leave blank.
Unavailable Greeting Video	Z	Video announcement name used for the Unavailable Greeting.
Unavailable Greeting Video Repository Type	AA	Repository type for Unavailable Greeting Video. Use Group for Group Repository Type, or leave blank.
Alternate No Answer Greeting #1 Settings		
Alternate Greeting 1 Name	AB	Descriptive name for Alternate Greeting #1.
Alternate Greeting 1 Audio	AC	Audio announcement name used for the Alternate Greeting #1.
Alternate Greeting 1 Audio Repository Type	AD	Repository type for Alternate Greeting #1 Audio. Use Group for Group Repository Type, or leave blank.
Alternate Greeting 1 Video	AE	Video announcement name used for the Alternate Greeting #1.

Column Name	Col	Field Requirements
Alternate Greeting 1 Video Repository Type	AF	Repository type for Alternate Greeting #1 Video. Use Group for Group Repository Type, or leave blank.
Alternate No Answer Greeting #2 Settings		
Alternate Greeting 2 Name	AG	Descriptive name for Alternate Greeting #2.
Alternate Greeting 2 Audio	AH	Audio announcement name used for the Alternate Greeting #2.
Alternate Greeting 2 Audio Repository Type	AI	Repository type for Alternate Greeting #2 Audio. Use Group for Group Repository Type, or leave blank.
Alternate Greeting 2 Video	AJ	Video announcement name used for the Alternate Greeting #2.
Alternate Greeting 2 Video Repository Type	AK	Repository type for Alternate Greeting #2 Video. Use Group for Group Repository Type, or leave blank.
Alternate No Answer Greeting #3 Settings		
Alternate Greeting 3 Name	AL	Descriptive name for Alternate Greeting #3.
Alternate Greeting 3 Audio	AM	Audio announcement name used for the Alternate Greeting #3.
Alternate Greeting 3 Audio Repository Type	AN	Repository type for Alternate Greeting #3 Audio. Use Group for Group Repository Type, or leave blank.
Alternate Greeting 3 Video	AO	Video announcement name used for the Alternate Greeting #3.
Alternate Greeting 3 Video Repository Type	AP	Repository type for Alternate Greeting #3 Video. Use Group for Group Repository Type, or leave blank.
Clearspan Internal Voicemail		
Message Processing	AQ	Values: **UnifiedVoiceAndEmail** **EmailOnly**
Delivery Email Address	AR	Email address for message delivery. Only applies when Message Processing is set to 'EmailOnly'.
Use Msg Waiting Indicator	AS	Values: **True** (to use the Phone Message Waiting Indicator) **False**
Send Notify Email	AT	Values: **True** (to notify by email of the new message) **False**
Msg Notify Email Address	AU	Email address for message delivery.
Send CC Email	AV	Values: **True** (to send a carbon copy of the new message via email) **False**
CC Email Address	AW	Email address for carbon copy delivery.

Column Name	Col	Field Requirements
Transfer on Zero to Phone	AX	Values: **True** (to transfer on '0' to phone number) **False**
Transfer on Zero Phone Number	AY	Phone number where transfer on zero directs.
After Playing Greeting	AZ	Values: **RecordMessage** **DisconnectCall** **ForwardCall**
After Greeting Forward to Phone	BA	Phone number where call forwards to if 'After Playing Greeting' is set to 'ForwardCall'. Enter **NULL** to delete any After Greeting Forward to Phone.
Mail Server Type	BB	Values: **Group** (to store voice messages on the Group's Mail Server) **Personal** (to store voice messages on a Personal Mail Server)
Clearspan Internal Group Server *This section applies when Mail Server Type is 'Group'.*		
Mail Server Email Address	BC	Email address to be built on the Group Mail Server (e.g. on Surgemail).
Mail Server UserId	BD	User Id for the mail server (typically this is the local portion of the email address entered in Column U).
Mail Server Password	BE	Password for the mail server User Id.
Use Default Mailbox Limit	BF	Values: **True** (to use the mailbox limit set at the group level) **False**
Mailbox Limit	BG	Values: **0** (to use the limit set at the group level) **10, 20, 30, 40, 50, 60, 70, 80, 90, 100, 200, 300, 400, 500, 600, 700, 800, 900** (to identify the number of minutes)
Clearspan Internal Personal Server *This section applies when Mail Server Type is 'Personal'.*		
Mail Server IP	BH	IP Address of the mail server.
Mail Server Protocol	BI	Values: **POP3** **IMAP**
Delete for IMAP	BJ	Values: **True** (to use the mailbox limit set at the group level) **False**

Column Name	Col	Field Requirements
Mail Server Email Address	BK	Email address to be built on the Personal Mail Server.
Mail Server UserId	BL	User Id for the mail server.
Mail Server Password	BM	Password for the mail server User Id.
Third Party Voicemail *This section applies when Third Party Voicemail is in use.*		
Server Type	BN	Values: **GroupServer** **UserSpecificServer**
Server URI	BO	Enter the server phone number of URL.
Mailbox ID Type	BP	Values: **PhoneNumber** **URL**
Mailbox ID URL	BQ	Enter the mailbox Id URL for this user.
No Ans No of Rings	BR	Enter the count of rings before forward to voicemail. Values: **0** **2-20**
The rightmost column is used for error reporting.		
Error Response	BS	Used to provide detail of a failure in the Results Worksheet.

5.2.1 ALTERNATENUMBERS WORKSHEET

The AlternateNumbers worksheet adds the ability to add, modify, or remove the Alternate Numbers for existing users.

The commands are as follows:

Command	Function
Modify	Adds, changes, or removes Alternate Numbers defined for the specified user.
Delete	Removes all Alternate Numbers for the specified user.

Each column on the AlternateNumbers tab is contained in the table that follows.

Column Name	Col	Field Requirements
Status	A	This column is blank in most cases but possible values include: **Success** **Failure** **Skip** *See Section 3.2 for more information on the Status column.*
General Information		
Command	B	One of the following commands: **Modify** **Delete** **Done**
UserId	C	User ID of an existing user.
Distinctive Ring	D	Enables distinctive ringing for the Alternate Numbers. Values: **True** **False**
Alternate Number 1 to **Alternate Number 10** Ten sets of Alternate Number settings exist, one for each of the possible Alternate Numbers.		
Phone Number	x	Alternate phone number for Alternate Number x. Enter **NULL** to remove Alternate Number x.
Phone Number Activation	x	Activate or deactivate the alternate phone number. Values: **Activate** **Deactivate**
Extension	x	Extension for the alternate phone number. Enter **NULL** to remove the extension.

Column Name	Col	Field Requirements
Ring Pattern	x	Ring pattern used when calling this alternate phone number. Values: **Normal** **Long-Long** **Short-Short-Long** **Short-Long-Short** Note: The phone must support the ring pattern.
Description	x	Optionally enter a description for this alternate phone number. Enter up to 40 characters. Enter **NULL** to delete any existing description.
The rightmost column is used for error reporting.		
Error Response	BC	Used to provide detail of a failure in the Results Worksheet.

5.2.2 BLF WORKSHEET

The commands that are associated with busy lamp fields are presented within the BLF worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

Commands	
Modify	Add or modify BLF info (first row for each user contains the command, URI, and first UserId entry, subsequent rows may contain additional entries)
DeleteList	Delete the BLF UserId list
Done	Done (end processing)

Each column on the BLF tab is contained in the table that follows.

Column Name	Col	Field Requirements
Status	A	This column is blank in most cases but possible values include: **Success** **Failure** **Skip** *See Section 3.2 for more information on the Status column.*
General Information		
Command	B	One of the following commands: **Modify** **DeleteList** **Done**
UserId	C	Enter the User ID of an existing user.
BLF List URI	D	Enter the name of the list. Format: xxx@yyy.com (or .org, .net, etc.) xxx must be at least 6 characters yyy.com must be known by the system Enter **NULL** to remove a BLF list from a user.
Entry UserId	E	Enter the name of an existing User Id that you wish to monitor. Subsequent User Ids must be entered on separate lines. The order of BLF entries on the phone is determined by the order you enter users into the worksheet.
The rightmost column is used for error reporting.		
Error Response	F	Used to provide detail of a failure in the Results Worksheet.

The following BLF worksheet is provided to illustrate that the Command, User ID and BLF List URI columns are not repeated for subsequent Entry User Id entries.

	A	B	C	D	E	F
1	**Enterprise:**	Maytown				
2	**Date:**					
3	**Version:**	A242				
4						
5	**Modify Command:**			**Modify**	**Modify**	
6				(NULL will delete)		
7						
8	**Status**	**Command**	**UserId**	**BLF List URI**	**Entry UserId**	**Error Response**
9		Modify	8156382052@maytown.mitel.com	8156382052_BLF@maytown.mitel.com	8156382059@maytown.mitel.com	
10					8156382058@maytown.mitel.com	
11					8156382054@maytown.mitel.com	
12		Modify	8156382053@maytown.mitel.com	8156382053_BLF@maytown.mitel.com	8156382054@maytown.mitel.com	
13					8156382052@maytown.mitel.com	
14		Done				
15						

DataHelp | Users | AutoAttendant | Voicemail | **BLF** | SCA | CallCenterAgent | CallCenterSupervisor | Call

5.2.3 SCA WORKSHEET

The commands that are associated with shared call appearances are presented within the SCA worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

Commands	
Assign	Assign a Shared Call Appearance for the user
AddDeviceAssign	Add a new device and assign a Shared Call Appearance for the user
Delete	Delete a Shared Call Appearance
Done	Done (end processing)

Note: Some commands might not be available, depending on the administrator's privileges.

Each column on the SCA tab is contained in the table that follows.

Column Name	Col	Field Requirements
Status	A	This column is blank in most cases but possible values include: **Success** **Failure** **Skip** *See Section 3.2 for more information on the Status column.*
General Information		
Command	B	One of the following commands: **Assign** **AddDeviceAssign** **Delete** **Done**
UserId	C	Enter the User ID of an existing user.
User Profile	D	Specification of a User Profile is optional but if specified the Device LinePort and certain device related columns* will be derived. Valid User Profile names are available via the DataHelp tab.
Alert All Click to Dial	E	Values: **True** (to alert all appearances for Click to Dial calls) **False**
Allow Bridging	F	Values: **True** (to allow bridging between locations) **False**

Column Name	Col	Field Requirements
Allow Call Retrieve	G	Values: **True** (to allow retrieve from another location) **False**
Multiple Call Arrangement	H	Values: **True** **False**
Bridge Warning Tone	I	Values: **BargeIn** **BargeInRepeat**
User SCA Settings		
Active	J	Values: **True** (enable this location) **False**
Allow Origination	K	Values: **True** (allow origination from this location) **False**
Allow Termination	L	Values: **True** (allow termination to this location) **False**
May be Derived if User Profile is selected (otherwise complete manually) This section will be derived by OpEasy if a User Profile has been specified. If using a User Profile and you wish to override the OpEasy derived value for any of these columns, manually enter a value in the desired columns. If a User Profile is not specified, no columns will be automatically filled and manual entries must be made.		
Device Name*	M	Enter the device name where this user's line is to be shared.
Device Level*	N	Most devices are Group level. Values: **System** – System-level devices cannot be created **Enterprise** **Group**
Device Type*	O	Must match the name of an existing Device Type.
Device LinePort*	P	This value is derived if a User Profile is specified in column D. If not using a User Profile, enter a name for the line/port for this SCA (suggestion is to use the user's id + 'sca*xx*' where *xx* is '01' for the first SCA built for this user, '02 is for the second SCA, etc.).

Column Name	Col	Field Requirements
MAC Address*	Q	May be blank if the device uses Device Management with device access credentials. Up to 12 characters. This field is used by the Auto Install application used by a phone or AudioCodes device to match installer input at the phone or AudioCodes device. Enter **NULL** to delete any existing MAC address.
Additional Device Information		
Device Contact	R	Up to 1024 characters.
Device Description	S	Up to 80 characters.
Device Access UserName	T	Used when configuration mode for the device is via Device Management using Device Credentials. Must be unique within the system. Enter **NULL** to delete any existing Device Access UserName from an existing device.
Device Access Password	U	Used when configuration mode for the device is via Device Management using Device Credentials. Enter **NULL** to delete any existing Device Access Password from an existing device
Device Template*	V	Must match the name of an existing template.
Template Level*	W	Values: **Enterprise** **Group**
Physical Location	X	Up to 1024 characters. Identifies the user's location.
VLAN ID	Y	Identifies the VLAN Id.
ERL Record Name	Z	Up to 50 characters. Must follow the format set forth by the Emergency Gateway System.
The rightmost column is used for error reporting.		
Error Response	AA	Used to provide detail of a failure in the Results Worksheet.

5.2.4 CALLCENTERAGENT WORKSHEET

The commands that are associated with the call center agent feature are presented within the CallCenterAgent worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

Command	Description
Assign	Assign an agent to one or more Call Centers.
Modify	Modify the settings for an agent. Also assign supervisors to agent.
Remove	Remove an agent from one or more Call Centers.
Done	Done (end processing)

Each column on the CallCenterAgent tab is contained in the table that follows.

Column Name	Col	Field Requirements
Status	A	This column is blank in most cases but possible values include: **Success** **Failure** **Skip** *See Section 3.2 for more information on the Status column.*
General Information		
Command	B	One of the following commands: **Assign** **Modify** **Remove** **Done**
Group ID	C	Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab.
Agent Id	D	Enter the Agent Id (which is the UserID) that is to be manipulated.
Call Center	E	Enter the Call Center associated with this Agent. Valid Call Center Names are available via the DataHelp tab.
Join	F	Identifies whether the agent is joined to the Call Center. Values: **True** **False**
Skill Level	G	Needs to be entered only for Premium call centers. Values: **1-20**
Supervisor Id	H	Enter the Supervisor Ids that are to be manipulated. Separate the Supervisor Ids by ALT-ENTER.

Column Name	Col	Field Requirements
Optional Information		
ACD State	I	Valid ACD States are available via the DataHelp tab.
Threshold Profile	J	Valid Agent Threshold Profiles are available via the DataHelp tab.
Outgoing Calls DNIS	K	Enter **NULL** to delete any existing Outgoing Calls DNIS.
Guard Timer Setting	L	Enable guard timer for the given number of seconds. Values: **1** to **25** Enter **NULL** to set guard timer to default value.
Use Default Unavailable Settings	M	Identifies where to use default or user defined settings. Values include: **True** **False**
Force to Unavailable on DND activation	N	Applies if "Use Default Unavailable Setting" is set to “false”. Values include: **True** **False**
Force to Unavailable on Personal calls	O	Applies if "Use Default Unavailable Setting" is set to “false”. Values: **True** **False**
Force to Unavailable after Bounced calls	P	Applies if "Use Default Unavailable Setting" is set to “false”. Values: **True** **False**
Consecutive bounced calls threshold	Q	Applies if "Force to Unavailable after Bounced calls" is set to “true”. Values: **1-5**
Force to unavailable on not reachable	R	Applies if "Use Default Unavailable Setting" is set to “false”. Values: **True** **False**
The rightmost column is used for error reporting.		
Error Response	S	Used to provide detail of a failure in the Results worksheet.

5.2.5 CALLCENTERSUPERVISOR WORKSHEET

The commands that are associated with the call center supervisor feature are presented within the CallCenterSupervisor worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

Command	Description
Assign	Assign a supervisor to one or more Call Centers. Also assigns agents to the call center supervisor.
AssignAgent	Assign one or more agents to a supervisor for monitoring.
AssignAllAgents	Assign all agents to a supervisor for monitoring.
AssignAllAgentList	Replace all agents to a supervisor for monitoring.
RemoveAgent	Remove one or more agents from monitoring by a supervisor.
RemoveAllAgents	Remove all agents from monitoring by a supervisor.
Remove	Remove a supervisor from one or more Call Centers.
Done	Done (end processing)

Each column on the CallCenterSupervisor tab is contained in the table that follows.

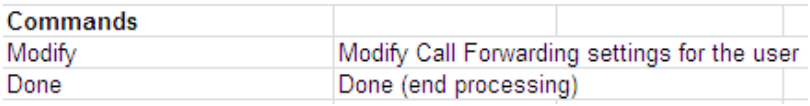
Column Name	Col	Field Requirements
Status	A	This column is blank in most cases but possible values include: Success Failure Skip *See Section 3.2 for more information on the Status column.*
General Information		
Command	B	One of the following commands: **Assign** **AssignAgent** **AssignAllAgents** **AssignAllAgentList** **RemoveAgent** **RemoveAllAgents** **Remove** **Done**
Group ID	C	Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab.
Supervisor Id	D	Assign supervisor ID to call center.
Call Center	E	Enter the Call Center associated with this Agent. Valid Call Center Names are available via the DataHelp tab.

Column Name	Col	Field Requirements
Join	F	Identifies whether the supervisor is joined as an agent to the Call Center. Values: **True** **False**
Skill Level	G	Needs to be entered only for Premium Call Centers. Values: **1-20**
Agent Id	H	Assign Agent IDs for monitoring by the Supervisor ID. Separate the Agent IDs by ALT-ENTER.
The rightmost column is used for error reporting.		
Error Response	I	Used to provide detail of a failure in the Results worksheet.

5.2.6 CALLFORWARDING WORKSHEET

The commands that are associated with the call forwarding feature are presented within the CallForwarding worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.



Commands	
Modify	Modify Call Forwarding settings for the user
Done	Done (end processing)

Each column on the CallForwarding tab is contained in the table that follows.

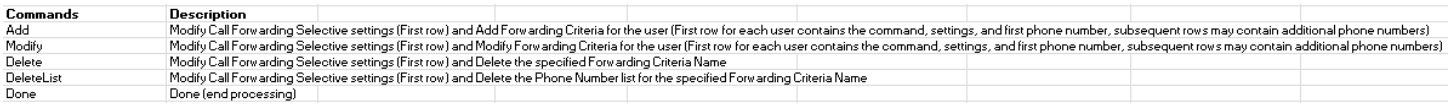
Column Name	Col	Field Requirements
Status	A	This column is blank in most cases but possible values include: **Success** **Failure** **Skip** *See Section 3.2 for more information on the Status column.*
General Information		
Command	B	One of the following commands: **Modify** **Done**
UserId	C	Enter the User ID of an existing user.
CFWD All Active	D	Values: **True** (to forward all calls to the CFWD All destination) **False**
CFWD All Number	E	Enter the phone number or SIP_URI where calls should forward when CFWD All is enabled.
CFWD All Play Reminder	F	Values: **True** (to emit a short ring burst from the primary phone when a call is forwarded via CFWD All) **False**
CFWD Busy Active	G	Values: **True** (to forward calls if the phone is currently busy) **False**
CFWD Busy Number	H	Enter the phone number or SIP-URI where calls should forward when CFWD Busy is enabled.
CFWD No Answer Active	I	Values: **True** (to forward calls when the phone is not answered) **False**

Column Name	Col	Field Requirements
CFWD No Answer Number	J	Enter the phone number or SIP-URI where calls should forward when CFWD No Answer is active.
CFWD No Answer Rings	K	Number of rings before forwarding to the Call Forward No Answer destination. Values: **0** (for None) **2-20** This column is also used to determine number of rings before a call is forwarded to voice mail.
CFWD Not Reachable Active	L	Values: **True** (to forward calls when the device is not accessible by Clearspan) **False**
CFWD Not Reachable Number	M	Enter the phone number or SIP-URI where calls should forward when a CFWD Not Reachable condition exists.
The rightmost column is used for error reporting.		
Error Response	N	Used to provide detail of a failure in the Results Worksheet.

5.2.7 CALLFORWARDINGSELECTIVE WORKSHEET

The commands that are associated with the call forwarding selective feature are presented within the CallForwardingSelective worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.



Commands	Description
Add	Modify Call Forwarding Selective settings (First row) and Add Forwarding Criteria for the user (First row for each user contains the command, settings, and first phone number, subsequent rows may contain additional phone numbers)
Modify	Modify Call Forwarding Selective settings (First row) and Modify Forwarding Criteria for the user (First row for each user contains the command, settings, and first phone number, subsequent rows may contain additional phone numbers)
Delete	Modify Call Forwarding Selective settings (First row) and Delete the specified Forwarding Criteria Name
DeleteList	Modify Call Forwarding Selective settings (First row) and Delete the Phone Number list for the specified Forwarding Criteria Name
Done	Done (end processing)

Each column on the CallForwardingSelective tab is contained in the table that follows.

Column Name	Col	Field Requirements
Status	A	This column is blank in most cases but possible values include: **Success** **Failure** **Skip** *See Section 3.2 for more information on the Status column.*
General Information		
Command	B	One of the following commands: **Add** **Modify** **Delete** **DeleteList** **Done**
UserId	C	Enter the User ID of an existing user.
CFWD Selective Active	D	Values: **True** **False**
Default Forward-To Number	E	Enter the default Call Forward-To number.
Play Ring Reminder	F	Values: **True** **False**
Forwarding Criteria - Multiple forwarding criteria entries may be entered		
Forwarding Criteria Name	G	Name of the Call Forwarding Selective entry.
New Name	H	Used to rename the Forwarding Criteria Name when in modify mode.

Column Name	Col	Field Requirements
Forwarding Criteria Active	I	Values: **True** **False**
Forward-To Number	J	Values: Phone number to forward to **Default** **None**
Time Schedule Name	K	Enter the name of the Time schedule. Enter **NULL** to delete any existing Time Schedule Name. Valid Enterprise and Group Time Schedules are available via the DataHelp tab.
Time Schedule Level	L	Values: **Enterprise** **Group** **User**
Holiday Schedule Name	M	Enter the name of the Holiday schedule. Enter **NULL** to delete any existing Holiday Schedule Name. Valid Enterprise and Group Holiday Schedules are available via the DataHelp tab.
Holiday Schedule Level	N	Values: **Enterprise** **Group** **User**
Use Phone List	O	Values: **True** **False**
Any Private Number	P	Values: **True** **False**
Any Unavailable Number	Q	Values: **True** **False**
Phone Number	R	Enter up to 12 specific phone numbers that you wish to apply forwarding criteria against.
The rightmost column is used for error reporting.		
Error Response	S	Used to provide detail of a failure in the Results Worksheet.

5.2.8 CALLRECORDING WORKSHEET

The commands that are associated with configuring Call Recording for a user are presented within the CallRecording worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

Commands	Description
Modify	Modify Call Recording settings for the user
Done	Done (end processing)

Each column on the CallRecording tab is contained in the table that follows.

Column Name	Col	Field Requirements
Status	A	This column is blank in most cases but possible values include: **Success** **Failure** **Skip** *See Section 3.2 for more information on the Status column.*
General Information		
Command	B	One of the following commands: **Modify** **Done**
UserId	C	Must match existing UserId.
Record Call	D	Sets when and how the user's calls are recorded. Values: **Never** **Always** **AlwaysWithPauseResume** **OnDemand** **OnDemandWithUserInitiatedStart**
Play Call Recording Start/Stop Announcement	E	Sets whether to play an announcement when call recording is started or stopped. Values: **True** **False**
Record Voice Messaging	F	Sets whether to record calls that go to Voice Mail. Values: **True** **False**
Pause/Resume Notification	G	Sets whether to play a notification when call recording is paused or resumed. Values: **None** **Beep** **PlayAnnouncement**

Repeat Record Call Warning Tone	H	Sets wether to repeat a periodic tone to the caller, to indicate that the call is being recorded. Values: **True** **False**
Repeat Record Call Warning Tone Time (Seconds)	I	Configures the time between periodic wanring tones when Repeat Record Call Warning Tone is set to True. Value ranges from 10 to 1800 seconds.
The rightmost column is used for error reporting.		
Error Response	J	Used to provide detail of a failure in the Results Worksheet.

5.2.9 CLEARSPANANYWHERE WORKSHEET

The commands that are associated with the Clearspan Anywhere service are presented within the ClearspanAnywhere worksheet. The ClearspanAnywhere worksheet adds the ability to modify the general Clearspan Anywhere settings, add, modify, or delete associated Clearspan Anywhere Phone Numbers, and to add, modify, or delete Selective Criteria associated with each Clearspan Anywhere Phone Number.

The commands are as follows:

Command	Function
Modify	Modify Clearspan Anywhere settings (General Information) for the user.
AddPhoneNumbers	Modify Clearspan Anywhere settings (General Information) for the user. Add the Clearspan Anywhere phone numbers, including associated Selective Criteria.
ModifyPhoneNumbers	Modify Clearspan Anywhere settings (General Information) for the user. Modify the Clearspan Anywhere phone numbers, including associated Selective Criteria.
ReplacePhoneNumbers	Modify Clearspan Anywhere settings (General Information) for the user. Replace the specified Clearspan Anywhere phone numbers, including the criteria.
ReplaceAllPhoneNumbers	Modify Clearspan Anywhere settings (General Information) for the user. Replace all existing Clearspan Anywhere phone numbers with the specified phone numbers, including the criteria.
DeletePhoneNumbers	Remove the specified Clearspan Anywhere phone numbers from the user.
DeleteAllPhoneNumbers	Remove all Clearspan Anywhere phone numbers for the user.
AddCriteria	Add the Selective Criteria to a specified Clearspan Anywhere phone number.
ModifyCriteria	Modify the Selective Criteria for a specified Clearspan Anywhere phone number.
ReplaceCriteria	Replace the specified Selective Criteria for a Clearspan Anywhere phone number.
ReplaceAllCriteria	Replace all existing Selective Criteria for a Clearspan Anywhere phone number.
DeleteCriteria	Remove the specified Selective Criteria from a Clearspan Anywhere phone number.
DeleteAllCriteria	Remove all Selective Criteria from a Clearspan Anywhere phone number.

Each column on the ClearspanAnywhere tab is contained in the table that follows.

Column Name	Col	Field Requirements
Status	A	This column is blank in most cases but possible values include: **Success** **Failure** **Skip** *See Section 3.2 for more information on the Status column.*
General Information		
Command	B	One of the following commands: **Modify** **AddPhoneNumbers** **ModifyPhoneNumbers** **ReplacePhoneNumbers** **ReplaceAllPhoneNumbers** **DeletePhoneNumbers** **DeleteAllPhoneNumbers** **AddCriteria** **ModifyCriteria** **ReplaceCriteria** **ReplaceAllCriteria** **DeleteCriteria** **DeleteAllCriteria** **Done**
UserId	C	User ID of an existing user. *NOTE: For an exported worksheet, a "+" in this column indicates a continuation of the UserId entry on multiple rows.*
Alert All: Click-to-Dial Calls	D	Choice to alert all locations for Click-to-Dial calls. Values: **True** **False**
Alert All: Group Paging Calls	E	Choice to alert all locations for Group Paging calls. Values: **True** **False**
Clearspan Anywhere Phone Number - Multiple phone numbers may be entered Enter each Clearspan Anywhere Phone Number on a separate row, with the first phone number starting on the same row as the UserId and related General Information settings. For each Phone Number, fill in the Clearspan Anywhere Phone Number settings, and the first Selective Criteria (if any). Enter any remaining Selective Criteria, including Phone Numbers, on subsequent rows.		

Column Name	Col	Field Requirements
Phone Number	F	Fixed or mobile phone number you would like to link to this user. *NOTE: For an exported worksheet, a "+" in this column indicates a continuation of the Clearspan Anywhere Phone Number entry on multiple rows.*
New Phone Number	G	New phone number when replacing the phone number. Only used by the **ModifyPhoneNumbers** command.
Phone Number Enabled	H	Enable the phone number location for Clearspan Anywhere. Values: **True** **False**
Description	I	Optionally enter a description of the phone number location. Enter up to 80 characters. Enter **NULL** to delete any existing description.
Outbound Alternate Phone Number / SIP URI	J	Optionally enter an outbound alternate phone number or SIP URI. Enter **NULL** to delete any existing phone number or SIP URI.
Enable Diversion Inhibitor	K	Enable deversion inhibitor. Values: **True** **False**
Require Answer Confirmation	L	Require answer confirmation. Values: **True** **False**
Use Clearspan Call Control	M	Use Clearspan-based call control services. Values: **True** **False**
Selective Criteria - Multiple criteria entries may be entered Enter each Selective Criteria on a separate row, with the first Selective Criteria starting on the same row as the Clearspan Anywhere Phone Number settings. For each Selective Criteria, enter the Selective Criteria settings, including the first Call From Phone Number (if any) and first Call To Number Type (if any), on the same row. Enter any remaining Call From Phone Numbers and Call To Number Types on subsequent rows. For each of the rows, when both the Call From Phone Numbers and Call To Number Types exist, they both can be entered on the same row.		
Selective Criteria Name / Description	N	Name/description of the Selective Criteria entry. *NOTE: For an exported worksheet, a "+" in this column indicates a continuation of the Selective Criteria entry on multiple rows.*
New Selective Criteria Name / Description	O	New name/description of the Selective Criteria entry when renaming the criteria. Only used by the **ModifyPhoneNumbers** and **ModifyCriteria** commands.
Selective Criteria Active	P	Activate or deactivate the Selective Criteria entry. Values: **True** **False**

Column Name	Col	Field Requirements
Use Clearspan Anywhere	Q	Use the Selective Criteria entry for Clearspan Anywhere. Values: **True** **False**
Time Schedule Name	R	Name of the Time Schedule that determines when the Selective Criteria is to be used. Enter **NULL** to delete any existing Time Schedule Name. Valid Enterprise and Group Time Schedules are available via the DataHelp tab.
Time Schedule Level	S	Level of the Time Schedule. Values: **Enterprise** **Group** **User**
Holiday Schedule Name	T	Name of the Holiday Schedule that determines when the Selective Criteria is to be used. Enter **NULL** to delete any existing Holiday Schedule Name. Valid Enterprise and Group Holiday Schedules are available via the DataHelp tab.
Holiday Schedule Level	U	Level of the Holiday Schedule. Values: **Enterprise** **Group** **User**
Selective Criteria: Calls From - Multiple phone numbers may be entered per criteria Enter each Calls From phone number on a separate row, with the first phone number entered on the same row as the Selective Criteria.		
Use Phone List	V	Use the Selective Criteria only for calls from private numbers, unavailable numbers, and/or up to 12 specific phone numbers provided in the Phone Number column (**True**). Otherwise, the Selective Criteria is used for calls from any phone number (**False**). Values: **True** **False**
Any Private Number	W	When the Selective Criteria only applies to some phone numbers (Use Phone List column is **True**), indicate whether calls from private numbers are included for this Selective Criteria. Values: **True** **False**
Any Unavailable Number	X	When the Selective Criteria only applies to some phone numbers (Use Phone List column is **True**), indicate whether calls from unavailable numbers are included for this Selective Criteria. Values: **True** **False**

Column Name	Col	Field Requirements
Phone Number	Y	Enter up to 12 specific phone numbers that are to use this Selective Criteria. Enter each phone number on a separate row, with the first phone number entered on the same row as the Selective Criteria.
Selective Criteria: Calls To - Multiple entries may be entered per criteria Enter each Calls To entry (user number) on a separate row, with the first user number entered on the same row as the Selective Criteria.		
Number Type	Z	To use this Selective Criteria only for calls to some of the user's numbers, identify the user numbers that apply. Enter each user number on a separate row, with the first user number entered on the same row as the Selective Criteria. Values: **Primary** **Alternate1** **Alternate2** **Alternate3** **Alternate4** **Alternate5** **Alternate6** **Alternate7** **Alternate8** **Alternate9** **Alternate10**
Phone Number	AA	Identifies the phone number (if any) for the specified Number Type of the user. This column is only exported. It is ignored on import.
Extension	AB	Identifies the extension (if any) for the specified Number Type of the user. This column is only exported. It is ignored on import.
The rightmost column is used for error reporting.		
Error Response	AC	Used to provide detail of a failure in the Results Worksheet.

5.2.10 CUSTOMRING WORKSHEET

The commands that are associated with the Custom Ring feature are presented within the CustomRing worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

Set	Enable custom rings and set all ring tones. (First row for each Device contains the command and the ring tone settings for a line; subsequent rows may define ring tone settings for additional lines. Any lines not entered are set to the template ring tone for that line.)
Modify	Enable custom rings and modify ring tones. (The first row for each Device contains the command and the ring tone settings for a line, subsequent rows containing only Line Position, User ID, and Ring Name may define ring tone settings for additional lines. Any lines not entered leave ring tone unchanged.)
Disable	Disable custom rings. Phone will use template ring tones.
Done	Done (end processing)

Each column on the CustomRing tab is contained in the table that follows.

Column Name	Col	Field Requirements
Status	A	This column is blank in most cases but possible values include: **Success** **Failure** **Skip** *See Section 3.2 for more information on the Status column.*
General Information		
Command	B	One of the following commands: **Set** **Modify** **Disable** **Done**
Group ID	C	Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab.
Device Name	D	Device Name of the device to set for Custom Ring.
Device Level	E	Level of the device to set for Custom Ring: **System** **Enterprise** **Group**
Custom Ring Definition - Multiple ring definitions may be entered		
Clearspan Line Position	F	Position in line ordering as defined in the phone template. Ignored if Line User ID is present.
Line User ID	G	User ID of user assigned to the Line Position. It is used to determine the Clearspan Line Position (overrides the column above). If not specified, the Clearspan Line Position column must be present.

Column Name	Col	Field Requirements
Ring Name	H	Select the Ring Name, which are defined at the bottom of the column. Ring number "X" may be entered as "Ring X", "X", or by the Ring Name.
The rightmost column is used for error reporting.		
Error Response	I	Used to provide detail of a failure in the Results Worksheet.

5.2.11 FAXMESSAGING WORKSHEET

The commands that are associated with the Fax Messaging feature are presented within the FaxMessaging worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

Commands	
Modify	Modify Fax Messaging settings for the user
Done	Done (end processing)

This tab allows configuration of Fax Messaging. Each column on the tab is contained in the table that follows.

Column Name	Col	Field Requirements
Status	A	This column is blank in most cases but possible values include: **Success** **Failure** **Skip** *See Section 3.2 for more information on the Status column.*
General Information		
Command	B	One of the following commands: **Modify** **Done**
UserId	C	Enter the User ID of an existing user.
User Profile	D	Specification of a User Profile is optional in Advanced Provisioning. Valid User Profiles are available via the DataHelp tab.
Enable Fax Messaging	E	Values: **True** (to activate fax messaging for the user) **False**
May be Derived if User Profile is selected (otherwise complete manually)		
Phone Number	F	Phone number assigned for fax messaging. Must be valid existing phone number. If the column is left blank and no phone number is currently assigned, and a User Profile is specified, then the Phone Number is automatically selected based on the rules configured in the User Profile. Required if Fax Messaging is enabled.
Phone Number Activation	G	Optionally activate or deactivate the phone number enabled for fax messaging: **Activate** **Deactivate** When Phone Number Activation is disabled in Clearspan, this column is ignored, regardless of whether it is empty or contains any value.

Column Name	Col	Field Requirements
Extension	H	Optional. Enter the Extension for fax messaging. If the column is left blank and no phone number is currently assigned, and a User Profile is specified, then the Extension is automatically selected based on the rules configured in the User Profile.
Optional Information		
Alias 1	I	Optional. SIP URI alias.
Alias 2	J	Optional. SIP URI alias.
Alias 3	K	Optional. SIP URI alias.
The rightmost column is used for error reporting.		
Error Response	L	Used to provide detail of a failure in the Results Worksheet.

5.2.12 FLEXSEATINGGUEST WORKSHEET

The commands that are associated with the Flexible Seating Guest feature are presented within the FlexSeatingGuest worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

Commands	
Modify	Modify Flexible Seating settings
AssociateHost	Associate Flexible Seating Host to the User
ReleaseHost	Release Flexible Seating Host Association
Done	Done (end processing)

This tab allows configuration of Flexible Seating Guest functionality. Each column on the tab is contained in the table that follows.

Column Name	Col	Field Requirements
Status	A	This column is blank in most cases but possible values include: **Success** **Failure** **Skip** *See Section 3.2 for more information on the Status column.*
General Information		

Column Name	Col	Field Requirements
Command	B	One of the following commands: **Modify** **AssociateHost** **ReleaseHost** **Done**
UserId	C	Enter the User ID of an existing user.
Flexible Seating Host ID	D	Must match the Flexible Seating Host ID of an existing host.
Guest Information		
Guest Active	E	Indicates whether this guest has an active association with a Flexible Seating Host: **True** **False**
Enforce Association Limit	F	Specify whether an association time limit is enforced: **True** **False**
Association Limit	G	Enter the maximum number of hours (1-999) to limit the amount of time that the association is active once activated.
Unlock Phone PIN	H	Enter the PIN code (4-10 digits) this is required to associate the user with the host phone. Enter **NULL** to delete any existing PIN.
Device Name	I	Name of the phone device. Enter **NULL** to delete any existing device name.
Device Level	J	Level of the phone device. Most devices are Group level. Values: **System** **Enterprise** **Group**
Device Type	K	Type of phone device. Must match the name of an existing Device Type.
Line/Port	L	Enter the line/port for this guest.
The rightmost column is used for error reporting.		
Error Response	M	Used to provide detail of a failure in the Results Worksheet.

5.2.13 HOTELING WORKSHEET

The commands that are associated with the Hoteling feature are presented within the Hoteling worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

Commands	
Modify	Modify Hoteling settings for the user
Done	Done (end processing)

This tab allows configuration of Hoteling Guests. The Hoteling Host must be created and have a phone number and device before the Guest can be configured.

Each column on the Hoteling tab is contained in the table that follows.

Column Name	Col	Field Requirements
Status	A	This column is blank in most cases but possible values include: **Success** **Failure** **Skip** *See Section 3.2 for more information on the Status column.*
General Information		
Command	B	One of the following commands: **Modify** **Done**
UserId	C	Enter the User ID of an existing user.
Guest Active	D	Values: **True** (to activate the user as a hoteling guest) **False**
Guest Host UserId	E	Enter the User Id of the Hoteling Host (who must be designated as such prior to setup of the guests).
Host Active	F	Values: **True** (to activate the user as a hoteling host) **False**
Host Level	G	Selects the level of access for the host: **Enterprise** **Group**
The rightmost column is used for error reporting.		
Error Response	H	Used to provide detail of a failure in the Results Worksheet.

5.2.14 INTEGRATEDIM&P WORKSHEET

The commands that are associated with the Integrated IM&P feature are presented within the IntegratedIM&P worksheet. This tab allows you to disable or enable IM&P for users with the Integrated IM&P service.

The following screen capture from the worksheet lists the commands and a description of their function.

Commands	
Modify	Modify Integrated IMP settings for the user
Done	Done (end processing)

Each column on the IntegratedIM&P tab is contained in the table that follows.

Column Name	Col	Field Requirements
Status	A	This column is blank in most cases but possible values include: **Success** **Failure** **Skip** *See Section 3.2 for more information on the Status column.*
General Information		
Command	B	One of the following commands: **Modify** **Done**
UserId	C	User ID of an existing user that has the Integrated IM&P service assigned.
Enable IM&P	D	Select whether to activate the Integrated IM&P service for the user: **True** – Activate Integrated IM&P **False** – Deactivate Integrated IM&P
The rightmost column is used for error reporting.		
Error Response	E	Used to provide detail of a failure in the Results Worksheet.

5.2.15 MUSICONHOLD WORKSHEET

The commands that are associated with the Music On Hold feature for users are presented within the MusicOnHold worksheet. This tab allows you to configure Music On Hold for users.

The following screen capture from the worksheet lists the commands and a description of their function.

Commands		
Modify		Modify Music On Hold settings for the user
Done		Done (end processing)

Each column on the MusicOnHold tab is contained in the table that follows.

Column Name	Col	Field Requirements
Status	A	This column is blank in most cases but possible values include: **Success** **Failure** **Skip** *See Section 3.2 for more information on the Status column.*
General Information		
Command	B	One of the following commands: **Modify** **Done**
UserId	C	User ID of an existing user that has the Music On Hold User service assigned.
Music On Hold Profile	D	Optionally enter a Music On Hold Profile for a user. When a profile is entered, those settings are used. The remaining columns do not need to be entered except for columns where a different setting is desired, which overrides the profile setting. Valid Music On Hold Profiles are available via the DataHelp tab.
Enable Music On Hold	E	Enable Music On Hold for the user: **True** **False**
General Settings		
Source	F	Select the music source: **Group** – Use the music selected for the group **Custom**
Audio Announcement Name	G	Name of audio announcement to use if **Source** is **Custom**. The specified announcement name must refer to an announcement in the user's announcement repository.

Column Name	Col	Field Requirements
Video Announcement Name	H	Name of video announcement to use if **Source** is **Custom**. The specified announcement name must refer to an announcement in the user's announcement repository.
Internal Call Settings		
Use Alternate Source	I	Indicates whether a music source other than the music source defined in the **General Settings** section above is to be used for internal calls: **True -** The remaining settings in the **Internal Call Settings** section identify the music source for internal calls. **False -** The remaining settings in the **Internal Call Settings** section are ignored as they are not used for internal calls.
Source	J	Select the music source for internal calls: **Group** – Use the music selected for the group **Custom**
Audio Announcement Name	K	Name of audio announcement to use for internal calls if **Source** is **Custom**. The specified announcement name must refer to an announcement in the user's announcement repository.
Video Announcement Name	L	Name of video announcement to use for internal calls if **Source** is **Custom**. The specified announcement name must refer to an announcement in the user's announcement repository.
The rightmost column is used for error reporting.		
Error Response	M	Used to provide detail of a failure in the Results Worksheet.

5.2.16 PRIORITYALERT WORKSHEET

The commands that are associated with the Priority Alert feature are presented within the PriorityAlert worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

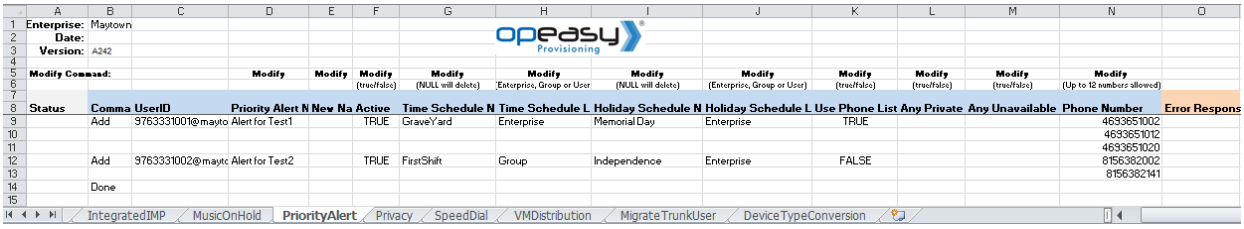
Commands	
Add	Add Priority Alert (First row for each user contains the command, settings, and first phone number, subsequent rows may contain additional phone numbers)
Modify	Modify Priority Alert (First row for each user contains the command, settings, and first phone number, subsequent rows may contain additional phone numbers)
Delete	Delete a Priority Alert criteria
DeleteList	Delete the Phone Number list for the specified Priority Alert criteria
Done	Done (end processing)

Each column on the PriorityAlert tab is contained in the table that follows.

Column Name	Col	Field Requirements
Status	A	This column is blank in most cases but possible values include: **Success** **Failure** **Skip** *See Section 3.2 for more information on the Status column.*
General Information		
Command	B	One of the following commands: **Add** **Modify** **Delete** **DeleteList** **Done**
UserID	C	Enter the User ID of an existing user.
Priority Alert Name	D	Specify the name for this priority alert criteria.
New Name	E	Specify a new name if the criteria is being renamed.
Active	F	Values: **True** (to enable this priority alert criteria) **False**
Time Schedule Name	G	Enter the name of the time schedule to use for this criteria. Enter **NULL** to delete any existing Time Schedule Name. Valid Enterprise and Group Time Schedules are available via the DataHelp tab.
Time Schedule Level	H	Enter the time schedule level to use for this criteria: **Enterprise** **Group** **User**

Column Name	Col	Field Requirements
Holiday Schedule Name	I	Enter the name of the holiday schedule to use for this criteria. Enter **NULL** to delete any existing Holiday Schedule Name. Valid Enterprise and Group Holiday Schedules are available via the DataHelp tab.
Holiday Schedule Level	J	Enter the holiday schedule level to use for this criteria: **Enterprise** **Group** **User**
Use Phone List	K	Values: **True** (to indicate the phone number list should be used) **False**
Any Private Num	L	Values: **True** (to enable priority alert on any private number) **False**
Any Unavailable Num	M	Values: **True** (to enable priority alert on any unavailable number) **False**
Phone Number	N	Enter the phone number where priority alert is to apply. Subsequent phone numbers, for a total of 12 phone numbers, are entered on separate rows.
The rightmost column is used for error reporting.		
Error Response	O	Used to provide detail of a failure in the Results Worksheet.

The PriorityAlert worksheet below is provided to illustrate that the Command and User ID columns (etc. through column M) are not repeated for subsequent Phone Number entries.



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	**Enterprise:**	Maytown													
2	**Date:**														
3	**Version:**	A242													
4															
5	**Modify Command:**			**Modify**	**Modify**	**Modify** (true/false)	**Modify** (NULL will delete)	**Modify** 'Enterprise, Group or User	**Modify** (NULL will delete)	**Modify** (Enterprise, Group or User)	**Modify** (true/false)	**Modify** (true/false)	**Modify** (true/false)	**Modify** (Up to 12 numbers allowed)	
6															
7															
8	**Status**	**Comma**	**UserID**	**Priority Alert N**	**New Na**	**Active**	**Time Schedule N**	**Time Schedule L**	**Holiday Schedule N**	**Holiday Schedule L**	**Use Phone List**	**Any Private**	**Any Unavailable**	**Phone Number**	**Error Respons**
9		Add	9763331001@mayto	Alert for Test1		TRUE	GraveYard	Enterprise	Memorial Day	Enterprise	TRUE			4693651002	
10														4693651012	
11														4693651020	
12		Add	9763331002@mayto	Alert for Test2		TRUE	FirstShift	Group	Independence	Enterprise	FALSE			8156382002	
13														8156382141	
14		Done													
15															

IntegratedIMP | MusicOnHold | **PriorityAlert** | Privacy | SpeedDial | VMDistribution | MigrateTrunkUser | DeviceTypeConversion

5.2.17 PRIVACY WORKSHEET

The commands that are associated with the Privacy feature are presented within the Privacy worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

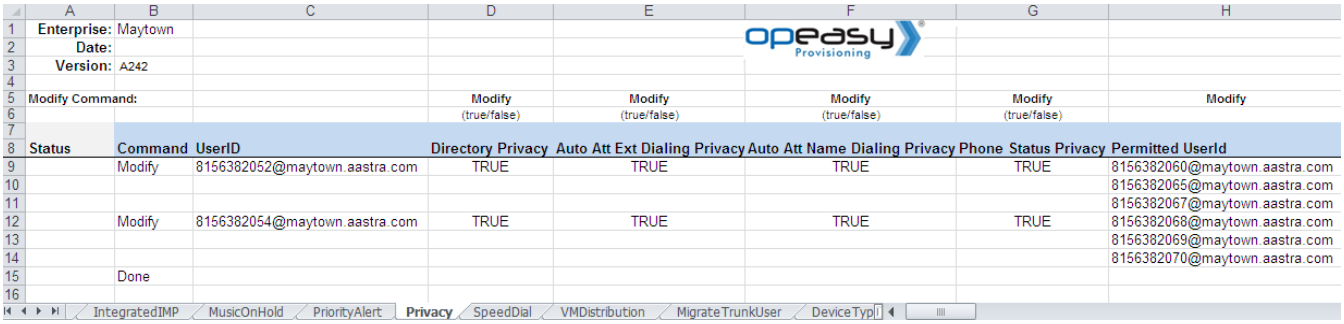
Commands	
Modify	Modify Privacy settings (First row for each user contains the command, subsequent rows may contain additional permitted users)
DeleteList	Delete the Permitted UserId list
Done	Done (end processing)

Each column on the Privacy tab is contained in the table that follows.

Column Name	Col	Field Requirements
Status	A	This column is blank in most cases but possible values include: **Success** **Failure** **Skip** *See Section 3.2 for more information on the Status column.*
General Information		
Command	B	One of the following commands: **Modify** **DeleteList** **Done**
UserID	C	Enter the User ID of an existing user.
Directory Privacy	D	Values: **True** (to enable phone status privacy) **False**
Auto Att Ext Dialing Privacy	E	Values: **True** (to exclude the user from Auto Attendant extension dialing) **False**
Auto Att Name Dialing Privacy	F	Values: **True** (to exclude the user from Auto Attendant name dialing) **False**
Phone Status Privacy	G	Values: **True** (to exclude the user from Phone Status monitoring) **False**
Permitted UserId	H	Enter the User Id who is allowed to monitor the phone status. Subsequent User Ids must be entered on separate lines. To remove the list, enter **NULL** on the first line of the User Id list.
The rightmost column is used for error reporting.		

Column Name	Col	Field Requirements
Error Response	I	Used to provide detail of a failure in the Results Worksheet.

The Privacy worksheet below is provided to illustrate that the Command and User ID columns (etc. through column G) are not repeated for subsequent Permitted User Id entries.



	A	B	C	D	E	F	G	H
1	Enterprise:	Maytown						
2	Date:							
3	Version:	A242						
4								
5	Modify Command:			Modify	Modify	Modify	Modify	Modify
6				(true/false)	(true/false)	(true/false)	(true/false)	
7								
8	Status	Command	UserID	Directory Privacy	Auto Att Ext Dialing Privacy	Auto Att Name Dialing Privacy	Phone Status Privacy	Permitted UserId
9		Modify	8156382052@maytown.aastra.com	TRUE	TRUE	TRUE	TRUE	8156382060@maytown.aastra.com
10								8156382065@maytown.aastra.com
11								8156382067@maytown.aastra.com
12		Modify	8156382054@maytown.aastra.com	TRUE	TRUE	TRUE	TRUE	8156382068@maytown.aastra.com
13								8156382069@maytown.aastra.com
14								8156382070@maytown.aastra.com
15		Done						
16								

IntegratedIMP | MusicOnHold | PriorityAlert | **Privacy** | SpeedDial | VMDistribution | MigrateTrunkUser | DeviceTyp

5.2.18 SPEEDDIAL WORKSHEET

The commands that are associated with the Speed Dial feature are presented within the SpeedDial worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

Commands	
Add	Add Entries (Speed Dial 100 Only) (First row for each user contains the command, subsequent rows may contain additional entries to add)
Modify	Modify Entries (First row for each user contains the command, subsequent rows may contain additional entries to modify)
DeleteEntries	Delete Entries (First row for each user contains the command, subsequent rows may contain additional entries to delete)
DeleteList	Delete the entire speed dial list for the provided user
InitializeList	Initialize the Speed Dial list for a user with the contents of the specified Group Speed Dial List
Done	Done (end processing)

Each column on the SpeedDial tab is contained in the table that follows.

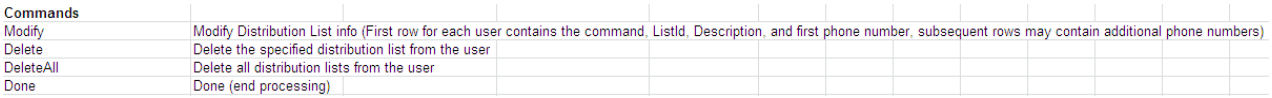
Column Name	Col	Field Requirements
Status	A	This column is blank in most cases but possible values include: **Success** **Failure** **Skip** *See Section 3.2 for more information on the Status column.*
General Information		
Command	B	One of the following commands: **Add** **Modify** **DeleteEntries** **DeleteList** **InitializeList** **Done**
UserID	C	Enter the User ID of an existing user.
Speed Dial Type	D	Select the speed dial type: **8** (for Speed Dial 8 feature) **100** (for Speed Dial 100 feature)
Speed Dial Code	E	Enter the speed dial code: **2** to **9** (for Speed Dial 8 feature) **00** to **99** (for Speed Dial 100 feature)
Phone Number	F	Enter the phone number or SIP URI that will be dialed for this speed dial code.
Description	G	Enter text that describes the speed dial entry.

Column Name	Col	Field Requirements
Group Speed Dial List	H	Must match the name of an existing Group Speed Dial List to initialize the list. Valid Group Speed Dial 8 Lists and Group Speed Dial 100 Lists are available via the DataHelp tab.
Group ID	I	Enter the Group ID of a group associated with the users when the **UserID** column is set to "**All Users**". Valid groups are available via the DataHelp tab.
The rightmost column is used for error reporting.		
Error Response	J	Used to provide detail of a failure in the Results Worksheet.

5.2.19 VMDISTRIBUTION WORKSHEET

The commands that are associated with the VM Distribution feature are presented within the VMDistribution worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.



Commands	
Modify	Modify Distribution List info (First row for each user contains the command, ListId, Description, and first phone number, subsequent rows may contain additional phone numbers)
Delete	Delete the specified distribution list from the user
DeleteAll	Delete all distribution lists from the user
Done	Done (end processing)

Each column on the VMDistribution tab is contained in the table that follows.

Column Name	Col	Field Requirements
Status	A	This column is blank in most cases but possible values include: **Success** **Failure** **Skip** *See Section 3.2 for more information on the Status column.*
General Information		
Command	B	One of the following commands: **Modify** **Delete** **DeleteAll** **Done**
UserId	C	Enter the User ID of an existing user.
Distribution List Number	D	Values: **0-14** (to identify one of the 15 available distribution lists)
Description	E	Enter text to describe the specified list. Enter **NULL** to delete any existing Description.
Phone Number	F	Enter the phone number or SIP-URL where voice messages will be sent. Subsequent phone numbers are entered on separate rows.
The rightmost column is used for error reporting.		
Error Response	G	Used to provide detail of a failure in the Results Worksheet.

The following VMDistribution worksheet is provided to illustrate that the Command and User ID columns (etc. through column E) are not repeated for subsequent Phone Number entries.

	A	B	C	D	E	F	G
1	**Enterprise:**	Maytown					
2	**Date:**						
3	**Version:**	A242					
4							
5	**Modify Command:**				**Modify**	**Modify**	
6				(0-14)	(NULL will delete)		
7							
8	**Status**	**Command**	**UserId**	**Distribution ListId**	**Description**	**Phone Number**	**Error Response**
9		Modify	9722221001@maytown.mitel.c	1	Dist_List_1	1002	
10						1003	
11						1004	
12						1005	
13		Modify	9722221001@maytown.mitel.c	2	Dist_List_2	1011	
14						1012	
15		Modify	9722221002@maytown.mitel.c	7	Dist_List_7	1012	
16						1013	
17						1014	
18		Done					

PriorityAlert | Privacy | SpeedDial | **VMDistribution** | MigrateTrunkUser | DeviceTypeCon

5.2.20 MIGRATETRUNKUSER WORKSHEET

The commands that are associated with the Migrate Trunk User utility are presented within the MigrateTrunkUser worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

Commands	
MigrateTrunkUser	Migrate a trunk user to a device user.
Done	Done (end processing)

Each column on the MigrateTrunkUser tab is contained in the table that follows.

Column Name	Col	Field Requirements
Status	A	This column is blank in most cases but possible values include: **Success** **Failure** **Skip** *See Section 3.2 for more information on the Status column.*
General Information		
Command	B	One of the following commands: **MigrateTrunkUser** **Done**
Trunk User		
UserId	C	Enter the User ID of an existing Trunk User.
Device User		
UserId	D	Enter the User ID the Device User to be created.
Network Server Site	E	Enter a Network Server Site (NSS) to use for the phone number. Valid Network Server Sites are available via the DataHelp tab. If not specified, defaults to the Trunk User's NSS.
Clearspan Voice Mail Server Password	F	Password for the mail server.
The rightmost column is used for error reporting.		
Error Response	G	Used to provide detail of a failure in the Results Worksheet.

5.2.21 DEVICETYPECONVERSION WORKSHEET

The commands that are associated with converting a Mitel (Aastra) phone device from its current Device Type to a different Device Type are presented within the DeviceTypeConversion worksheet. Note the following requirements for using this worksheet:

- Both the Device Type of the phone and the Device Type being converted to must use Device Management.
- Both Device Types must be for the same Mitel (Aastra) phone model.
- Only Super Users (SUs) and System Administrators (SAs) use the DeviceTypeConversion tab. When getting an empty worksheet for other administrators, the DeviceTypeConversion tab is not provided.
- Contact Mitel support for guidance when using this worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

Command	
ConvertDevice	Convert a Mitel (Aastra) phone device to a different Device Type
Done	Done (end processing)

Each column on the DeviceTypeConversion tab is contained in the table that follows.

Column Name	Col	Field Requirements
Status	A	This column is blank in most cases but possible values include: **Success** **Failure** **Skip** *See Section 3.2 for more information on the Status column.*
General Information		
Command	B	One of the following commands: **ConvertDevice** **Done**
Group ID	C	Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab.
Device Name	D	Device Name of a Mitel (Aastra) phone device to convert. The device must be using a Device Management Device Type.
Device Level	E	Select the level of the Mitel phone device being converted: **System** **Enterprise** **Group** If not specified, the level defaults to **Group**.

Column Name	Col	Field Requirements
Device Type	F	**(Exported Only)** Identifies the Device Type currently assigned the device being converted. This column is only exported. It is ignored on import.
New Device Type	G	Enter an existing Device Type to convert the phone device to. The Device Type must be using Device Management. Valid Device Types are available via the DataHelp tab.
New Device Name	H	Enter the Device Name to use for the converted device. If not specified, a name derived from the existing Device Name is used, by replacing the Device Type in the name.
New Device Level	I	Enter the level of the converted device: **System** **Enterprise** **Group** If not specified, the existing Device Level is used.
New Template Name	J	Enter the template name to use for the converted device. If not specified, the existing template name is used. If a new template with the New Template Name does not exist under the New Device Type, the existing template is copied to the New Device Type. Otherwise, a template with the New Template Name that already exists must exactly match the phone's existing template, except the template description can be different. However, the templates do not need to match if Allow Different Template column is True.
New Template Level	K	Enter the level of the template to use for the converted device: **Enterprise** **Group** If not specified, the existing template level is used, unless the existing template level is below the level of the new device (such as a Group level template below an Enterprise level New Device), in which case the level of the new device is used instead.
Allow Different Template	L	Indicate whether an existing template in the New Device Type, using the New Template Name and New Template Level, can be different than the phone's existing template: **True** – Existing and new templates can be the same or different. **False** – Existing and new templates must exactly match, but the new template can have a different description. An error is returned if the templates are different. If not specified, defaults to **False**.
Restart Phone	M	Restart the phone immediately to begin the conversion process: **True** – Restart the phone immediately and begin the conversion. **False** – Conversion starts the next time the phone checks for a configuration change, typically the following early morning. If not specified, defaults to **False**.

Column Name	Col	Field Requirements
Cancel Conversion on Restart Failure	N	Indicates whether the conversion should be canceled if the phone fails to restart (when restarting the phone immediately because Restart Phone is True): **True** **False** If not specified, defaults to **False**.
The rightmost column is used for error reporting.		
Error Response	O	Used to provide detail of a failure in the Results Worksheet.

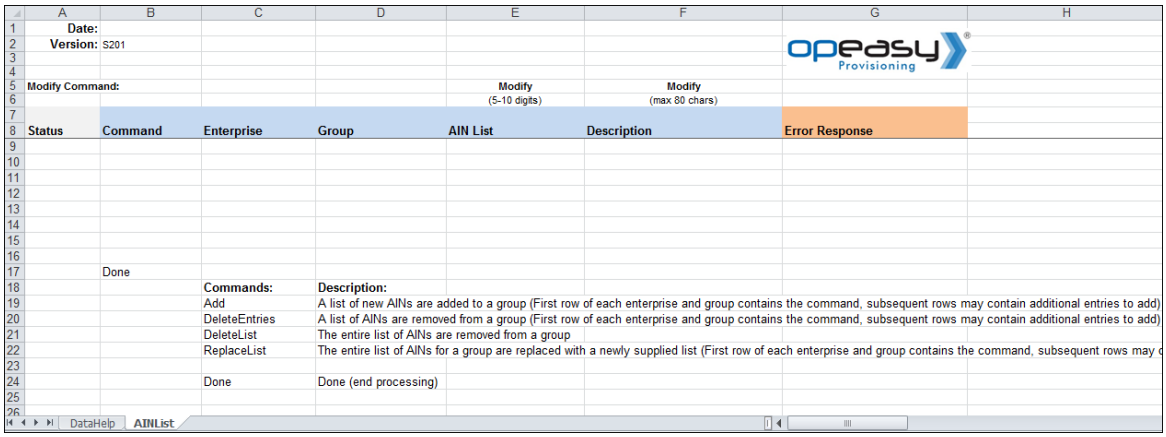
6 SYSTEM IMPORT

6.1 DESCRIPTION

System import allows provisioning of system-level settings. Currently, only the AINList tab exists, which permits the import of the Account Identification Number (AIN) values defined within Remedy.

Although only the AINList tab can be imported, two additional tabs can be exported, OpEasy Administrators and OpEasy Login Rules. The OpEasy Administrators tab lists the OpEasy administrator accounts defined within the system that are managed or viewed by the administrator performing the export. The OpEasy Login Rules tab lists the sets of Login Rules that are managed or viewed by the administrator performing the export.

All columns for all worksheets are explained in detail in the next section of this document. The commands that may be issued with this worksheet are listed below the 'Done' command.



	A	B	C	D	E	F	G	H
1	Date:							
2	Version:	S201						
3								
4								
5	Modify Command:				Modify (5-10 digits)	Modify (max 80 chars)		
6								
7								
8	Status	Command	Enterprise	Group	AIN List	Description	Error Response	
9								
10								
11								
12								
13								
14								
15								
16								
17		Done						
18			Commands:	Description:				
19			Add	A list of new AINs are added to a group (First row of each enterprise and group contains the command, subsequent rows may contain additional entries to add)				
20			DeleteEntries	A list of AINs are removed from a group (First row of each enterprise and group contains the command, subsequent rows may contain additional entries to add)				
21			DeleteList	The entire list of AINs are removed from a group				
22			ReplaceList	The entire list of AINs for a group are replaced with a newly supplied list (First row of each enterprise and group contains the command, subsequent rows may c				
23								
24			Done	Done (end processing)				
25								
26								

DataHelp | AINList

6.2 WORKSHEET DETAILS FOR SYSTEM

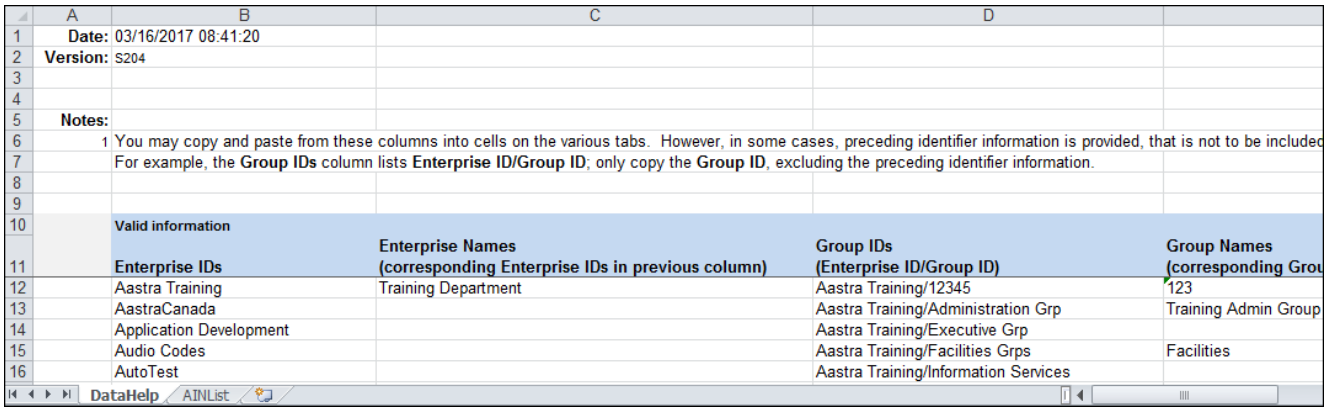
6.2.1 SPECIAL ROW/COLUMN INFORMATION

Row	Column	Information
1	A	Contains header 'Date:'
1	B	This column is blank for an Import worksheet but contains the date that an import was issued in the Results worksheet.
2	A	Contains header 'Version:'
2	B	Contains the version of the worksheet.
5	All Columns	Provides comments for various purposes such as to inform which columns may be adjusted via the Modify command.
6	All	Provides help on what is acceptable input for various fields.

	Columns	
7	All Columns	Provides color coding to group columns of information into categories.
8		Contains the column labels. The provisioning tool will assume that the next row contains the first row of data, i.e. a valid command.
Any after 8	A	This first column in each worksheet is the Status column. It is updated in the results spreadsheet to either Success or Failure. A 'Skip' in this column will cause the row to be skipped on import.
Any after 8		The rightmost column in each worksheet is the ErrorResponse column. It is updated in the results spreadsheet for any command that has a status of Failure.

6.2.2 DATAHELP WORKSHEET

The DataHelp tab provides Enterprise and Group information for the System. Data from this worksheet may be cut and pasted to the other worksheets.



	A	B	C	D	
1	**Date:**	03/16/2017 08:41:20			
2	**Version:**	S204			
3					
4					
5	**Notes:**				
6	1	You may copy and paste from these columns into cells on the various tabs. However, in some cases, preceding identifier information is provided, that is not to be included			
7		For example, the **Group IDs** column lists **Enterprise ID/Group ID**; only copy the **Group ID**, excluding the preceding identifier information.			
8					
9					
10		**Valid information**			
11		**Enterprise IDs**	**Enterprise Names (corresponding Enterprise IDs in previous column)**	**Group IDs (Enterprise ID/Group ID)**	**Group Names (corresponding Grou**
12		Aastra Training	Training Department	Aastra Training/12345	123
13		AastraCanada		Aastra Training/Administration Grp	Training Admin Group
14		Application Development		Aastra Training/Executive Grp	
15		Audio Codes		Aastra Training/Facilities Grps	Facilities
16		AutoTest		Aastra Training/Information Services	

DataHelp | AINList

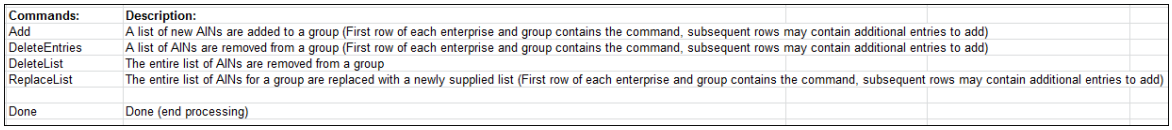
Each column on the System Worksheet's DataHelp tab is contained in the table below.

Column Name	Col	Contents
Enterprise IDs	B	Provides a list of all enterprises using the Enterprise ID.
Enterprise Names	C	Names of all enterprises. These names coorespond to the Enterprise IDs in the previous column. Enterprise Names are not used in any of the import columns. They are only displayed to help identify the cooresponding Enterprise IDs.
Group IDs	D	Provides all groups by Enterprise ID/Group ID. Groups are identified using the Group ID.
Group Names	E	Names of all groups. These names coorespond to the Group IDs in the previous column. Group Names are not used in any of the import columns. They are only displayed to help identify the cooresponding Group IDs.

6.2.3 AINLIST WORKSHEET

The commands associated with provisioning the Account Identification Number (AIN) values defined within Remedy are presented within the AINList worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.



Commands:	Description:
Add	A list of new AINs are added to a group (First row of each enterprise and group contains the command, subsequent rows may contain additional entries to add)
DeleteEntries	A list of AINs are removed from a group (First row of each enterprise and group contains the command, subsequent rows may contain additional entries to add)
DeleteList	The entire list of AINs are removed from a group
ReplaceList	The entire list of AINs for a group are replaced with a newly supplied list (First row of each enterprise and group contains the command, subsequent rows may contain additional entries to add)
Done	Done (end processing)

Each column on the System Worksheet's AINList tab is contained in the table that follows.

Column Name	Col	Field Requirements
Status	A	This column is blank in most cases but possible values include: **Success** **Failure** **Skip** *See Section 3.2 for more information on the Status column.*
General Information		
Command	B	One of the following commands: **Add** **DeleteEntries** **DeleteList** **ReplaceList** **Done**
Enterprise ID	C	Must match the Enterprise ID of an existing Enterprise. Valid enterprises are available via the DataHelp tab.
Group ID	D	Must match the Group ID of an existing Group. Valid groups are available via the DataHelp tab.
AIN List	E	5 - 15 Digit AIN Number. When entering multiple AINs using a single command, enter all columns on the first line, with the command. On subsequent lines, just enter the AIN and Description values.
Description	F	Description of the AIN – 0-80 characters.
The right-most column is used for error reporting.		
Error Response	G	Used to provide detail of a failure in the Results Worksheet.

6.2.4 OPEASY ADMINISTRATORS WORKSHEET

The “OpEasy Administrators” tab contains the list of exported OpEasy administrator accounts. This worksheet is only exported. There are no associated import commands.

Each column on the System Worksheet’s OpEasy Administrators tab is contained in the table that follows.

Column Name	Col	Field Requirements
Status	A	Unused because the worksheet is only exported.
Administrator		
Command	B	Unused because the worksheet is only exported.
Login Name	C	Login Name of the administrator account, which identifies the account.
Administrator Name	D	Name of the administrator using the account.
Password		
Password Changed Time	E	Date and time the password was last changed, in the following 24-hour format: YYYY/MM/DD HH:MM:SS The above format allows the administrators to be sorted by this date & time field.
Password Remaining Time	F	Number of days the password has before it expires, or “Expires Today” for the last day the password remains valid, or “Password Expired” if the password has already expired. When passwords never expire, this column is blank.
Change Password Next Login	G	Indicates if the password has been marked to be changed at the next login of the administrator (True/False).
E-mail		
E-mail Address	H	Contains the email address of the administrator.
Status		
Status	I	One of the following status indications of the administrator account: Logged In: Active Logged In: Inactive Logged Out Locked Disabled
Date Account Created	J	Date and time the administrator account was created, in the following 24-hour format: YYYY/MM/DD HH:MM:SS The above format allows the administrators to be sorted by this time field. The column is empty if account creation time is unknown, as would be the case for all administrators created before implementation of this enhancement.
Locked Remaining Time	K	Remaining amount of time before a locked account is automatically unlocked. The remaining time is in minutes, unless the account is permanently locked, where “Unlimited” then appears in the column.

Column Name	Col	Field Requirements
Disabled	L	Administrator account is currently disabled (True/False).
Settings		
Login Level	M	Level of the administrator: Super User System Administrator Solution Reseller Enterprise Administrator Group Administrator Department Administrator
Must Login Only Using Single Sign-On (SSO)	N	Indicates if the administrator has been marked to login only using Single Sign-On (SSO) (True/False). This column is only filled when Single Sign-On has been enabled and configured on OpEasy.
Mitel Support Administrator	O	Administrator using the account is from Mitel Support (True/False). Users and devices created via this user are so marked so that they are not billed because they are used for support purposes.
Pilot Program Administrator	P	OpEasy administrator account is currently used as a part of the Pilot Program (True/False). The ability to create and manage users and devices is limited for such administrators.
Enterprise ID	Q	Identifies the Enterprise ID of an enterprise or enterprises that a lower-level administrator (EA, GA, or DA) manages. Multiple enterprises are separate by commas (,). Contains "(All Enterprises)" if the administrator manages all enterprises.
Group ID	R	Identifies the Group ID of a group or groups that a Group Administrator (GA) or Department Administrator (DA) manages. Multiple groups are separate by commas (,). Contains "(All Groups)" if the administrator manages all groups within an enterprise.
Department	S	Identifies the department or departments that a Department Administrator manages. Multiple departments are separate by commas (,). Contains "(All Departments)" if the administrator manages all departments within a group.
The right-most column is used for error reporting.		
Error Response	T	Used to provide detail of a failure in the Results Worksheet.

6.2.5 OPEASY LOGIN RULES WORKSHEET

The “OpEasy Login Rules” tab contains the list of exported Login Rules. This worksheet is only exported. There are no associated import commands.

When the System Login Rules are exported, they always appear in the first row of information. All of the login rules for enterprises are exported in the order of the Enterprise ID.

Each column on the System Worksheet’s OpEasy Login Rules tab is contained in the table that follows.

Column Name	Col	Field Requirements
Status	A	Unused because the worksheet is only exported.
General Information		
Command	B	Unused because the worksheet is only exported.
Login Rules	C	Indicates whether only a single set of System Login Rules are used, or login rules also exist for each enterprise. The values exported are: System Login Rules By Enterprise
Enterprise ID	D	For the set of System Login Rules, contains “(System Login Rules)”. Otherwise, identifies the specific enterprise that the set of login rules are defined for.
Enterprise Login Rules	E	Indicates whether the login rules for a particular enterprise uses the System Login Rules vs. rules for that enterprise. The values exported are: System Login Rules Enterprise Rules
Password Rules		
Minimum Password Length	F	Minimum number of characters that must be in a password. Ranges from 1 to 256.
Maximum Password Length	G	Maximum number of characters that can be in a password. Ranges from 1 to 256.
Cannot Contain Login Name	H	Indicates a password cannot contain a Login Name or Administrator Name, regardless of character case (True/False).
Cannot Be Repeating Patterns	I	Indicates a password cannot be a repeating pattern of characters, regardless of character case (True/False).
Number of Previous Passwords	J	Number of previous passwords, including the current password, which are checked using the rules below for a previous password. Ranges from 1 to 12.
Cannot Be Previous Password	K	Password cannot be any of the previous passwords, regardless of character case (True/False).
Cannot Contain Previous Password	L	Password cannot contain any of the previous passwords, regardless of character case (True/False).

Column Name	Col	Field Requirements
Cannot Contain Reverse Previous Password	M	Password cannot contain any of the previous passwords in a reverse character order, regardless of character case (True/False).
Cannot Contain Previous Password Ignoring Digits	N	Password cannot contain any of the previous passwords after ignoring all digits in both the password and previous passwords, regardless of character case (True/False).
Must Contain Numeric Characters	O	Password must contain a minimum number of numeric (0-9) characters (True/False).
Minimum Numeric Characters	P	Minimum number of numeric characters.
Must Contain Upper Case Characters	Q	Password must contain a minimum number of upper case (A-Z) characters (True/False).
Minimum Upper Case Characters	R	Minimum number of upper case characters.
Must Contain Lower Case Characters	S	Password must contain a minimum number of lower case (a-z) characters (True/False).
Minimum Lower Case Characters	T	Minimum number of lower case characters.
Must Contain Non-Alphanumeric Characters	U	Password must contain a minimum number of non-alphanumeric (special) characters (True/False). A non-alphanumeric character is a character other than a number (0-9), upper case character (A-Z), or lower case character (a-z).
Minimum Non-Alphanumeric Characters	V	Minimum number of non-alphanumeric (special) characters.
Login Rules		
Must Login Using Single Sign-On (SSO)	W	Prevents affected lower-level administrators from logging directly into OpEasy when the Clearspan system has Single Sign-On (SSO) configured (True/False). Instead, these administrators must login via SSO. This setting only applies to the lower-level Enterprise Administrators, Group Administrators, and Department Administrators (EAs, GAs, and DAs).
Must Change Initial Password	X	Requires the password initially set for a newly created administrator be changed by that new administrator at the first login (True/False).
Must Change All Reset Passwords	Y	Requires an administrator to change the password at the next login after a higher-level administrator has reset the password (True/False).
Passwords Expire	Z	Identifies when an OpEasy login password expires. Passwords can either be set to “Never” expire or expire after a set number of days ranging from 1 to 30 days, or monthly thereafter, up to 12 months.

Column Name	Col	Field Requirements
Lock Account	AA	Identifies the number of failed login attempts before the administrator account is locked. Ranges from 1 to 20 Failed Attempts, or "Never" when the account is never locked regardless as to the number of failed login attempts.
Account Locked Email	AB	Indicates whether an email message is to be sent to provide notification that an administrator account has been locked (True/False).
Account Locked Email Address	AC	Contains the email address that is notified when an administrator account is locked.
Unlock Account	AD	Identifies the amount of time an administrator's account remains locked (due to failed login attempts) before OpEasy automatically unlocks the account. When the account is locked for a specific duration, the exported duration ranges from 1 minute to 7 days, in increments of from 1 to 60 minutes, 2 to 24 hours, or 2 to 7 days. Contains "Never" when the account is permanently locked (no timing) until a higher-level administrator manually unlocks the account.
The right-most column is used for error reporting.		
Error Response	AE	Used to provide detail of a failure in the Results Worksheet.

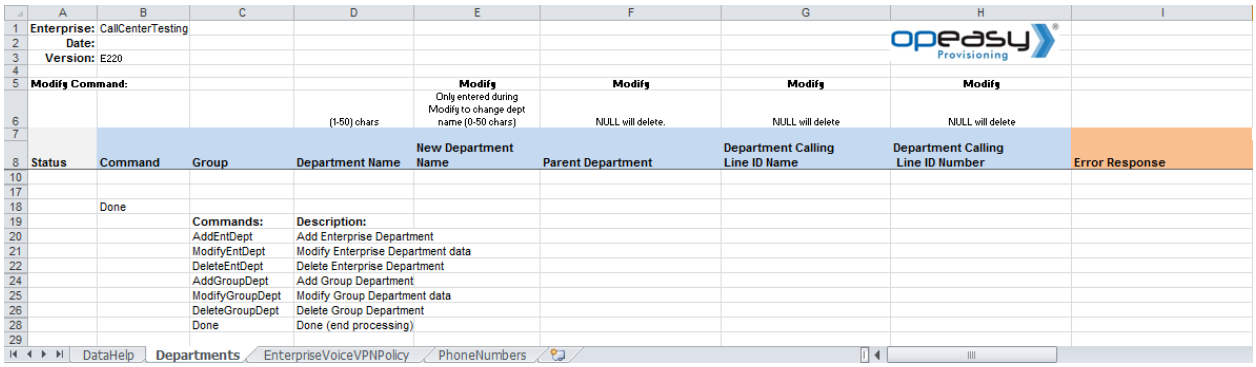
7 ENTERPRISE IMPORT

7.1 DESCRIPTION

Enterprise import allows provisioning of enterprise-level features. This includes provisioning of Departments, Enterprise Voice VPN Policies and Phone Numbers.

All columns for all worksheets are explained in detail in the next section of this document.

Also note that the commands that may be issued with this worksheet are listed below the 'Done' command.



	A	B	C	D	E	F	G	H	I
1	**Enterprise:**	CallCenterTesting							
2	**Date:**								
3	**Version:**	E220							
4									
5	**Modify Command:**				**Modify**	**Modify**	**Modify**	**Modify**	
6				(1-50) chars	Only entered during Modify to change dept name (0-50 chars)	NULL will delete.	NULL will delete	NULL will delete	
7									
8	**Status**	**Command**	**Group**	**Department Name**	**New Department Name**	**Parent Department**	**Department Calling Line ID Name**	**Department Calling Line ID Number**	**Error Response**
10									
17									
18		Done							
19			**Commands:**	**Description:**					
20			AddEntDept	Add Enterprise Department					
21			ModifyEntDept	Modify Enterprise Department data					
22			DeleteEntDept	Delete Enterprise Department					
24			AddGroupDept	Add Group Department					
25			ModifyGroupDept	Modify Group Department data					
26			DeleteGroupDept	Delete Group Department					
28			Done	Done (end processing)					
29									

DataHelp | Departments | EnterpriseVoiceVPNPolicy | PhoneNumbers

7.2 WORKSHEET DETAILS FOR ENTERPRISE

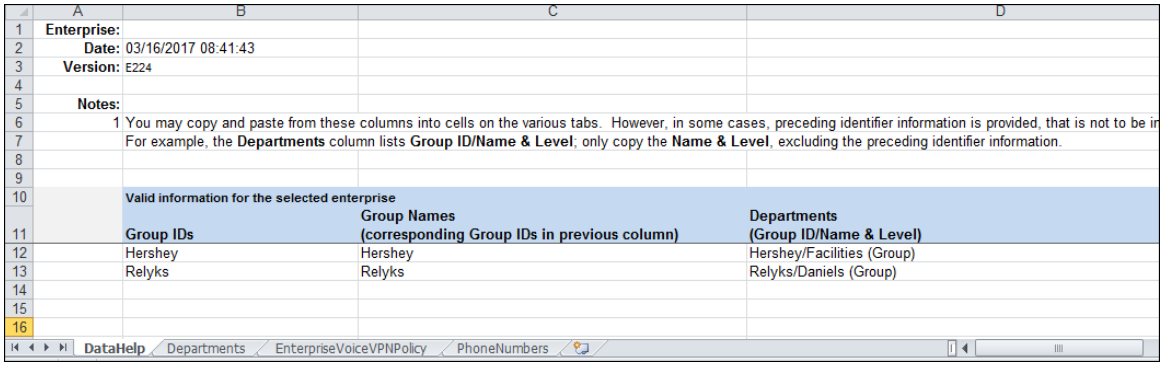
7.2.1 SPECIAL ROW/COLUMN INFORMATION

Row	Column	Information
1	A	Contains header 'Enterprise:'
1	B	Contains the enterprise that was selected when issuing the 'Get Worksheet' command. This worksheet is enterprise specific and cannot be used for import to any other enterprise.
2	A	Contains header 'Date:'
2	B	This column is blank for an Import worksheet but contains the date that an import was issued in the Results worksheet.
3	A	Contains header 'Version:'
3	B	Contains the version of the worksheet.
5	All Columns	Provides comments for various purposes such as to inform which columns may be adjusted via the Modify command.
6	All Columns	Provides help on what is acceptable input for various fields.
7	All Columns	Provides color coding to group columns of information into categories. Typically, a header is provided at the start of a new color to identify the category.
8		Contains the column labels. The provisioning tool will assume that the next row contains the first row of data, i.e. a valid command.
Any after 8	A	This first column in each worksheet is the Status column. It is updated in the results spreadsheet to either Success or Failure. A 'Skip' in this column causes the row to be skipped on import.
Any after 8		The rightmost column in each worksheet is the ErrorResponse column. It is updated in the results spreadsheet for any command that has a status of Failure.

7.2.2 DATAHELP WORKSHEET

The DataHelp tab provides information for the Enterprise that was selected when the 'Get Worksheet' was issued.

Data from this worksheet may be cut and pasted to the other worksheets. For example, the EnterpriseVoiceVPNPolicy tab requires an entry for Group in some cases. When needed, the administrator could come to this tab to view the Groups that are available for the enterprise and then cut the appropriate entry from the cell to paste into the EnterpriseVoiceVPNPolicy worksheet.



	A	B	C	D
1	**Enterprise:**			
2	**Date:**	03/16/2017 08:41:43		
3	**Version:**	E224		
4				
5	**Notes:**			
6	1	You may copy and paste from these columns into cells on the various tabs. However, in some cases, preceding identifier information is provided, that is not to be in		
7		For example, the **Departments** column lists **Group ID/Name & Level**; only copy the **Name & Level**, excluding the preceding identifier information.		
8				
9				
10		**Valid information for the selected enterprise**		
11		**Group IDs**	**Group Names (corresponding Group IDs in previous column)**	**Departments (Group ID/Name & Level)**
12		Hershey	Hershey	Hershey/Facilities (Group)
13		Relyks	Relyks	Relyks/Daniels (Group)
14				
15				
16				

DataHelp | Departments | EnterpriseVoiceVPNPolicy | PhoneNumbers

Each column on the Enterprise Worksheet's DataHelp tab is contained in the table below.

Column Name	Col	Contents
Group IDs	B	Provides all groups within the enterprise. Groups are identified using the Group ID.
Group Names	C	Names of all groups within the enterprise. These names coorespond to the Group IDs in the previous column. Group Names are not used in any of the import columns. They are only displayed to help identify the cooresponding Group IDs.
Departments	D	Provides all Departments within the group followed by department level

7.2.3 DEPARTMENTS WORKSHEET

The commands associated with provisioning both enterprise-level and group-level departments are presented within the Departments worksheet.

The following table lists each command and a description of the command.

Command	Description / Tips
AddEntDept	Add a department to an enterprise.
ModifyEntDept	Modify an enterprise-level department.
DeleteEntDept	Delete an enterprise-level department.
AddGroupDept	Add a department to a group.
ModifyGroupDept	Modify a group-level department.
DeleteGroupDept	Delete a group-level department.
Done	Ends processing of the worksheet.

Each column on the Enterprise Worksheet's Departments tab is contained in the table below. Refer to the section for each command for details specific to that command.

Column Name	Col	Field Requirements
Status	A	This column is blank in most cases but possible values include: **Success** **Failure** **Skip** *See Section 3.2 for more information on the Status column.*
General Information		
Command	B	One of the following commands: **AddEntDept** **ModifyEntDept** **DeleteEntDept** **AddGroupDept** **ModifyGroupDept** **DeleteGroupDept** **Done**
Group ID	C	Required for group commands. Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab.
Department Name	D	Name of the department. 1 to 50 characters.

Column Name	Col	Field Requirements
New Department Name	E	When modifying, enter a new name to change the department name. 0 to 50 characters.
Parent Department	F	Can be the entire parent department path or just the parent department. Indicate an enterprise-level department with “(Enterprise)” and a group-level department with “(Group)” following the department name. Valid departments are available via the DataHelp tab.
Department Calling Line ID Name	G	Name displayed when calls from this department are identified on the receiving end.
Department Calling Line ID Number	H	Phone number displayed when calls from this department are identified on the receiving end.
The rightmost column is used for error reporting.		
Error Response	I	Used to provide detail of a failure in the Results Worksheet.

7.2.3.1 AddEntDept Command

This command adds a department to an enterprise.

The Departments columns used by this command are in the table below.
Required columns are marked and bolded. Columns not appearing in the table are unused.

Column Name	Col	Field Requirements
Status	A	*See Section 3.2 for information on the Status column.*
General Information		
Command	B	**(Required)** Enter the command: **AddEntDept**
Department Name	D	**(Required)** Name of the department. 1 to 50 characters.
Parent Department	F	Can be the entire parent department path or just the parent department. Indicate an enterprise-level department with "(Enterprise)" following the department name. The Parent Department can only be another enterprise-level department. Valid departments are available via the DataHelp tab.
The rightmost column is used for error reporting.		
Error Response	I	Provides detail of a failure in the Results Worksheet.

7.2.3.2 ModifyEntDept Command

This command modifies an enterprise-level department.

The Departments columns used by this command are in the table below.
Required columns are marked and bolded. Columns not appearing in the table are unused.

Column Name	Col	Field Requirements
Status	A	*See Section 3.2 for information on the Status column.*
General Information		
Command	B	**(Required)** Enter the command: **ModifyEntDept**
Department Name	D	**(Required)** Name of the department. 1 to 50 characters.
New Department Name	E	Enter a new name to change the department name. 0 to 50 characters.
Parent Department	F	Can be the entire parent department path or just the parent department. Indicate an enterprise-level department with "(Enterprise)" following the department name. The Parent Department can only be another enterprise-level department. Valid departments are available via the DataHelp tab.
The rightmost column is used for error reporting.		
Error Response	I	Provides detail of a failure in the Results Worksheet.

7.2.3.3 DeleteEntDept Command

This command deletes an enterprise-level department.

The Departments columns used by this command are in the table below.
Required columns are marked and bolded. Columns not appearing in the table are unused.

Column Name	Col	Field Requirements
Status	A	*See Section 3.2 for information on the Status column.*
General Information		
Command	B	**(Required)** Enter the command: **DeleteEntDept**
Department Name	D	**(Required)** Name of the department. 1 to 50 characters.
The rightmost column is used for error reporting.		
Error Response	I	Provides detail of a failure in the Results Worksheet.

7.2.3.4 AddGroupDept Command

This command adds a department to a group.

The Departments columns used by this command are in the table below.
Required columns are marked and bolded. Columns not appearing in the table are unused.

Column Name	Col	Field Requirements
Status	A	*See Section 3.2 for information on the Status column.*
General Information		
Command	B	**(Required)** Enter the command: **AddGroupDept**
Group ID	C	**(Required)** Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab.
Department Name	D	**(Required)** Name of the department. 1 to 50 characters.
Parent Department	F	Can be the entire parent department path or just the parent department. Indicate an enterprise-level department with "(Enterprise)" and a group-level department with "(Group)" following the department name. Valid departments are available via the DataHelp tab.
Department Calling Line ID Name	G	Name displayed when calls from this department are identified on the receiving end.
Department Calling Line ID Number	H	Phone number displayed when calls from this department are identified on the receiving end.
The rightmost column is used for error reporting.		
Error Response	I	Provides detail of a failure in the Results Worksheet.

7.2.3.5 ModifyGroupDept Command

This command modifies a group-level department.

The Departments columns used by this command are in the table below.
Required columns are marked and bolded. Columns not appearing in the table are unused.

Column Name	Col	Field Requirements
Status	A	*See Section 3.2 for information on the Status column.*
General Information		
Command	B	**(Required)** Enter the command: **ModifyGroupDept**
Group ID	C	**(Required)** Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab.
Department Name	D	**(Required)** Name of the department. 1 to 50 characters.
New Department Name	E	Enter a new name to change the department name. 0 to 50 characters.
Parent Department	F	Can be the entire parent department path or just the parent department. Indicate an enterprise-level department with "(Enterprise)" and a group-level department with "(Group)" following the department name. Valid departments are available via the DataHelp tab.
Department Calling Line ID Name	G	Name displayed when calls from this department are identified on the receiving end.
Department Calling Line ID Number	H	Phone number displayed when calls from this department are identified on the receiving end.
The rightmost column is used for error reporting.		
Error Response	I	Provides detail of a failure in the Results Worksheet.

7.2.3.6 DeleteGroupDept Command

This command deletes a group-level department.

The Departments columns used by this command are in the table below.
Required columns are marked and bolded. Columns not appearing in the table are unused.

Column Name	Col	Field Requirements
Status	A	*See Section 3.2 for information on the Status column.*
General Information		
Command	B	**(Required)** Enter the command: **DeleteGroupDept**
Group ID	C	**(Required)** Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab.
Department Name	D	**(Required)** Name of the department. 1 to 50 characters.
The rightmost column is used for error reporting.		
Error Response	I	Provides detail of a failure in the Results Worksheet.

7.2.4 ENTERPRISEVOICEVPNPOLICY WORKSHEET

The commands associated with provisioning Voice VPN policies are presented within the EnterpriseVoiceVPNPolicy worksheet.

The following table lists each command and a description of the command.

Command	Description / Tips
Add	Add an Enterprise Voice VPN Policy. The first row for each user contains the command, settings, and first digit manipulation operation.
Modify	Modify an Enterprise Voice VPN Policy. The first row for each user contains the command, settings, and first digit manipulation operation.
Delete	Delete an Enterprise Voice VPN Policy.
DeleteAll	Delete all Voice VPN Policies in the enterprise. This command is only available to Super Users (SUs). Other administrators need to contact Mitel Support.
Done	Ends processing of the worksheet.

Acceptable entries for the **Treatment** column are shown below. They are also provided in the worksheet to the right of the Commands section.

Treatment	
No Forwarding Address	
SIP Format Error	
NS Refuse to Process Request	

Acceptable entries for the **Operation 1** to **Operation 8** columns are shown below. In addition, the requirement for a value in the corresponding **Value 1** to **Value 8** columns are indicated. They are also provided in the worksheet to the right of the Commands section.

Operation X	Value X
Position	(Value Required)
Left Trim	(Value Optional)
Append	(Value Optional)
Prepend	(Value Optional)
Insert	(Value Optional)
Delete	(Value Required)
Overwrite	(Value Optional)
Replace All	(Value Optional)
Move	(Value Required)
End	(No Value)

Each column on the Enterprise Worksheet's EnterpriseVoiceVPNPolicy tab is contained in the table below. Refer to the section for each command for details specific to that command.

Column Name	Col	Field Requirements
Status	A	This column is blank in most cases but possible values include: **Success** **Failure** **Skip** *See Section 3.2 for more information on the Status column.*
General Information		
Command	B	One of the following commands: **Add** **Modify** **Delete** **DeleteAll** **Done**
Location Code	C	Enter a digit string of up to 22 digits in length.
Min Extension Length	D	Enter a value from 0 to 100.
Max Extension Length	E	Enter a value from 0 to 100.
Description	F	Enter text up to 40 characters in length.
Policy Selector	G	Enter one of the policy selectors: **Private** **Public** **Route** **Treatment**
Route Group ID	H	If the Policy Selector is 'Route', enter the Group ID of the group to which you want to assign the Voice VPN policy.
Treatment	I	If the Policy Selector is 'Treatment', enter one of the following: **No Forwarding Address** **SIP Format Error** **NS Refuse to Process Request** The Digit Manipulation columns do not apply when a treatment is selected.
Digit Manipulation		
Operation 1	J	Enter a Digit Manipulation operation. Valid operations are listed in a table above (in this section).
Value 1	K	Enter an appropriate value that corresponds to the preceding Digit Manipulation operation.
Operation 2	L	Enter a Digit Manipulation operation. Valid operations are listed in a table above (in this section).
Value 2	M	Enter an appropriate value that corresponds to the preceding Digit Manipulation operation.

Column Name	Col	Field Requirements
Operation 3	N	Enter a Digit Manipulation operation. Valid operations are listed in a table above (in this section).
Value 3	O	Enter an appropriate value that corresponds to the preceding Digit Manipulation operation.
Operation 4	P	Enter a Digit Manipulation operation. Valid operations are listed in a table above (in this section).
Value 4	Q	Enter an appropriate value that corresponds to the preceding Digit Manipulation operation.
Operation 5	R	Enter a Digit Manipulation operation. Valid operations are listed in a table above (in this section).
Value 5	S	Enter an appropriate value that corresponds to the preceding Digit Manipulation operation.
Operation 6	T	Enter a Digit Manipulation operation. Valid operations are listed in a table above (in this section).
Value 6	U	Enter an appropriate value that corresponds to the preceding Digit Manipulation operation.
Operation 7	V	Enter a Digit Manipulation operation. Valid operations are listed in a table above (in this section).
Value 7	W	Enter an appropriate value that corresponds to the preceding Digit Manipulation operation.
Operation 8	X	Enter a Digit Manipulation operation. Valid operations are listed in a table above (in this section).
Value 8	Y	Enter an appropriate value that corresponds to the preceding Digit Manipulation operation.
The rightmost column is used for error reporting.		
Error Response	Z	Used to provide detail of a failure in the Results Worksheet.

7.2.4.1 Add Command

This command adds an Enterprise Voice VPN Policy. The first row for each user contains the command, settings, and first digit manipulation operation.

The EnterpriseVoiceVPNPolicy columns used by this command are in the table below.
Required columns are marked and bolded. Columns not appearing in the table are unused.

Column Name	Col	Field Requirements
Status	A	*See Section 3.2 for more information on the Status column.*
General Information		
Command	B	**(Required)** Enter the command: **Add**

Column Name	Col	Field Requirements
Location Code	C	**(Required)** Enter a digit string of up to 22 digits in length.
Min Extension Length	D	**(Required)** Enter a value from 0 to 100.
Max Extension Length	E	**(Required)** Enter a value from 0 to 100.
Description	F	Enter text up to 40 characters in length.
Policy Selector	G	**(Required)** Enter one of the policy selectors: **Private** **Public** **Route** **Treatment**
Route Group ID	H	If the Policy Selector is 'Route', enter the Group ID of the group to which you want to assign the Voice VPN policy.
Treatment	I	If the Policy Selector is 'Treatment', enter one of the following: **No Forwarding Address** **SIP Format Error** **NS Refuse to Process Request** The Digit Manipulation columns do not apply when a treatment is selected.
Digit Manipulation		
Operation 1 to Operation 8	J X	Enter a Digit Manipulation operation each of the desired Operation columns (Operation 1 to Operation 8). Valid operations are listed a table in the **EnterpriseVoiceVPNPolicy Worksheet** section.
Value 1 to Value 8	K Y	Enter an appropriate value that corresponds to the preceding Digit Manipulation operation in the appropriate Value column.
The rightmost column is used for error reporting.		
Error Response	Z	Used to provide detail of a failure in the Results Worksheet.

7.2.4.2 Modify Command

This command modifies an Enterprise Voice VPN Policy. The first row for each user contains the command, settings, and first digit manipulation operation.

The EnterpriseVoiceVPNPolicy columns used by this command are in the table below.
Required columns are marked and bolded. Columns not appearing in the table are unused.

Column Name	Col	Field Requirements
Status	A	*See Section 3.2 for more information on the Status column.*
General Information		
Command	B	**(Required)** Enter the command: **Modify**
Location Code	C	**(Required)** Enter a digit string of up to 22 digits in length.
Min Extension Length	D	Enter a value from 0 to 100.
Max Extension Length	E	Enter a value from 0 to 100.
Description	F	Enter text up to 40 characters in length.
Policy Selector	G	**(Required)** Enter one of the policy selectors: **Private** **Public** **Route** **Treatment**
Route Group ID	H	If the Policy Selector is 'Route', enter the Group ID of the group to which you want to assign the Voice VPN policy.
Treatment	I	If the Policy Selector is 'Treatment', enter one of the following: **No Forwarding Address** **SIP Format Error** **NS Refuse to Process Request** Digit Manipulation columns do not apply when a treatment is selected.
Digit Manipulation		
Operation 1 to Operation 8	J X	Enter a Digit Manipulation operation each of the desired Operation columns (Operation 1 to Operation 8). Valid operations are listed a table in the **EnterpriseVoiceVPNPolicy Worksheet** section.
Value 1 to Value 8	K Y	Enter an appropriate value that corresponds to the preceding Digit Manipulation operation in the appropriate Value column.
The rightmost column is used for error reporting.		
Error Response	Z	Used to provide detail of a failure in the Results Worksheet.

7.2.4.3 Delete Command

This command delete an Enterprise Voice VPN Policy.

The EnterpriseVoiceVPNPolicy columns used by this command are in the table below.
Required columns are marked and bolded. Columns not appearing in the table are unused.

Column Name	Col	Field Requirements
Status	A	*See Section 3.2 for more information on the Status column.*
General Information		
Command	B	**(Required)** Enter the command: **Delete**
Location Code	C	**(Required)** Enter a digit string of up to 22 digits in length.
The rightmost column is used for error reporting.		
Error Response	Z	Used to provide detail of a failure in the Results Worksheet.

7.2.4.4 DeleteAll Command

This command deletes all Voice VPN Polices in the enterprise. This command is only available to Super Users (SUs). Other administrators need to contact Mitel Support.

The EnterpriseVoiceVPNPolicy columns used by this command are in the table below.
Required columns are marked and bolded. Columns not appearing in the table are unused.

Column Name	Col	Field Requirements
Status	A	*See Section 3.2 for more information on the Status column.*
General Information		
Command	B	**(Required)** Enter the command: **DeleteAll**
The rightmost column is used for error reporting.		
Error Response	Z	Used to provide detail of a failure in the Results Worksheet.

7.2.5 PHONENUMBERS

The commands associated with provisioning phone numbers at the enterprise level are presented within the PhoneNumbers worksheet.

The following table lists each command and a description of the command.

Command	Description / Tips
Add	Add an individual phone number or range of phone numbers to the Enterprise. Optionally assign the phone numbers to a specified Group and activates them.
Modify	Assign phone numbers to a Group, reassign them to another Group, or unassign them using "None" as the Group to return them to the Enterprise. Activate or deactivate the phone numbers when they are assigned to a Group.
Unassign	Unassign phone numbers from a Group to return them to the Enterprise. Phone numbers must not be assigned to users.
Delete	Delete the phone numbers from the Enterprise. Phone numbers must not be assigned to users.
Done	Ends processing of the worksheet.

Each column on the Enterprise Worksheet's PhoneNumbers tab is contained in the table below. Refer to the section for each command for details specific to that command.

Column Name	Col	Field Requirements
Status	A	This column is blank in most cases but possible values include: **Success** **Failure** **Skip** *See Section 3.2 for more information on the Status column.*
General Information		
Command	B	One of the following commands: **Add** **Modify** **Unassign** **Delete** **Done**
Phone Numbers	C	A single phone number or a range (inclusive) of phone numbers. Ranges are in the form "<Start Phone Number> - <End Phone Number". Note the phone numbers are separated by a space, dash, space (" - "). The spaces are necessary to prevent confusion between the phone number separator and a digit separator between the digits of a phone number. Example: 214-844-6611 - 214-844-6612

Column Name	Col	Field Requirements
Group ID	D	When imported with Add command, must contain one of the following: ***[Group ID]*** – Group ID of an existing group to assign phones numbers to. **None** - Phone numbers are only added at the enterprise level. ***Blank*** – Phone numbers are only added at the enterprise level. When imported with Modify command, must contain one of the following: ***[Group ID]*** – Group ID of an existing group to assign or reassign the phones numbers to. **None** - Phone numbers are unassigned from any group they are assigned to. They are assigned only to the enterprise. ***Blank*** – Phone numbers are not reassigned. When imported with Unassign or Delete command, no group is used. This field is ignored. Valid groups are available via the DataHelp tab. When exported, the Group column contains: ***[Group ID]*** – Group ID which the phone numbers are assigned to. **(Multiple)** – Phone numbers in a range of phone numbers are assigned to multiple groups, or some phone numbers are assigned to a group while others are not. ***Blank*** – Phone numbers are not assigned to any group. They are only assigned to the enterprise.
Assigned to User	E	**(Export Only)** Indicates whether the phone numbers are assigned to a user: **True** – Phone numbers are assigned to a user. **False** – Phone numbers are not assigned to a user. **(Both)** – Some phone numbers in a range of phone numbers are assigned to a user and some are not. This column is only exported. It is ignored for an import.
Activated	F	Indicates whether the phone numbers must be activated or deactivated. When imported, optionally contains one of the following: **True** – Phone numbers must be activated. **False** – Phone numbers must be deactivated. When Phone Number Activation is disabled in Clearspan, this column is ignored, regardless of whether it is empty or contains any value. When exported, the column contains: **True** – Phone numbers have been activated. **False** – Phone numbers have not been activated. **(Both)** – Some phone numbers in a range of phone numbers have been activated and some have not.
The rightmost column is used for error reporting.		
Error Response	G	Used to provide detail of a failure in the Results Worksheet.

7.2.5.1 Add Command

This command adds an individual phone number or range of phone numbers to the Enterprise. It optionally assigns the phone numbers to a specified Group and activates them.

The PhoneNumbers columns used by this command are in the table below.
Required columns are marked and bolded. Columns not appearing in the table are unused.

Column Name	Col	Field Requirements
Status	A	*See Section 3.2 for more information on the Status column.*
General Information		
Command	B	**(Required)** Enter the command: **Add**
Phone Numbers	C	**(Required)** A single phone number or a range (inclusive) of phone numbers. Ranges are in the form "<Start Phone Number> - <End Phone Number". Note the phone numbers are separated by a space, dash, space (" - "). The spaces are necessary to prevent confusion between the phone number separator and a digit separator between the digits of a phone number. Example: 214-844-6611 - 214-844-6612
Group ID	D	Must contain one of the following: ***[Group ID]*** – Group ID of an existing group to assign phones numbers to. **None** - Phone numbers are only added at the enterprise level. ***Blank*** – Phone numbers are only added at the enterprise level. Valid groups are available via the DataHelp tab.
Activated	F	Indicates whether the phone numbers must be activated or deactivated. Optionally contains one of the following: **True** – Phone numbers must be activated. **False** – Phone numbers must be deactivated.
The rightmost column is used for error reporting.		
Error Response	G	Used to provide detail of a failure in the Results Worksheet.

7.2.5.2 Modify Command

This command assigns phone numbers to a Group, reassigns them to another Group, or unassigns them using "None" as the Group to return them to the Enterprise. The command also can activate or deactivate the phone numbers when they are assigned to a Group.

The PhoneNumbers columns used by this command are in the table below.
Required columns are marked and bolded. Columns not appearing in the table are unused.

Column Name	Col	Field Requirements
Status	A	*See Section 3.2 for more information on the Status column.*
General Information		
Command	B	**(Required)** Enter the command: **Modify**
Phone Numbers	C	**(Required)** A single phone number or a range (inclusive) of phone numbers. Ranges are in the form "<Start Phone Number> - <End Phone Number". Note the phone numbers are separated by a space, dash, space (" - "). The spaces are necessary to prevent confusion between the phone number separator and a digit separator between the digits of a phone number. Example: 214-844-6611 - 214-844-6612
Group ID	D	Must contain one of the following: ***[Group ID]*** – Group ID of an existing group to assign phones numbers to. **None** - Phone numbers are only added at the enterprise level. ***Blank*** – Phone numbers are only added at the enterprise level. Valid groups are available via the DataHelp tab. When exported, the Group column contains: ***[Group ID]*** – Group ID which the phone numbers are assigned to. **(Multiple)** – Phone numbers in a range of phone numbers are assigned to multiple groups, or some phone numbers are assigned to a group while others are not. ***Blank*** – Phone numbers are not assigned to any group. They are only assigned to the enterprise.
Assigned to User	E	**(Export Only)** Indicates whether the phone numbers are assigned to a user: **True** – Phone numbers are assigned to a user. **False** – Phone numbers are not assigned to a user. **(Both)** – Some phone numbers in a range of phone numbers are assigned to a user and some are not. This column is only exported. It is ignored for an import.

Column Name	Col	Field Requirements
Activated	F	Indicates whether the phone numbers must be activated or deactivated. When imported, optionally contains one of the following: **True** – Phone numbers must be activated. **False** – Phone numbers must be deactivated. When exported, the column contains: **True** – Phone numbers have been activated. **False** – Phone numbers have not been activated. **(Both)** – Some phone numbers in a range of phone numbers have been activated and some have not.
The rightmost column is used for error reporting.		
Error Response	G	Used to provide detail of a failure in the Results Worksheet.

7.2.5.3 Unassign Command

This command unassigns phone numbers from a Group to return them to the Enterprise. Phone numbers must not be assigned to users.

The PhoneNumbers columns used by this command are in the table below.
Required columns are marked and bolded. Columns not appearing in the table are unused.

Column Name	Col	Field Requirements
Status	A	*See Section 3.2 for more information on the Status column.*
General Information		
Command	B	**(Required)** Enter the command: **Unassign**
Phone Numbers	C	**(Required)** A single phone number or a range (inclusive) of phone numbers. Ranges are in the form "<Start Phone Number> - <End Phone Number". Note the phone numbers are separated by a space, dash, space (" - "). The spaces are necessary to prevent confusion between the phone number separator and a digit separator between the digits of a phone number. Example: 214-844-6611 - 214-844-6612
The rightmost column is used for error reporting.		
Error Response	G	Used to provide detail of a failure in the Results Worksheet.

7.2.5.4 Delete Command

This command deletes phone numbers from the Enterprise. Phone numbers must not be assigned to users.

The PhoneNumbers columns used by this command are in the table below.
Required columns are marked and bolded. Columns not appearing in the table are unused.

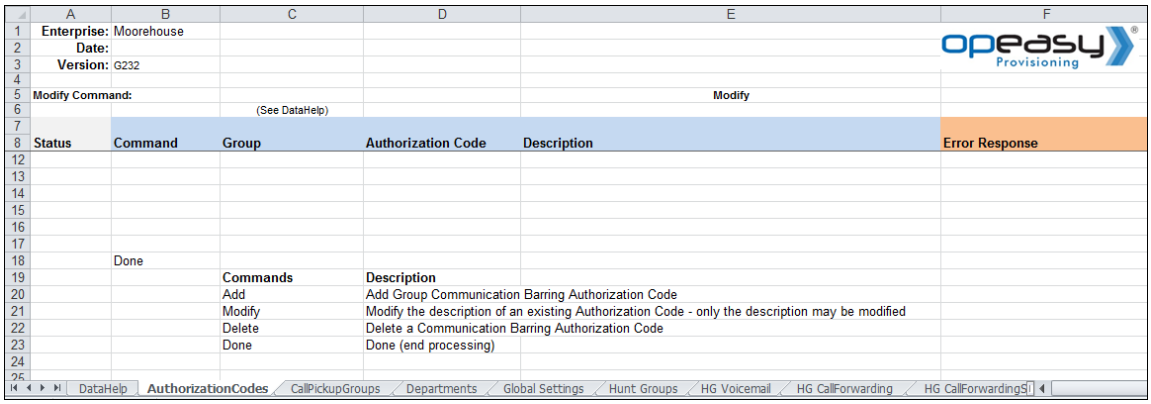
Column Name	Col	Field Requirements
Status	A	*See Section 3.2 for more information on the Status column.*
General Information		
Command	B	**(Required)** Enter the command: **Delete**
Phone Numbers	C	**(Required)** A single phone number or a range (inclusive) of phone numbers. Ranges are in the form "<Start Phone Number> - <End Phone Number". Note the phone numbers are separated by a space, dash, space (" - "). The spaces are necessary to prevent confusion between the phone number separator and a digit separator between the digits of a phone number. Example: 214-844-6611 - 214-844-6612
The rightmost column is used for error reporting.		
Error Response	G	Used to provide detail of a failure in the Results Worksheet.

8 GROUP IMPORT

8.1 DESCRIPTION

Group import allows provisioning of group-level features. This includes provisioning of Authorization Codes, Call Pickup Groups, Departments, Global Settings, Hunt Groups (including voicemail and call forwarding for Hunt Groups), Managing Groups, Music-on-Hold, Phone Numbers, Speed Dial 8, Speed Dial 100, User Profiles, Voice Portals, and more.

All columns for all worksheets are explained in detail in the next section of this document. Also note that the commands that may be issued with this worksheet are listed below the 'Done' command.



	A	B	C	D	E	F
1	**Enterprise:**	Moorehouse				
2	**Date:**					
3	**Version:**	G232				
4						
5	**Modify Command:**				**Modify**	
6			(See DataHelp)			
7						
8	**Status**	**Command**	**Group**	**Authorization Code**	**Description**	**Error Response**
12						
13						
14						
15						
16						
17						
18		Done				
19			**Commands**	**Description**		
20			Add	Add Group Communication Barring Authorization Code		
21			Modify	Modify the description of an existing Authorization Code - only the description may be modified		
22			Delete	Delete a Communication Barring Authorization Code		
23			Done	Done (end processing)		
24						

DataHelp | AuthorizationCodes | CallPickupGroups | Departments | Global Settings | Hunt Groups | HG Voicemail | HG CallForwarding | HG CallForwardingS

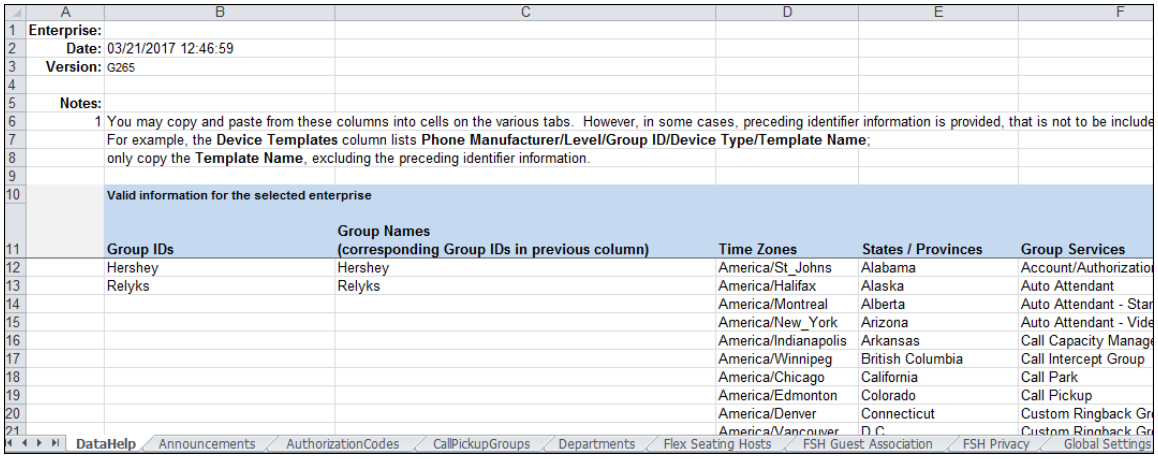
8.2 WORKSHEET DETAILS FOR GROUP

8.2.1 SPECIAL ROW/COLUMN INFORMATION

Row	Column	Information
1	A	Contains header 'Enterprise:'
1	B	Contains the enterprise that was selected when issuing the 'Get Worksheet' command. This worksheet is enterprise specific and cannot be used for import to any other enterprise.
2	A	Contains header 'Date:'
2	B	This column is blank for an Import worksheet but contains the date that an import was issued in the Results worksheet.
3	A	Contains header 'Version:'
3	B	Contains the version of the worksheet.
5	All Columns	Provides comments for various purposes such as to inform which columns may be adjusted via the Modify command.
6	All Columns	Provides help on what is acceptable input for various fields.
7	All Columns	Provides color coding to group columns of information into categories. Typically, a header is provided at the start of a new color to identify the category.
8		Contains the column labels. The provisioning tool will assume that the next row contains the first row of data, i.e. a valid command.
Any after 8	A	This first column in each worksheet is the Status column. It is updated in the results spreadsheet to either Success or Failure. A 'Skip' in this column will cause the row to be skipped on import.
Any after 8		The rightmost column in each worksheet is the ErrorResponse column. It is updated in the results spreadsheet for any command that has a status of Failure.

8.2.2 DATAHELP WORKSHEET

The DataHelp tab provides information for the Enterprise that was selected when the 'Get Worksheet' was issued. Data from this worksheet may be cut and pasted to the other worksheets. For example, several worksheets require that the row contain an entry in the Group column, so the administrator could come to this tab to view the available Groups and then cut the appropriate Group Name from the cell to paste into the appropriate worksheet.



	A	B	C	D	E	F
1	**Enterprise:**					
2	**Date:**	03/21/2017 12:46:59				
3	**Version:**	G265				
4						
5	**Notes:**					
6	1	You may copy and paste from these columns into cells on the various tabs. However, in some cases, preceding identifier information is provided, that is not to be include				
7		For example, the **Device Templates** column lists **Phone Manufacturer/Level/Group ID/Device Type/Template Name**;				
8		only copy the **Template Name**, excluding the preceding identifier information.				
9						
10		**Valid information for the selected enterprise**				
11		**Group IDs**	**Group Names (corresponding Group IDs in previous column)**	**Time Zones**	**States / Provinces**	**Group Services**
12		Hershey	Hershey	America/St_Johns	Alabama	Account/Authorizatio
13		Relyks	Relyks	America/Halifax	Alaska	Auto Attendant
14				America/Montreal	Alberta	Auto Attendant - Star
15				America/New_York	Arizona	Auto Attendant - Vide
16				America/Indianapolis	Arkansas	Call Capacity Manage
17				America/Winnipeg	British Columbia	Call Intercept Group
18				America/Chicago	California	Call Park
19				America/Edmonton	Colorado	Call Pickup
20				America/Denver	Connecticut	Custom Ringback Gr
21				America/Vancouver	D.C.	Custom Ringback Gr

DataHelp | Announcements | AuthorizationCodes | CallPickupGroups | Departments | Flex Seating Hosts | FSH Guest Association | FSH Privacy | Global Settings

Note that many more columns exist in this worksheet than are displayed per the screen capture. Note too that some columns (e.g., Departments, Domains, User Profile) contain the "Group/Name". This is useful because it tells the administrator to which group the listed Department, Domain or User Profile, etc. belongs. However, when pasting these cells into the other worksheets, the Group name must be removed or an error will result when processing occurs.

Each column on the Group Worksheet's DataHelp tab is contained in the table below.

Column Name	Col	Contents
Group IDs	B	Provides all groups within the enterprise. Groups are identified using the Group ID.
Group Names	C	Names of all groups within the enterprise. These names coorespond to the Group IDs in the previous column. Group Names are not used in any of the import columns. They are only displayed to help identify the cooresponding Group IDs.
Time Zones	D	Provides all Time Zones that are supported.
States / Provinces	E	Provides a list of states and provinces.
Group Services	F	Provides all Group Services that are supported.
User Services	G	Provides all User Services that are supported.
Enterprise Service Packs	H	Provides names of all service packs in the Enterprise.
Call Pickup Groups	I	Provides all Call Pickup Groups per group.
Departments	J	Provides all Departments and identifies the level of the department, Group or Enterprise.

Column Name	Col	Contents
Flex Seating Hosts	K	Provides all Flexible Seating Hosts per group.
Flex Seating Host Services	L	Provides all Flexible Seating Host Services that are supported.
Hunt Groups	M	Provides all Hunt Groups per group.
Hunt Group Services	N	Provides all Hunt Group Services that are supported.
Languages	O	Provides Languages that are supported.
Network Classes of Service	P	Provides all Network Classes of Service per group.
Enterprise Time Schedules	Q	Provides all Enterprise level Time Schedules.
Group Time Schedules	R	Provides all Group level Time Schedules per group.
Enterprise Holiday Schedules	S	Provides all Enterprise level Holiday Schedules.
Group Holiday Schedules	T	Provides all Group level Holiday Schedules per group.
User Profiles	U	Provides all User Profiles per group.
Device Types	V	Provides all Device Types that are supported.
Device Templates	W	Provides all Device Templates including the phone manufacturer, device level, group (if applicable) and device type.
Network Server Sites	X	Provides all Network Server Sites.
Group Service Packs	Y	Provides all Group Service Packs per group.
Domains	Z	Provides all Domains per group.
Available Phone Number Ranges	AA	Provides all Available Phone Number Ranges per group.
Trunk Groups	AB	Provides all Trunk Groups per group.
Enterprise Trunks	AC	Provides all Enterprise Trunks.
Group Music On Hold Profiles	AD	Provides all supported Group Music On Hold Profiles.
User Music On Hold Profiles	AE	Provides all supported User Music On Hold Profiles.
Audio Codecs	AF	Provides a list of supported audio codecs.
Office Zones	AG	Provides a list of supported office zones.
Virtual On-Net Call Types	AH	Provides a list of valid Virtual On-Net Call Types.
Conference Servers	AI	Provides a list of valid Conference Servers.

8.2.3 ANNOUNCEMENTS WORKSHEET

The commands that are associated with the group's Announcement Repository are presented within the Announcements worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

Commands		
Add	Add a new announcement	Or add multiple announcements to the same repository with specification of only Announcement Name and Announcement File Name on subsequent rows
Modify	Modify an announcement	Or modify multiple announcements in the same repository with specification of only New Announcement Name and/or Announcement File Name on subsequent rows
		To replace an announcement, specify Announcement Name and Announcement File Name
		To rename an announcement, specify Announcement Name, New Announcement Name and Announcement File Type
Delete	Delete an announcement	To delete multiple announcements, specify the 'Delete' command on each row
Done	Done (end processing)	

Each column on the Announcements tab is contained in the table that follows.

Column Name	Col	Field Requirements
Status	A	This column is blank in most cases but possible values include: **Success** **Failure** **Skip** *See Section 3.2 for more information on the Status column.*
General Information		
Command	B	One of the following commands: **Add** **Modify** **Delete** **Done**
Repository Type	C	Identify the type of announcement repository. Use **Group** for the Group Repository Type or leave blank for Hunt Group Repository Type.
Group ID / Hunt Group ID	D	Enter the Repository ID. Enter the Group ID for a Group Repository Type. Enter the Hunt Group ID for a Hunt Group Repository Type.
Announcement Name	E	Enter the name of the Announcement. Do not include the extension.
New Announcement Name	F	Enter the new name of the announcement when renaming, during Modify operation only. Do not include the extension.
Announcement File Name	G	File Name of media file to upload. The file name must include the path (if any) to the file in the uploaded zip file.
Announcement File Type	H	File type. Valid values: **WAV** **WMA** **MOV** **3GP**
File Size (KB)	I	Existing file size (Export Only)

Column Name	Col	Field Requirements
Last Upload	J	Existing file date/time uploaded (Export Only)
The rightmost column is used for error reporting.		
Error Response	K	Used to provide detail of a failure in the Results Worksheet.

8.2.4 AUTHORIZATIONCODES WORKSHEET

The commands associated with provisioning Communication Barring Authorization Codes are presented within the AuthorizationCodes worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

Commands	Description
Add	Add Group Communication Barring Authorization Code
Modify	Modify the description of an existing Authorization Code - only the description may be modified
Delete	Delete a Communication Barring Authorization Code
Done	Done (end processing)

Each column on the Group Worksheet's AuthorizationCodes tab is contained in the table that follows.

Column Name	Col	Field Requirements
Status	A	This column is blank in most cases but possible values include: **Success** **Failure** **Skip** *See Section 3.2 for more information on the Status column.*
General Information		
Command	B	One of the following commands: **Add** **Modify** **Delete** **Done**
Group ID	C	Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab.
Authorization Code	D	2-14 Digit Number.
Description	E	Description of Authorization Code – 0-80 characters.
The right-most column is used for error reporting.		
Error Response	F	Used to provide detail of a failure in the Results Worksheet.

8.2.5 CALLPICKUPGROUPS WORKSHEET

The commands associated with provisioning Call Pickup Groups are presented within the CallPickupGroups worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

Commands	Description
Add	Create a new Call Pickup Group
Modify	Assign the given list of users to an existing Call Pickup Group
Delete	Delete a Call Pickup Group
AddUsers	Add one or more Users to the Call Pickup Group (by User Id)
DeleteUsers	Remove one or more Users from the Call Pickup Group (by User Id)
Done	Done (end processing)

Each column on the Group Worksheet's CallPickupGroups tab is contained in the table that follows.

Column Name	Col	Field Requirements
Status	A	This column is blank in most cases but possible values include: **Success** **Failure** **Skip** *See Section 3.2 for more information on the Status column.*
General Information		
Command	B	One of the following commands: **Add** **Modify** **Delete** **AddUsers** **DeleteUsers** **Done**
Group ID	C	Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab.
Call Pickup Group Name	D	Valid Call Pickup Groups are available via the DataHelp tab.
UserId	E	Users assigned to call pickup group.
The right-most column is used for error reporting.		
Error Response	F	Used to provide detail of a failure in the Results Worksheet.

8.2.6 DEPARTMENTS WORKSHEET

The commands associated with provisioning departments at the group level are presented within the Departments worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

Commands	Description
AddGroupDept	Add Group Department
ModifyGroupDept	Modify Group Department data
DeleteGroupDept	Delete Group Department
Done	Done (end processing)

Each column on the Group Worksheet's Departments tab is contained in the table that follows.

Column Name	Col	Field Requirements
Status	A	This column is blank in most cases but possible values include: **Success** **Failure** **Skip** *See Section 3.2 for more information on the Status column.*
General Information		
Command	B	One of the following commands: **AddGroupDept** **ModifyGroupDept** **DeleteGroupDept** **Done**
Group ID	C	Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab.
Department Name	D	1-50 characters.
New Department Name	E	Only used when changing name with Modify. 0-50 characters.
Parent Department	F	Can be copied from the DataHelp Departments. Can be entire path or just the parent department indicating Enterprise/Group in parenthesis.
Department Calling Line ID Name	G	
Department Calling Line ID Number	H	
The right-most column is used for error reporting.		
Error Response	I	Used to provide detail of a failure in the Results Worksheet.

8.2.7 FLEX SEATING HOSTS WORKSHEET

The commands associated with provisioning Flexible Seating hosts at the group level are presented within the Flex Seating Hosts worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

Note: Some commands might not be available, depending on the administrator's privileges.

Commands			
AddHost	Add a new Flexible Seating Host		
ModifyHost	Modify Flexible Seating Host (modifiable fields indicated by ModifyHost)		
DeleteHost	Delete the Flexible Seating Host		
AddHostAssignDevice	Add a new Flexible Seating Host and assign to an existing device		
AssignDevice	Assign a device to the specified Flexible Seating Host		
UnassignDevice	Unassign a device from the specified Flexible Seating Host		
AssignServices	Assign one or more Services (separate services with ALT-ENTER in the worksheet)		
ReplaceServices	Replace all services with those specified (separate services with ALT-ENTER in the worksheet)		
DeleteServices	Delete one or more services (separate service names with ALT-ENTER in the worksheet)		
DeleteAllServices	Delete all Services for the user		
Done	Done (end processing)		

Each column on the Group Worksheet's Flex Seating Host tab is contained in the table that follows.

Column Name	Col	Field Requirements
Status	A	This column is blank in most cases but possible values include: **Success** **Failure** **Skip** *See Section 3.2 for more information on the Status column.*
General Information		
Command	B	One of the following commands: **AddHost** **ModifyHost** **DeleteHost** **AddHostAssignDevice** **AssignDevice** **UnassignDevice** **AssignServices** **ReplaceServices** **DeleteServices** **DeleteAllServices** **Done**

Column Name	Col	Field Requirements
Group ID	C	Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab.
Host Information		
Flex Seating Host ID	D	Identifies the Flexible Seating Host. Valid Flex Seating Hosts are available via the DataHelp tab.
Active	E	Determines the status of the Flexible Seating Host. Values: **True** **False**
Name	F	Name of the Flexible Seating Host.
New Flexible Seating Host ID	G	New Flexible Seating Host ID when performing ModifyHost.
Department	H	Enter the name of the Department associated with this Flexible Seating Host. Valid departments are available via the DataHelp tab.
Phone Number	I	Enter the Flexible Seating Host's phone number.
Phone Number Activation	J	Activate or deactivate the phone number. Values: **Activate** **Deactivate** When Phone Number Activation is disabled in Clearspan, this column is ignored, regardless of whether it is empty or contains any value.
Allow Emergency Calls	K	Indicates whether the phone number can place emergency calls: **True** **False**
Allow Voice Portal Calls	L	Indicates whether the phone number can place calls to the voice portal: **True** **False**
Extension	M	Enter the Flexible Seating Host's extension.
Services	N	Services to assign or unassign from the Flexible Seating Host. One or more of the following Services can be entered, separated by ALT-ENTER: **Authentication** **Privacy** **Basic Call Logs** **Calling Line ID Blocking** **Enhanced Call Logs**

Column Name	Col	Field Requirements
Calling Line and Auth Information		
Calling LineId Last Name	O	Enter the last name to be displayed on lines with Caller ID.
Calling LineId First Name	P	Enter the first name to be displayed on lines with Caller ID.
Calling LineId Phone Number	Q	Enter the phone number to use for Calling Line ID services.
Auth Name	R	Enter an Authentication Name of up to 80 characters. This is the name used when authenticating the Flexible Seating Host.
Auth Password	S	Enter an Authentication Password of up to 20 characters. This is the password used when authenticating the Flexible Seating Host.
Device Information		
Device Name	T	Enter the name of the host device.
Device Level	U	Enter the level of the host device. Most devices are Group level. Values: **System** **Enterprise** **Group**
Device LinePort	V	Enter the line/port for this host.
Optional Information		
Language	W	Enter the language to use. Optional. Valid languages for the selected enterprise/group are available via the DataHelp tab.
TimeZone	X	Enter the time zone to use. Optional. Valid Time Zones for the selected enterprise/group are available via the DataHelp tab.
Export Only – Detailed Device Information		
Device Type	Y	Type of host device (an existing Device Type).
MAC Address	Z	MAC address (up to 12 characters) of the host device.
Device Contact	AA	Up to 1024 characters.
Device Description	AB	Up to 80 characters.
Device Access UserName	AC	User name of up to 161 characters for host device access. Used by Device Management to identify the host device for configuration files setup with Device Credentials. Must be unique within the system.
Device Access Password	AD	Password of up to 60 characters for host device access. Used by Device Management to identify the host device for configuration files setup with Device Credentials.

Column Name	Col	Field Requirements
Device Template	AE	Name of an existing OpEasy template.
Template Level	AF	Level of the OpEasy template. Values: **Enterprise** **Group**
VLAN ID	AG	Identifies a VLAN Id.
ERL Record Name	AH	Up to 50 characters. Follows the format set forth by the Emergency Gateway System.
The right-most column is used for error reporting.		
Error Response	AI	Used to provide detail of a failure in the Results Worksheet.

8.2.8 FSH GUEST ASSOCIATION WORKSHEET

The commands associated with provisioning guest associations for Flexible Seating hosts are presented within the FSH Guest Association worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

Commands	
Modify	Modify Flexible Seating Host Guest Association
ReleaseAssociation	Release Guest Association
Done	Done (end processing)

Each column on the Group Worksheet's FSH Guest Association tab is contained in the table that follows.

Column Name	Col	Field Requirements
Status	A	This column is blank in most cases but possible values include: **Success** **Failure** **Skip** *See Section 3.2 for more information on the Status column.*
General Information		
Command	B	One of the following commands: **Modify** **ReleaseAssociation** **Done**

Column Name	Col	Field Requirements
Group ID	C	Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab.
Flex Seating Host ID	D	Must match the Flexible Seating Host ID of an existing host. Valid Flex Seating Hosts are available via the DataHelp tab.
Enforce Association	E	Specify whether an association time limit is enforced: **True** **False**
Association Limit	F	Maximum time, in hours, that a guest association is allowed with this host. Ranges from 1-999. Defaults to 12.
Access Level	G	Specify the association access level: **Enterprise** **Group**
Guest Information – Export Only		
Last Name	H	Last name of the Flexible Seating guest.
First Name	I	First name of the Flexible Seating guest.
Phone Number	J	Phone number of the Flexible Seating guest.
Location Dialing Code	K	Location Dialing Code of the Flexible Seating guest.
Extension	L	Extension of the Flexible Seating guest.
Association Time	M	Amount of time that the guest and host have been associated.
The right-most column is used for error reporting.		
Error Response	N	Used to provide detail of a failure in the Results Worksheet.

8.2.9 FSH PRIVACY WORKSHEET

The commands associated with provisioning privacy for Flexible Seating hosts are presented within the FSH Privacy worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

Commands	
Modify	Modify Privacy settings
Done	Done (end processing)

Each column on the Group Worksheet's FSH Privacy tab is contained in the table that follows.

Column Name	Col	Field Requirements
Status	A	This column is blank in most cases but possible values include: **Success** **Failure** **Skip** *See Section 3.2 for more information on the Status column.*
General Information		
Command	B	One of the following commands: **Modify** **Done**
Group ID	C	Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab.
Flex Seating Host ID	D	Must match the Flexible Seating Host ID of an existing host. Valid Flex Seating Hosts are available via the DataHelp tab.
Directory Privacy	E	Specify whether directory privacy is enabled for the Flexible Seating host: **True - Host is excluded from directory listings** **False**
Auto Att Ext Dialing Privacy	F	Specify whether Auto Attendant extension dialing privacy is enabled: **True - Host is excluded from Auto Attendant extension dialing** **False**
Auto Att Name Dialing Privacy	G	Specify whether Auto Attendant name dialing privacy is enabled: **True - Host is excluded from Auto Attendant name dialing** **False**
The right-most column is used for error reporting.		
Error Response	H	Used to provide detail of a failure in the Results Worksheet.

8.2.10 GLOBAL SETTINGS - MITEL AASTRA WORKSHEET

The commands associated with provisioning the Group Global Settings for Mitel (Aastra) phones are presented within the Global Settings - Mitel Aastra worksheet. Note that there is no support for provisioning global settings at either of the system or enterprise levels.

The following table lists each command and a description of the command.

Command	Description / Tips
Modify	Modify the Group Global Settings for Mitel (Aastra) phones. "UseEnterpriseSetting" is the default value for all columns unless otherwise noted. May be shortened to "UseEnt".
Done	Ends processing of the worksheet.

Each column on the Group Worksheet's Global Settings - Mitel Aastra tab is contained in the table below. As there is only one available command (Modify) for this tab, the table is specific to that one command. Required columns are marked and bolded.

Column Name	Col	Field Requirements
Status	A	*See Section 3.2 for more information on the Status column.*
General Information		
Command	B	**(Required)** Enter the command: **Modify**
Group ID	C	**(Required)** Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab.
SIP Settings		
Outbound Proxy	D	Host name or IP address of the outbound proxy to use, or enter **UseEnterpriseSetting** to obtain the setting from the enterprise-level Global Settings. Optionally, includes a port number following the address, in the form of "<Host name or IP address>:<Port>". New Group Default: **UseEnterpriseSetting**
Outbound Proxy Encryption Port	E	Outbound Proxy port number used when encryption is being used. This field is required if Outbound Proxy is entered.
Encryption (TLS/SRTP)	F	Choose the use of TLS and SRTP encryption of all calls from the phone: **Required** – Require the use of both TLS and SRTP encryption for calls **NotAllowed** – Do not allow the use of TLS or SRTP encryption of calls **UseEnterpriseSetting** - Obtain the setting from the enterprise-level Global Settings New Group Default: **UseEnterpriseSetting**

Column Name	Col	Field Requirements
Encryption Certificate File	G	Enter the name of the encryption certificate file, which is retained in Device Management for the 'Clearspan' Device Type. The filename should not include the path to the file. This field is required when Encryption (TLS/SRTP) is set to **Required**. Enter **NULL** to delete the any existing name of the Encryption Certificate File. Note that if the Encryption (TLS/SRTP) column above contains **UseEnterpriseSetting,** the Encryption Certificate File is also obtained from the enterprise-level Global Settings.
Time Settings		
Time Server 1	H	Host name or IP address of the first time server to use, or enter **UseEnterpriseSetting** to obtain the setting from the enterprise-level Global Settings. Optionally, includes a port number following the address, in the form of "<Host name or IP address>:<Port>". New Group Default: **UseEnterpriseSetting**
Time Server 2	I	Host name or IP address of the second time server to use, or enter **UseEnterpriseSetting** to obtain the setting from the enterprise-level Global Settings. Optionally, includes a port number following the address, in the form of "<Host name or IP address>:<Port>". New Group Default: **UseEnterpriseSetting**
Time Server 3	J	Host name or IP address of the third time server to use, or enter **UseEnterpriseSetting** to obtain the setting from the enterprise-level Global Settings. Optionally, includes a port number following the address, in the form of "<Host name or IP address>:<Port>". New Group Default: **UseEnterpriseSetting**
Time Zone	K	Enter one of the following: Specific time zone. Valid time zones are provided in the DataHelp tab. **UseDHCP** – Uses the time zone provided to the phone via DHCP **UserTimeZone** – Uses the primary user's time zone **UseEnterpriseSetting** - Obtain the setting from the enterprise-level Global Settings New Group Default: **UseEnterpriseSetting**
Device Settings		

Column Name	Col	Field Requirements
LAN Port Mode	L	Enter one of the following LAN port modes: **Auto** – Automatic detection of LAN mode is used **10MHalf** – 10 Mb, Half-Duplex **10MFull** – 10 Mb, Full-Duplex **100MHalf** – 100 Mb, Half-Duplex **100MFull** – 100 Mb, Full-Duplex **1GHalf** – 1 Gb, Half-Duplex **1GFull** – 1 Gb, Full-Duplex **UseEnterpriseSetting** - Obtain the setting from the enterprise-level Global Settings New Group Default: **Auto**
Admin Password	M	Enter one of the following: Numeric password. The password is a number from 0 to 4429496295 (largest 32 bit value in decimal). **UseEnterpriseSetting** - Obtain the setting from the enterprise-level Global Settings New Group Default: **UseEnterpriseSetting**
User Password	N	Enter one of the following: Numeric password. The password is a number from 0 to 4429496295 (largest 32 bit value in decimal). **UseEnterpriseSetting** - Obtain the setting from the enterprise-level Global Settings New Group Default: **UseEnterpriseSetting**
Web Interface	O	Controls the web interface for the phone. Enter one of the following: **Enabled** – Enables the phone's web interface **Disabled** – Disables the phone's web interface **UseEnterpriseSetting** – Obtain the setting from the enterprise-level Global Settings New Group Default: **UseEnterpriseSetting**
Phone Lock	P	Controls the ability to lock the phone. Enter one of the following: **Enabled** – Enables the ability to lock the phone **Disabled** – Disables the ability to lock the phone **UseEnterpriseSetting** – Obtain the setting from the enterprise-level Global Settings New Group Default: **UseEnterpriseSetting**
Codecs		

Column Name	Col	Field Requirements
Voice Codecs	Q	List up to 4 codecs to use, in order of selection priority, with each codec in the list separated by either ALT-ENTER or a comma. Each codec should appear only once in the list. Select the codecs from the following: **G711 u-law** – Codec uses G.711 mu-law encoding **G711 A-law** – Codec uses G.711 A-law encoding **G722** – Codec uses G.722 encoding **G729AB** – Codec uses G.729ab encoding Alternatively, enter **UseEnterpriseSetting** to obtain the list of codecs from the enterprise-level Global Settings. New Group Default: **UseEnterpriseSetting**
Quality Monitoring		
Quality Monitoring	R	Enable or disable quality monitoring: **On** – Enable quality monitoring **Off** – Disable quality monitoring **UseEnterpriseSetting** – Obtains both the Quality Monitoring and Collector Address settings from the enterprise-level Global Settings New Group Default: **Off**
Collector Address	S	Host name or IP address of the Quality Monitoring collector to be used when Quality Monitoring is enabled. Optionally, includes a port number following the address, in the form of "<Host name or IP address>:<Port>". Enter **NULL** to delete any existing Collector Address. Note that if the Quality Monitoring column contains **UseEnterpriseSetting,** the Collector Address (and port) are obtained from the enterprise-level Global Settings.
General Settings		
Static Call Park/Pickup	T	Enables use of the Mitel (Aastra) phone sprecode for Call Park and Call Park Retrieve features. This allows the Mitel phone to display soft keys that perform those actions, using the appropriate Clearspan feature access code to perform the feature. Enter one of the following: **Enabled** – Use Call Park and Call Park Retrieve sprecodes **Disabled** – Do not use Call Park and Call Park Retrieve sprecodes **UseEnterpriseSetting** – Obtain the setting from the enterprise-level Global Settings New Group Default: **UseEnterpriseSetting**

Column Name	Col	Field Requirements
Conference Server	U	Conference server name to be used for conference calls. Enter one of the following: Name of a conference server configured for the enterprise. Valid Conference Servers are provided in the DataHelp tab. **UseLocalConferencing** – Use local conferencing **UseEnterpriseSetting** – Obtain the setting from the enterprise-level Global Settings New Group Default: **UseEnterpriseSetting**
Firmware Server	V	Location of the firmware to be loaded. Enter one of the following: URL of path to firmware file location. **UseEnterpriseSetting** – Obtain the setting from the enterprise-level Global Settings New Group Default: **UseEnterpriseSetting**
Background Image File	W	Location of the image file to be used as the background image on the idle screen of the phone. Enter one of the following: URL of the image file. **UseEnterpriseSetting** – Obtain the setting from the enterprise-level Global Settings New Group Default: **UseEnterpriseSetting**
Image Server	X	URL of the image server where pictures are stored for display on the phone during incoming and outgoing calls, in the Directory, Received Callers List, and Outgoing Redial List entries. Enter one of the following: URL of the image server. **UseEnterpriseSetting** – Obtain the setting from the enterprise-level Global Settings New Group Default: **UseEnterpriseSetting**
Idle Screen Font Color	Y	Controls the font color used on the idle screen of the phone. This setting applies to only the 6867i, 6869i, and 6873i phones. Enter one of the following: **Blue** **White** **Black** **UseEnterpriseSetting** – Obtain the setting from the enterprise-level Global Settings New Group Default: **UseEnterpriseSetting**
Idle Screen Mode	Z	Controls the screen display mode when the phone is idle. Enter one of the following: **Primary** **Secondary** **UseEnterpriseSetting** – Obtain the setting from the enterprise-level Global Settings New Group Default: **UseEnterpriseSetting**

Column Name	Col	Field Requirements
Upload System Info On Crash	AA	Enables the uploading of system information on a phone crash. Enter one of the following: **Enabled** – Causes system information to be uploaded. **Disabled** – Prevents system information from being uploaded. **UseEnterpriseSetting** – Obtain the setting from the enterprise-level Global Settings New Group Default: **UseEnterpriseSetting**
Upload System Info Server	AB	Location (URL) where the phone sends the system and crash files (server.cfg, local.cfg, and crash.gz) when Upload System Info on Crash is enabled.
Extra Settings		
Extra Settings	AC	Optionally, one or more lines of phone settings in the setting format required by Mitel (Aastra) phones. The lines must be separated by ALT-ENTER. Start the first line with "**Add:**" to add these lines of Extra Settings to any Extra Settings already defined in the Global Settings. Otherwise, the entered Extra Settings will replace any existing settings. Enter **NULL** to delete any existing Extra Settings.
Dial Plan	AD	Dial plan the phones should use: Dial plan - Consists of one or more digit patterns, each separated by a | symbol, such as "[01]XXX|91XXXXXXXXXX|*XX". **UseEnterpriseSetting** - Obtains both the Dial Plan and Digit Timeout settings from the enterprise-level Global Settings New Group Default: **UseEnterpriseSetting**
Digit Timeout	AE	Inter-digit timeout, in seconds, for the phone. Note that if the Dial Plan column contains **UseEnterpriseSetting,** the Digit Timeout is also obtained from the enterprise-level Global Settings.
The rightmost column is used for error reporting.		
Error Response	AF	Used to provide detail of a failure in the Results Worksheet.

8.2.11 GLOBAL SETTINGS - MITEL MIVOICE WORKSHEET

The commands associated with provisioning the Group Global Settings for Mitel MiVoice conference phones (UC-360) are presented within the Global Settings - Mitel MiVoice worksheet. Note that there is no support for provisioning global settings at either of the system or enterprise levels.

The following table lists each command and a description of the command.

Command	Description / Tips
Modify	Modify the Group Global Settings for Mitel MiVoice conference phones (UC-360). "UseEnterpriseSetting" is the default value for all columns unless otherwise noted. May be shortened to "UseEnt".
Done	Ends processing of the worksheet.

Each column on the Group Worksheet's Global Settings - Mitel MiVoice tab is contained in the table below. As there is only one available command (Modify) for this tab, the table is specific to that one command. Required columns are marked and bolded.

Column Name	Col	Field Requirements
Status	A	*See Section 3.2 for more information on the Status column.*
General Information		
Command	B	**(Required)** Enter the command: **Modify**
Group ID	C	**(Required)** Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab.
SIP Settings		
Outbound Proxy	D	Host name or IP address of the outbound proxy to use, or enter **UseEnterpriseSetting** to obtain the setting from the enterprise-level Global Settings. Optionally, includes a port number following the address, in the form of "<Host name or IP address>:<Port>". New Group Default: **UseEnterpriseSetting**
Time Settings		
Time Server	E	Host name or IP address of the time server to use, or enter **UseEnterpriseSetting** to obtain the setting from the enterprise-level Global Settings. Optionally, includes a port number following the address, in the form of "<Host name or IP address>:<Port>". New Group Default: **UseEnterpriseSetting**

Column Name	Col	Field Requirements
Time Zone	F	Enter one of the following: Specific time zone. Valid time zones are provided in the DataHelp tab. **UseDHCP** – Uses the time zone provided to the phone via DHCP **UserTimeZone** – Uses the primary user's time zone **UseEnterpriseSetting** - Obtain the setting from the enterprise-level Global Settings New Group Default: **UseEnterpriseSetting**
Codecs		
Voice Codecs	G	List up to 4 codecs to use, in order of selection priority, with each codec in the list separated by either ALT-ENTER or a comma. Each codec should appear only once in the list. Select the codecs from the following: **G711 u-law** – Codec uses G.711 mu-law encoding **G711 A-law** – Codec uses G.711 A-law encoding **G722** – Codec uses G.722 encoding **G729AB** – Codec uses G.729ab encoding Alternatively, enter **UseEnterpriseSetting** to obtain the list of codecs from the enterprise-level Global Settings. New Group Default: **UseEnterpriseSetting**
General Settings		
Firmware Server	H	Location of the firmware to be loaded. Enter one of the following: URL of path to firmware file location. **UseEnterpriseSetting** – Obtain the setting from the enterprise-level Global Settings New Group Default: **UseEnterpriseSetting**
Extra Settings		
Extra Settings	I	Optionally, one or more lines of phone settings in the setting format required by Mitel MiVoice conference phones. The lines must be separated by ALT-ENTER. Start the first line with "**Add:**" to add these lines of Extra Settings to any Extra Settings already defined in the Global Settings. Otherwise, the entered Extra Settings will replace any existing settings. Enter **NULL** to delete any existing Extra Settings.
Dial Plan	J	Dial plan the phones should use: Dial plan - Consists of one or more digit patterns, each separated by a | symbol, such as "[01]XXX|91XXXXXXXXXX|*XX". **UseEnterpriseSetting** - Obtains both the Dial Plan and Digit Timeout settings from the enterprise-level Global Settings New Group Default: **UseEnterpriseSetting**

Column Name	Col	Field Requirements
Digit Timeout	K	Inter-digit timeout, in seconds, for the phone. Note that if the Dial Plan column contains **UseEnterpriseSetting,** the Digit Timeout is also obtained from the enterprise-level Global Settings.
The rightmost column is used for error reporting.		
Error Response	L	Used to provide detail of a failure in the Results Worksheet.

8.2.12 GLOBAL SETTINGS - PANASONIC WORKSHEET

The commands associated with provisioning the Group Global Settings for Panasonic phones are presented within the Global Settings - Panasonic worksheet. Note that there is no support for provisioning global settings at either of the system or enterprise levels.

The following table lists each command and a description of the command.

Command	Description / Tips
Modify	Modify the Group Global Settings for Panasonic phones. "UseEnterpriseSetting" is the default value for all columns unless otherwise noted. May be shortened to "UseEnt".
Done	Ends processing of the worksheet.

Each column on the Group Worksheet's Global Settings - Panasonic tab is contained in the table below. As there is only one available command (Modify) for this tab, the table is specific to that one command. Required columns are marked and bolded.

Column Name	Col	Field Requirements
Status	A	*See Section 3.2 for more information on the Status column.*
General Information		
Command	B	**(Required)** Enter the command: **Modify**
Group ID	C	**(Required)** Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab.
SIP Settings		
Outbound Proxy	D	Host name or IP address of the outbound proxy to use, or enter **UseEnterpriseSetting** to obtain the setting from the enterprise-level Global Settings. Optionally, includes a port number following the address, in the form of "<Host name or IP address>:<Port>". New Group Default: **UseEnterpriseSetting**
Outbound Proxy Encryption Port	E	Outbound Proxy port number used when encryption is being used. This field is required if Outbound Proxy is entered.
Encryption (TLS/SRTP)	F	Choose the use of TLS and SRTP encryption of all calls from the phone: **Required** – Require the use of both TLS and SRTP encryption for calls **NotAllowed** – Do not allow the use of TLS or SRTP encryption of calls **UseEnterpriseSetting** - Obtain the setting from the enterprise-level Global Settings New Group Default: **UseEnterpriseSetting**

Column Name	Col	Field Requirements
Encryption Certificate File	G	Enter the name of the encryption certificate file, which is retained in Device Management for the 'Clearspan' Device Type. The filename should not include the path to the file. This field is required when Encryption (TLS/SRTP) is set to **Required**. Enter **NULL** to delete the any existing name of the Encryption Certificate File. Note that if the Encryption (TLS/SRTP) column above contains **UseEnterpriseSetting,** the Encryption Certificate File is also obtained from the enterprise-level Global Settings.
DNS Servers		
Enable DNS	H	Enable or disable the use of DNS servers: **Enabled** – Enable using DNS **Disabled** – Disable using DNS **UseEnterpriseSetting** – Obtains the setting from the enterprise-level Global Settings New Group Default: **UseEnterpriseSetting**
Primary DNS Server	I	Host name or IP address of the primary DNS server to use, or enter **UseEnterpriseSetting** to obtain both the Primary DNS Server and Secondary DNS Server settings from the enterprise-level Global Settings. New Group Default: **UseEnterpriseSetting**
Secondary DNS Server	J	Host name or IP address of the secondary DNS server to use. Note that if the Primary DNS Server column contains **UseEnterpriseSetting,** the Secondary DNS Server is also obtained from the enterprise-level Global Settings.
Time Settings		
Time Server	K	Host name or IP address of the time server to use, or enter **UseEnterpriseSetting** to obtain the setting from the enterprise-level Global Settings. Optionally, includes a port number following the address, in the form of "<Host name or IP address>:<Port>". New Group Default: **UseEnterpriseSetting**
Time Zone	L	Enter one of the following: Specific time zone. Valid time zones are provided in the DataHelp tab. **UserTimeZone** – Uses the primary user's time zone **UseEnterpriseSetting** - Obtain the setting from the enterprise-level Global Settings New Group Default: **UseEnterpriseSetting**
Device Settings		

Column Name	Col	Field Requirements
Admin Password	M	Password to authenticate the Admin account when logging in to the Web user interface. Enter one of the following: Numeric password. The password is a number from 0 to 4429496295 (largest 32 bit value in decimal). **UseEnterpriseSetting** - Obtain the setting from the enterprise-level Global Settings New Group Default: **UseEnterpriseSetting**
User Password	N	Password to use to authenticate the User account when logging in to the Web user interface. Enter one of the following: Numeric password. The password is a number from 0 to 4429496295 (largest 32 bit value in decimal). **UseEnterpriseSetting** - Obtain the setting from the enterprise-level Global Settings New Group Default: **UseEnterpriseSetting**
Codecs		
Voice Codecs	O	List up to 5 codecs to use, in order of selection priority, with each codec in the list separated by either ALT-ENTER or a comma. Each codec should appear only once in the list. Select the codecs from the following: **G711 u-law** – Codec uses G.711 mu-law encoding **G711 A-law** – Codec uses G.711 A-law encoding **G722** – Codec uses G.722 encoding **G722.2** – Codec uses G.722.2 encoding **G729A** – Codec uses G.729a encoding Alternatively, enter **UseEnterpriseSetting** to obtain the list of codecs from the enterprise-level Global Settings. New Group Default: **UseEnterpriseSetting**
SNMP Settings		
Enable SNMP	P	Enable or disable SNMP: **Off** – Disable SNMP **On** – Enable SNMP **UseEnterpriseSetting** – Obtain the setting from the enterprise-level Global Settings New Group Default: **Off**
SNMP Server	Q	Host name or IP address of the SNMP server to use. Optionally, includes a port number following the address, in the form of "<Host name or IP address>:<Port>". Enter **NULL** to delete any existing SNMP Server. Note that if the Enable SNMP column contains **UseEnterpriseSetting,** the SNMP Server (and port) are obtained from the enterprise-level Global Settings.
Quality Monitoring		

Column Name	Col	Field Requirements
Quality Monitoring	R	Enable or disable quality monitoring: **On** – Enable quality monitoring **Off** – Disable quality monitoring **UseEnterpriseSetting** – Obtains both the Quality Monitoring and Collector Address settings from the enterprise-level Global Settings New Group Default: **Off**
Collector Address	S	Host name or IP address of the Quality Monitoring collector to be used when Quality Monitoring is enabled. Optionally, includes a port number following the address, in the form of "<Host name or IP address>:<Port>". Enter **NULL** to delete any existing Collector Address. Note that if the Quality Monitoring column contains **UseEnterpriseSetting,** the Collector Address (and port) are obtained from the enterprise-level Global Settings.
Alert Report MOSQ Critical	T	Criteria (critical) to send in the Voice Quality report when the MOSQ occurs. Ranges from 0 to 40. New Group Default: **0**
Alert Report MOSQ Warning	U	Criteria (warning) to send in the Voice Quality report when the MOSQ occurs. Ranges from 0 to 40. New Group Default: **0**
Handset Settings		
Power On Display Logo Path	V	URI for logo image file displayed when power is turned on. Enter **NULL** to delete any existing URI.
Display Wallpaper Dark Path	W	URI for the wallpaper image file for DARK display setting in IDLE mode. Enter **NULL** to delete any existing URI.
Display Wallpaper Light Path	X	URI for the wallpaper image file for LIGHT display setting in IDLE mode. Enter **NULL** to delete any existing URI.
General Settings		
Conference Server	Y	Conference server name to be used for conference calls. Enter one of the following: Name of a conference server configured for the enterprise. Valid Conference Servers are provided in the DataHelp tab. **UseLocalConferencing** – Use local conferencing **UseEnterpriseSetting** – Obtain the setting from the enterprise-level Global Settings New Group Default: **UseEnterpriseSetting**

Column Name	Col	Field Requirements
Firmware File	Z	Location of the firmware file to be loaded. Enter one of the following: URL of firmware file. **UseEnterpriseSetting** – Obtain the setting from the enterprise-level Global Settings New Group Default: **UseEnterpriseSetting**
Extra Settings		
Extra Settings	AA	Optionally, one or more lines of phone settings in the setting format required by Panasonic phones. The lines must be separated by ALT-ENTER. Start the first line with "**Add:**" to add these lines of Extra Settings to any Extra Settings already defined in the Global Settings. Otherwise, the entered Extra Settings will replace any existing settings. Enter **NULL** to delete any existing Extra Settings.
Dial Plan	AB	Dial plan the phones should use: Dial plan - Consists of one or more digit patterns, each separated by a | symbol, such as "[01]XXX|91XXXXXXXXXX|*XX". **UseEnterpriseSetting** - Obtains both the Dial Plan and Digit Timeout settings from the enterprise-level Global Settings New Group Default: **UseEnterpriseSetting**
Digit Timeout	AC	Inter-digit timeout, in seconds, for the phone. The timeout ranges from 1 to 15 seconds. Note that if the Dial Plan column contains **UseEnterpriseSetting,** the Digit Timeout is also obtained from the enterprise-level Global Settings. Otherwise, the timeout defaults to 5 seconds.
International Call Prefix	AD	Number to be shown in place of the "+" symbol when the phone number for an international call contains a leading "+". Prefix contains a maximum of 8 digits (0-9, *, and #).
Country Calling Code	AE	Specifies the country/area calling code to be used for comparative purposes when dialing a number from the incoming call log that contains a leading "+" symbol. Country Calling Code contains a maximum of 8 digits (0-9).
National Access Code	AF	When dialing a number from the incoming call log that contains a leading "+" symbol and the country calling code in the number from the log matches the Country Calling Code above, the country calling code is removed and replaced by the National Access Code. National Access Code contains a maximum of 8 digits (0-9, *, and #).
Emergency Call #1	AG	Emergency number. Emergency number contains a maximum of 32 characters (except characters: &"':;<>).
Emergency Call #2	AH	Emergency number Emergency number contains a maximum of 32 characters (except characters: &"':;<>).

Column Name	Col	Field Requirements
Emergency Call #3	AI	Emergency number Emergency number contains a maximum of 32 characters (except characters: &"':;<>).
Emergency Call #4	AJ	Emergency number Emergency number contains a maximum of 32 characters (except characters: &"':;<>).
Emergency Call #5	AK	Emergency number Emergency number contains a maximum of 32 characters (except characters: &"':;<>).
The rightmost column is used for error reporting.		
Error Response	AL	Used to provide detail of a failure in the Results Worksheet.

8.2.13 GLOBAL SETTINGS - POLYCOM WORKSHEET

The commands associated with provisioning the Group Global Settings for Polycom phones are presented within the Global Settings - Polycom worksheet. Note that there is no support for provisioning global settings at either of the system or enterprise levels.

The following table lists each command and a description of the command.

Command	Description / Tips
Modify	Modify the Group Global Settings for Polycom phones. "UseEnterpriseSetting" is the default value for all columns unless otherwise noted. May be shortened to "UseEnt".
Done	Ends processing of the worksheet.

Each column on the Group Worksheet's Global Settings - Polycom tab is contained in the table below. As there is only one available command (Modify) for this tab, the table is specific to that one command. Required columns are marked and bolded.

Column Name	Col	Field Requirements
Status	A	*See Section 3.2 for more information on the Status column.*
General Information		
Command	B	**(Required)** Enter the command: **Modify**
Group ID	C	**(Required)** Must match the name of an existing Group. Valid groups are available via the DataHelp tab.
SIP Settings		
Outbound Proxy	D	Host name or IP address of the outbound proxy to use, or enter **UseEnterpriseSetting** to obtain the setting from the enterprise-level Global Settings. Optionally, includes a port number following the address, in the form of "<Host name or IP address>:<Port>". New Group Default: **UseEnterpriseSetting**
Outbound Proxy Encryption Port	E	Outbound Proxy port number used when encryption is being used. This field is required if Outbound Proxy is entered.
Encryption (TLS/SRTP)	F	Choose the use of TLS and SRTP encryption of all calls from the phone: **Required** – Require the use of both TLS and SRTP encryption for calls **NotAllowed** – Do not allow the use of TLS or SRTP encryption of calls **UseEnterpriseSetting** - Obtain the setting from the enterprise-level Global Settings New Group Default: **UseEnterpriseSetting**
Time Settings		

Column Name	Col	Field Requirements
Time Server	G	Host name or IP address of the time server to use, or enter **UseEnterpriseSetting** to obtain the setting from the enterprise-level Global Settings. Optionally, includes a port number following the address, in the form of "<Host name or IP address>:<Port>". New Group Default: **UseEnterpriseSetting**
Time Zone	H	Enter one of the following: Specific time zone. Valid time zones are provided in the DataHelp tab. **UseDHCP** – Uses the time zone provided to the phone via DHCP **UserTimeZone** – Uses the primary user's time zone **UseEnterpriseSetting** - Obtain the setting from the enterprise-level Global Settings New Group Default: **UseEnterpriseSetting**
Device Settings		
Network Discovery CDP	I	Enter one of the following LAN port modes: **Off** – Disable network discovery **On** – Enable network discovery **UseEnterpriseSetting** - Obtain the setting from the enterprise-level Global Settings New Group Default: **Off**
LAN Port Mode	J	Enter one of the following LAN port modes: **Auto** – Automatic detection of LAN mode is used **10MHalf** – 10 Mb, Half-Duplex **10MFull** – 10 Mb, Full-Duplex **100MHalf** – 100 Mb, Half-Duplex **100MFull** – 100 Mb, Full-Duplex **1GHalf** – 1 Gb, Half-Duplex **1GFull** – 1 Gb, Full-Duplex **UseEnterpriseSetting** - Obtain the setting from the enterprise-level Global Settings New Group Default: **Auto**
Admin Password	K	Enter one of the following: Numeric password. The password is a number from 0 to 4429496295 (largest 32 bit value in decimal). **UseEnterpriseSetting** - Obtain the setting from the enterprise-level Global Settings New Group Default: **UseEnterpriseSetting**

Column Name	Col	Field Requirements
User Password	L	Enter one of the following: Numeric password. The password is a number from 0 to 4429496295 (largest 32 bit value in decimal). **UseEnterpriseSetting** - Obtain the setting from the enterprise-level Global Settings New Group Default: **UseEnterpriseSetting**
Codecs		
Voice Codecs	M	List up to 4 codecs to use, in order of selection priority, with each codec in the list separated by either ALT-ENTER or a comma. Each codec should appear only once in the list. Select the codecs from the following: **G711 u-law** – Codec uses G.711 mu-law encoding **G711 A-law** – Codec uses G.711 A-law encoding **G722** – Codec uses G.722 encoding **G729AB** – Codec uses G.729ab encoding Alternatively, enter **UseEnterpriseSetting** to obtain the list of codecs from the enterprise-level Global Settings. New Group Default: **UseEnterpriseSetting**
Quality Monitoring		
Quality Monitoring	N	Enable or disable quality monitoring: **Off** – Disable quality monitoring **Periodic** – Enable periodic monitoring **Session** – Enable session monitoring **PeriodicAndSession** – Enable both periodic and session monitoring **UseEnterpriseSetting** – Obtains both the Quality Monitoring and Collector Address settings from the enterprise-level Global Settings New Group Default: **Off**
Collector Address	O	Host name or IP address of the Quality Monitoring collector to be used when Quality Monitoring is enabled. Optionally, includes a port number following the address, in the form of "<Host name or IP address>:<Port>". Enter **NULL** to delete any existing Collector Address. Note that if the Quality Monitoring column contains **UseEnterpriseSetting,** the Collector Address (and port) are obtained from the enterprise-level Global Settings.
Outbound Proxy	P	Alternate outbound proxy address and port when voice quality monitoring related SIP messaging is to be sent. Valid values are '<Hostname>:<Port>' and '<IP Address>:<Port>'. The port number is optional. The default value of 0 is used if no port number is specified.
Periodic Monitor Period	Q	The period (in seconds) used for Periodic Monitoring. The values ranges from 5 - 90 seconds. The default value is 90 seconds.
VVX Settings		

Column Name	Col	Field Requirements
Background Image	R	Enter one of the following to be used by VVX phones: Image File Name - Name of a file containing an image to display on the background of VVX phones. The path to the image is where the configuration files are obtained for the phone, defined by the Device Type when using Device Management. **UseEnterpriseSetting** - Obtain the setting from the enterprise-level Global Settings New Group Default: **UserEnterpriseSetting**
SoundPoint Settings		
Idle Display Image	S	Enter one of the following to be used by SoundPoint phones: Image File Name - Name of a file containing an image to display on SoundPoint phones when the phone is idle. The path to the image is where the configuration files are obtained for the phone, defined by the Device Type when using Device Management. **UseEnterpriseSetting** - Obtain the setting from the enterprise-level Global Settings New Group Default: **UserEnterpriseSetting**
Welcome Audio File	T	Enter one of the following to be used by SoundPoint phones: Audio File Name - Name of an audio file containing an announcement used when the user initially uses a SoundPoint phone. The path to the audio file is where the configuration files are obtained for the phone, defined by the Device Type when using Device Management. **UseEnterpriseSetting** - Obtain the setting from the enterprise-level Global Settings New Group Default: **UserEnterpriseSetting**
General Settings		
Conference Server	U	Conference server name to be used for conference calls. Enter one of the following: Name of a conference server configured for the enterprise. Valid Conference Servers are provided in the DataHelp tab. **UseLocalConferencing** – Use local conferencing **UseEnterpriseSetting** – Obtain the setting from the enterprise-level Global Settings New Group Default: **UseEnterpriseSetting**
Firmware Server	V	Location of the firmware to be loaded. Enter one of the following: URL of path to firmware file location. **UseEnterpriseSetting** – Obtain the setting from the enterprise-level Global Settings New Group Default: **UseEnterpriseSetting**
Extra Settings		

Column Name	Col	Field Requirements
Extra Settings	W	Optionally, one or more lines of phone settings in the setting format required by Polycom phones. The settings must be valid XML. The lines must be separated by ALT-ENTER. Start the first line with "**Add:**" to add these lines of Extra Settings to any Extra Settings already defined in the Global Settings. Otherwise, the entered Extra Settings will replace any existing settings. Enter **NULL** to delete any existing Extra Settings.
Dial Plan	X	Dial plan the phones should use: Dial plan - Consists of one or more digit patterns, each separated by a | symbol, such as "[01]XXX|91XXXXXXXXXX|*XX". **UseEnterpriseSetting** - Obtains both the Dial Plan and Digit Timeout settings from the enterprise-level Global Settings New Group Default: **UseEnterpriseSetting**
Digit Timeout	Y	Inter-digit timeout, in seconds, for the phone. Note that if the Dial Plan column contains **UseEnterpriseSetting,** the Digit Timeout is also obtained from the enterprise-level Global Settings.
The rightmost column is used for error reporting.		
Error Response	Z	Used to provide detail of a failure in the Results Worksheet.

8.2.14 GLOBAL SETTINGS - AUDIOCODES 1XX WORKSHEET

The commands associated with provisioning the Group Global Settings for AudioCodes MediaPack 1XX series devices are presented within the Global Settings - AudioCodes 1XX worksheet. Note that there is no support for provisioning global settings at either of the system or enterprise levels.

The following table lists each command and a description of the command.

Command	Description / Tips
Modify	Modify the Group Global Settings for AudioCodes MediaPack 1XX series devices. "UseEnterpriseSetting" is the default value for all columns unless otherwise noted. May be shortened to "UseEnt".
Done	Ends processing of the worksheet.

Each column on the Group Worksheet's Global Settings - AudioCodes 1XX tab is contained in the table below. As there is only one available command (Modify) for this tab, the table is specific to that one command. Required columns are marked and bolded.

Column Name	Col	Field Requirements
Status	A	*See Section 3.2 for more information on the Status column.*
General Information		
Command	B	**(Required)** Enter the command: **Modify**
Group ID	C	**(Required)** Must match the name of an existing Group. Valid groups are available via the DataHelp tab.
SIP Settings		
External Proxy	D	Host name or IP address of the outbound proxy server to use, or enter **UseEnterpriseSetting** to obtain both the External Proxy and Backup External Proxy settings from the enterprise-level Global Settings. Optionally, includes a port number following the address, in the form of "<Host name or IP address>:<Port>". New Group Default: **UseEnterpriseSetting**
Backup External Proxy	E	Host name or IP address of the backup outbound proxy server to use. Note that if the External Proxy column contains **UseEnterpriseSetting,** the Backup External Proxy is also obtained from the enterprise-level Global Settings.
Local SIP Port	F	Enter the SIP port number to use when not using Stand-alone Survivability: Port – Port number in range 1 to 65535. The standard port is 5060. **UseEnterpriseSetting** - Obtains the setting from the enterprise-level Global Settings New Group Default: 5060

Column Name	Col	Field Requirements
Local SIP TLS Port	G	Enter the SIP TLS port number to use when not using Stand-alone Survivability: TLS Port – TLS port number in range 1 to 65535. The standard port is 5061. **UseEnterpriseSetting** - Obtains the setting from the enterprise-level Global Settings New Group Default: 5061
Stand-alone Survivability		
Local SIP Port	H	Enter the SIP port number to use when Stand-alone Survivability is configured: Port – Port number in range 1 to 65535. The standard port is 5060. **UseEnterpriseSetting** - Obtains the setting from the enterprise-level Global Settings New Group Default: 5060
Local SIP TLS Port	I	Enter the SIP TLS port number to use when Stand-alone Survivability is configured: TLS Port – TLS port number in range 1 to 65535. The standard port is 5061. **UseEnterpriseSetting** - Obtains the setting from the enterprise-level Global Settings New Group Default: 5061
SAS Local SIP Port	J	Enter the SIP port number to use when in survivable mode: Port – Port number in range 1 to 65535. The standard port is 5080. **UseEnterpriseSetting** - Obtains the setting from the enterprise-level Global Settings New Group Default: 5080
SAS Local SIP TLS Port	K	Enter the SIP TLS port number to use when in survivable mode: TLS Port – TLS port number in range 1 to 65535. The standard port is 5081. **UseEnterpriseSetting** - Obtains the setting from the enterprise-level Global Settings New Group Default: 5081
SAS Default Gateway	L	Host name or IP address of the default gateway to use when in survivable mode, or enter **UseEnterpriseSetting** to obtain the setting from the enterprise-level Global Settings. Optionally, includes a port number following the address, in the form of "<Host name or IP address>:<Port>". New Group Default: **UseEnterpriseSetting**
DNS Servers		

Column Name	Col	Field Requirements
Primary DNS Server	M	Host name or IP address of the primary DNS server to use, or enter **UseEnterpriseSetting** to obtain both the Primary DNS Server and Secondary DNS Server settings from the enterprise-level Global Settings. New Group Default: **UseEnterpriseSetting**
Secondary DNS Server	N	Host name or IP address of the secondary DNS server to use. Note that if the Primary DNS Server column contains **UseEnterpriseSetting,** the Secondary DNS Server is also obtained from the enterprise-level Global Settings.
Time Settings		
Time Server	O	Host name or IP address of the time server to use, or enter **UseEnterpriseSetting** to obtain both the Time Server and Backup Time Server settings from the enterprise-level Global Settings. New Group Default: **UseEnterpriseSetting**
Backup Time Server	P	Host name or IP address of the backup time server to use. Note that if the Time Server column contains **UseEnterpriseSetting,** the Backup Time Server is also obtained from the enterprise-level Global Settings.
Time Zone	Q	Enter one of the following: Specific time zone. Valid time zones are provided in the DataHelp tab. **UseEnterpriseSetting** - Obtain the setting from the enterprise-level Global Settings New Group Default: **UseEnterpriseSetting**
Device Settings and Codecs		
LAN Port Mode	R	Enter one of the following LAN port modes: **Auto** – Automatic detection of LAN mode is used **10MHalf** – 10 Mb, Half-Duplex **10MFull** – 10 Mb, Full-Duplex **100MHalf** – 100 Mb, Half-Duplex **100MFull** – 100 Mb, Full-Duplex **UseEnterpriseSetting** - Obtain the setting from the enterprise-level Global Settings New Group Default: **Auto**

Column Name	Col	Field Requirements
Voice Codecs	S	List up to 4 codecs to use, in order of selection priority, with each codec in the list separated by either ALT-ENTER or a comma. Each codec should appear only once in the list. Select the codecs from the following: **G711 u-law** – Codec uses G.711 mu-law encoding **G711 A-law** – Codec uses G.711 A-law encoding **G722** – Codec uses G.722 encoding **G729AB** – Codec uses G.729ab encoding Alternatively, enter **UseEnterpriseSetting** to obtain the list of codecs from the enterprise-level Global Settings. New Group Default: **UseEnterpriseSetting**
SNMP Settings		
SNMP Traps	T	Enable or disable SNMP traps: **Disabled** **SendToOpEasySnmpManager** **SendToExternalSnmpManager** **UseEnterpriseSetting** - Obtain the setting from the enterprise-level Global Settings New Group Default: **UseEnterpriseSetting**
SNMP Server Address List	U	Host name or IP address list separated by comma (,) and/or ALT-ENTER.
Quality Monitoring		
Quality Monitoring	V	Enable or disable quality monitoring: **Off** – Disable quality monitoring **Session** – Enable session monitoring **PeriodicAndSession** – Enable both periodic and session monitoring **UseEnterpriseSetting** – Obtains both the Quality Monitoring and Collector Server Address settings from the enterprise-level Global Settings New Group Default: **Off**
Collector Server Address	W	Host name or IP address of the Quality Monitoring collector to be used when Quality Monitoring is enabled. Optionally, includes a port number following the address, in the form of "<Host name or IP address>:<Port>". Enter **NULL** to delete any existing Collector Address. Note that if the Quality Monitoring column contains **UseEnterpriseSetting,** the Collector Server Address (and port) are obtained from the enterprise-level Global Settings.
General Settings		

Column Name	Col	Field Requirements
Conference Server	X	Conference server name to be used for conference calls. Enter one of the following: Name of a conference server configured for the enterprise. Valid Conference Servers are provided in the DataHelp tab. **UseEnterpriseSetting** – Obtain the setting from the enterprise-level Global Settings New Group Default: **UseEnterpriseSetting**
Extra Settings		
Extra Settings	Y	Optionally, one or more lines of AudioCodes settings in the setting format required by the AudioCodes device. The settings must be valid XML. The lines must be separated by ALT-ENTER. Start the first line with "**Add:**" to add these lines of Extra Settings to any Extra Settings already defined in the Global Settings. Otherwise, the entered Extra Settings will replace any existing settings. Enter **NULL** to delete any existing Extra Settings.
Dial Plan	Z	Dial plan the AudioCodes device should use: Dial plan - Consists of one or more digit patterns, each separated by a | symbol, such as "[01]XXX|91XXXXXXXXXX|*XX". **UseEnterpriseSetting** - Obtains both the Dial Plan and Digit Timeout settings from the enterprise-level Global Settings New Group Default: **UseEnterpriseSetting**
Digit Timeout	AA	Inter-digit timeout, in seconds, for the AudioCodes device: Note that if the Dial Plan column contains **UseEnterpriseSetting,** the Digit Timeout is also obtained from the enterprise-level Global Settings.
The rightmost column is used for error reporting.		
Error Response	AB	Used to provide detail of a failure in the Results Worksheet.

8.2.15 GLOBAL SETTINGS - CC DESKTOP WORKSHEET

The commands associated with provisioning the Group Global Settings for Clearspan Communicator - Desktop devices are presented within the Global Settings - CC Desktop worksheet. Note that there is no support for provisioning global settings at either of the system or enterprise levels.

The following table lists each command and a description of the command.

Command	Description / Tips
Modify	Modify the Group Global Settings for Clearspan Communicator - Desktop devices. "UseEnterpriseSetting" is the default value for all columns unless otherwise noted. May be shortened to "UseEnt".
Done	Ends processing of the worksheet.

Each column on the Group Worksheet's Global Settings - CC Desktop tab is contained in the table below. As there is only one available command (Modify) for this tab, the table is specific to that one command. Required columns are marked and bolded.

Column Name	Col	Field Requirements
Status	A	*See Section 3.2 for more information on the Status column.*
General Information		
Command	B	**(Required)** Enter the command: **Modify**
Group ID	C	**(Required)** Must match the name of an existing Group. Valid groups are available via the DataHelp tab.
SIP Settings		
Outbound Proxy	D	Host name or IP address of the outbound proxy to use, or enter **UseEnterpriseSetting** to obtain the setting from the enterprise-level Global Settings. Optionally, includes a port number following the address, in the form of "<Host name or IP address>:<Port>". New Group Default: **UseEnterpriseSetting**
Outbound Proxy Encryption Port	E	Outbound Proxy port number used when encryption is being used. This field is required if Outbound Proxy is entered.
Outbound Proxy Discovery Domain Override	F	Defines an alternate domain to use during SRV record lookup, or if empty specifies that that no Override Parameter is used, or specifies that the device should use the value in System Global Settings. Enter **UseEnterpriseSetting** to obtain the setting from the enterprise-level Global Settings. Enter **NULL** to delete any existing setting.

Column Name	Col	Field Requirements
Encryption (TLS/SRTP)	G	Choose the use of TLS and SRTP encryption of all calls: **Required** – Require the use of both TLS and SRTP encryption for calls **NotAllowed** – Do not allow the use of TLS or SRTP encryption of calls **UseEnterpriseSetting** - Obtain the setting from the enterprise-level Global Settings New Group Default: **UseEnterpriseSetting**
Codecs		
Voice Codecs	H	List up to 5 voice codecs to use, in order of selection priority, with each codec in the list separated by either ALT-ENTER or a comma. Each codec should appear only once in the list. Select the codecs from the following: **G711 u-law** – Codec uses G.711 mu-law encoding **G711 A-law** – Codec uses G.711 A-law encoding **G722** – Codec uses G.722 encoding **G729AB** – Codec uses G.729ab encoding **Spirit-IP** – Codec using Spirit IP encoding Alternatively, enter **UseEnterpriseSetting** to obtain the list of codecs from the enterprise-level Global Settings. New Group Default: **UseEnterpriseSetting**
Video Codecs	I	List up to 2 video codecs to use, in order of selection priority, with each codec in the list separated by either ALT-ENTER or a comma. Each codec should appear only once in the list. Select the codecs from the following: **H.264** – Codec uses H.264 encoding, also known as MPEG-4 AVC, used for high-definition video **H.263** – Codec uses H.263 encoding, low-bitrate encoding used for videoconferencing Alternatively, enter **UseEnterpriseSetting** to obtain the list of codecs from the enterprise-level Global Settings. New Group Default: **H.264, H.263**
Quality Monitoring		
Quality Monitoring	J	Enable or disable quality monitoring: **On** – Enable quality monitoring **Off** – Disable quality monitoring **UseEnterpriseSetting** – Obtains both the Quality Monitoring and Collector Address settings from the enterprise-level Global Settings New Group Default: **Off**

Column Name	Col	Field Requirements
Collector Address	K	Host name or IP address of the Quality Monitoring collector used when Quality Monitoring is enabled. Optionally, includes a port number following the address, in the form of "<Host name or IP address>:<Port>". Enter **NULL** to delete any existing Collector Address. Note that if the Quality Monitoring column contains **UseEnterpriseSetting,** the Collector Address (and port) are obtained from the enterprise-level Global Settings.
Extra Settings		
Extra Settings	L	Optionally, one or more lines of Clearspan Communicator settings in the setting format required by the Clearspan Communicator. The settings must be valid XML. The lines must be separated by ALT-ENTER. Start the first line with "**Add:**" to add these lines of Extra Settings to any Extra Settings already defined in the Global Settings. Otherwise, the entered Extra Settings will replace any existing settings. Enter **NULL** to delete any existing Extra Settings.
The rightmost column is used for error reporting.		
Error Response	M	Used to provide detail of a failure in the Results Worksheet.

8.2.16 GLOBAL SETTINGS - CC S4B WORKSHEET

The commands associated with provisioning the Group Global Settings for Clearspan Communicator - S4B (Skype for Business) devices are presented within the Global Settings - CC S4B worksheet. Note that there is no support for provisioning global settings at either of the system or enterprise levels.

The following table lists each command and a description of the command.

Command	Description / Tips
Modify	Modify the Group Global Settings for Clearspan Communicator - S4B (Skype for Buiness) devices. "UseEnterpriseSetting" is the default value for all columns unless otherwise noted. May be shortened to "UseEnt".
Done	Ends processing of the worksheet.

Each column on the Group Worksheet's Global Settings - CC S4B tab is contained in the table below. As there is only one available command (Modify) for this tab, the table is specific to that one command. Required columns are marked and bolded.

Column Name	Col	Field Requirements
Status	A	*See Section 3.2 for more information on the Status column.*
General Information		
Command	B	**(Required)** Enter the command: **Modify**
Group ID	C	**(Required)** Must match the name of an existing Group. Valid groups are available via the DataHelp tab.
SIP Settings		
Outbound Proxy	D	Host name or IP address of the outbound proxy to use, or enter **UseEnterpriseSetting** to obtain the setting from the enterprise-level Global Settings. Optionally, includes a port number following the address, in the form of "<Host name or IP address>:<Port>". New Group Default: **UseEnterpriseSetting**
Outbound Proxy Encryption Port	E	Outbound Proxy port number used when encryption is being used. This field is required if Outbound Proxy is entered.
Outbound Proxy Discovery Domain Override	F	Defines an alternate domain to use during SRV record lookup, or if empty specifies that that no Override Parameter is used, or specifies that the device should use the value in System Global Settings. Enter **UseEnterpriseSetting** to obtain the setting from the enterprise-level Global Settings. Enter **NULL** to delete any existing setting.

Column Name	Col	Field Requirements
Encryption (TLS/SRTP)	G	Choose the use of TLS and SRTP encryption of all calls: **Required** – Require the use of both TLS and SRTP encryption for calls **NotAllowed** – Do not allow the use of TLS or SRTP encryption of calls **UseEnterpriseSetting** - Obtain the setting from the enterprise-level Global Settings New Group Default: **UseEnterpriseSetting**
Codecs		
Voice Codecs	H	List up to 5 voice codecs to use, in order of selection priority, with each codec in the list separated by either ALT-ENTER or a comma. Each codec should appear only once in the list. Select the codecs from the following: **G711 u-law** – Codec uses G.711 mu-law encoding **G711 A-law** – Codec uses G.711 A-law encoding **G722** – Codec uses G.722 encoding **G729AB** – Codec uses G.729ab encoding **Spirit-IP** – Codec using Spirit IP encoding Alternatively, enter **UseEnterpriseSetting** to obtain the list of codecs from the enterprise-level Global Settings. New Group Default: **UseEnterpriseSetting**
Video Codecs	I	List up to 2 video codecs to use, in order of selection priority, with each codec in the list separated by either ALT-ENTER or a comma. Each codec should appear only once in the list. Select the codecs from the following: **H.264** – Codec uses H.264 encoding, also known as MPEG-4 AVC, used for high-definition video **H.263** – Codec uses H.263 encoding, low-bitrate encoding used for videoconferencing Alternatively, enter **UseEnterpriseSetting** to obtain the list of codecs from the enterprise-level Global Settings. New Group Default: **H.264, H.263**
Quality Monitoring		
Quality Monitoring	J	Enable or disable quality monitoring: **On** – Enable quality monitoring **Off** – Disable quality monitoring **UseEnterpriseSetting** – Obtains both the Quality Monitoring and Collector Address settings from the enterprise-level Global Settings New Group Default: **Off**

Column Name	Col	Field Requirements
Collector Address	K	Host name or IP address of the Quality Monitoring collector used when Quality Monitoring is enabled. Optionally, includes a port number following the address, in the form of "<Host name or IP address>:<Port>". Enter **NULL** to delete any existing Collector Address. Note that if the Quality Monitoring column contains **UseEnterpriseSetting,** the Collector Address (and port) are obtained from the enterprise-level Global Settings.
Extra Settings		
Extra Settings	L	Optionally, one or more lines of Clearspan Communicator settings in the setting format required by the Clearspan Communicator. The settings must be valid XML. The lines must be separated by ALT-ENTER. Start the first line with "**Add:**" to add these lines of Extra Settings to any Extra Settings already defined in the Global Settings. Otherwise, the entered Extra Settings will replace any existing settings. Enter **NULL** to delete any existing Extra Settings.
The rightmost column is used for error reporting.		
Error Response	M	Used to provide detail of a failure in the Results Worksheet.

8.2.17 GLOBAL SETTINGS - CC MOBILE WORKSHEET

The commands associated with provisioning the Group Global Settings for Clearspan Communicator - Mobile devices are presented within the Global Settings - CC Mobile worksheet. Note that there is no support for provisioning global settings at either of the system or enterprise levels.

The following table lists each command and a description of the command.

Command	Description / Tips
Modify	Modify the Group Global Settings for Clearspan Communicator - Mobile devices. "UseEnterpriseSetting" is the default value for all columns unless otherwise noted. May be shortened to "UseEnt".
Done	Ends processing of the worksheet.

Each column on the Group Worksheet's Global Settings - CC Mobile tab is contained in the table below. As there is only one available command (Modify) for this tab, the table is specific to that one command. Required columns are marked and bolded.

Column Name	Col	Field Requirements
Status	A	*See Section 3.2 for more information on the Status column.*
General Information		
Command	B	**(Required)** Enter the command: **Modify**
Group ID	C	**(Required)** Must match the name of an existing Group. Valid groups are available via the DataHelp tab.
SIP Settings		
Outbound Proxy	D	Host name or IP address of the outbound proxy to use, or enter **UseEnterpriseSetting** to obtain the setting from the enterprise-level Global Settings. Optionally, includes a port number following the address, in the form of "<Host name or IP address>:<Port>". New Group Default: **UseEnterpriseSetting**
Codecs		
Adaptive Quality	E	Enable or disable adaptive quality: **On** – Enable adaptive quality **Off** – Disable adaptive quality **UseEnterpriseSetting** – Obtains the Adaptive Quality setting from the enterprise-level Global Settings.

Column Name	Col	Field Requirements
Voice Codecs	F	List up to 4 voice codecs to use, in order of selection priority, with each codec in the list separated by either ALT-ENTER or a comma. Each codec should appear only once in the list. Select the codecs from the following: **G711 u-law** – Codec uses G.711 mu-law encoding **G711 A-law** – Codec uses G.711 A-law encoding **G722** – Codec uses G.722 encoding **G729AB** – Codec uses G.729ab encoding Alternatively, enter **UseEnterpriseSetting** to obtain the list of codecs from the enterprise-level Global Settings. New Group Default: **UseEnterpriseSetting**
Video Codecs	G	List up to 2 video codecs to use, in order of selection priority, with each codec in the list separated by either ALT-ENTER or a comma. Each codec should appear only once in the list. Select the codecs from the following: **H.264** – Codec uses H.264 encoding, also known as MPEG-4 AVC, used for high-definition video **H.263** – Codec uses H.263 encoding, low-bitrate encoding used for videoconferencing Alternatively, enter **UseEnterpriseSetting** to obtain the list of codecs from the enterprise-level Global Settings. New Group Default: **H.264, H.263**
Quality Monitoring		
Quality Monitoring	H	Enable or disable quality monitoring: **On** – Enable quality monitoring **Off** – Disable quality monitoring **UseEnterpriseSetting** – Obtains both the Quality Monitoring and Collector Address settings from the enterprise-level Global Settings New Group Default: **Off**
Collector Address	I	Host name or IP address of the Quality Monitoring collector used when Quality Monitoring is enabled. Optionally, includes a port number following the address, in the form of "<Host name or IP address>:<Port>". Enter **NULL** to delete any existing Collector Address. Note that if the Quality Monitoring column contains **UseEnterpriseSetting,** the Collector Address (and port) are obtained from the enterprise-level Global Settings.
Extra Settings		

Column Name	Col	Field Requirements
Extra Settings	J	Optionally, one or more lines of Clearspan Communicator settings in the setting format required by the Clearspan Communicator. The settings must be valid XML. The lines must be separated by ALT-ENTER. Start the first line with "**Add:**" to add these lines of Extra Settings to any Extra Settings already defined in the Global Settings. Otherwise, the entered Extra Settings will replace any existing settings. Enter **NULL** to delete any existing Extra Settings.
The rightmost column is used for error reporting.		
Error Response	K	Used to provide detail of a failure in the Results Worksheet.

8.2.18 GLOBAL SETTINGS - CC TABLET WORKSHEET

The commands associated with provisioning the Group Global Settings for Clearspan Communicator - Tablet devices are presented within the Global Settings - CC Tablet worksheet. Note that there is no support for provisioning global settings at either of the system or enterprise levels.

The following table lists each command and a description of the command.

Command	Description / Tips
Modify	Modify the Group Global Settings for Clearspan Communicator - Tablet devices. "UseEnterpriseSetting" is the default value for all columns unless otherwise noted. May be shortened to "UseEnt".
Done	Ends processing of the worksheet.

Each column on the Group Worksheet's Global Settings - CC Tablet tab is contained in the table below. As there is only one available command (Modify) for this tab, the table is specific to that one command. Required columns are marked and bolded.

Column Name	Col	Field Requirements
Status	A	*See Section 3.2 for more information on the Status column.*
General Information		
Command	B	**(Required)** Enter the command: **Modify**
Group ID	C	**(Required)** Must match the name of an existing Group. Valid groups are available via the DataHelp tab.
SIP Settings		
Outbound Proxy	D	Host name or IP address of the outbound proxy to use, or enter **UseEnterpriseSetting** to obtain the setting from the enterprise-level Global Settings. Optionally, includes a port number following the address, in the form of "<Host name or IP address>:<Port>". New Group Default: **UseEnterpriseSetting**
Codecs		
Adaptive Quality	E	Enable or disable adaptive quality: **On** – Enable adaptive quality **Off** – Disable adaptive quality **UseEnterpriseSetting** – Obtains the Adaptive Quality setting from the enterprise-level Global Settings.

Column Name	Col	Field Requirements
Voice Codecs	F	List up to 4 voice codecs to use, in order of selection priority, with each codec in the list separated by either ALT-ENTER or a comma. Each codec should appear only once in the list. Select the codecs from the following: **G711 u-law** – Codec uses G.711 mu-law encoding **G711 A-law** – Codec uses G.711 A-law encoding **G722** – Codec uses G.722 encoding **G729AB** – Codec uses G.729ab encoding Alternatively, enter **UseEnterpriseSetting** to obtain the list of codecs from the enterprise-level Global Settings. New Group Default: **UseEnterpriseSetting**
Video Codecs	G	List up to 2 video codecs to use, in order of selection priority, with each codec in the list separated by either ALT-ENTER or a comma. Each codec should appear only once in the list. Select the codecs from the following: **H.264** – Codec uses H.264 encoding, also known as MPEG-4 AVC, used for high-definition video **H.263** – Codec uses H.263 encoding, low-bitrate encoding used for videoconferencing Alternatively, enter **UseEnterpriseSetting** to obtain the list of codecs from the enterprise-level Global Settings. New Group Default: **H.264, H.263**
Quality Monitoring		
Quality Monitoring	H	Enable or disable quality monitoring: **On** – Enable quality monitoring **Off** – Disable quality monitoring **UseEnterpriseSetting** – Obtains both the Quality Monitoring and Collector Address settings from the enterprise-level Global Settings New Group Default: **Off**
Collector Address	I	Host name or IP address of the Quality Monitoring collector used when Quality Monitoring is enabled. Optionally, includes a port number following the address, in the form of "<Host name or IP address>:<Port>". Enter **NULL** to delete any existing Collector Address. Note that if the Quality Monitoring column contains **UseEnterpriseSetting,** the Collector Address (and port) are obtained from the enterprise-level Global Settings.
Extra Settings		

Column Name	Col	Field Requirements
Extra Settings	J	Optionally, one or more lines of Clearspan Communicator settings in the setting format required by the Clearspan Communicator. The settings must be valid XML. The lines must be separated by ALT-ENTER. Start the first line with "**Add:**" to add these lines of Extra Settings to any Extra Settings already defined in the Global Settings. Otherwise, the entered Extra Settings will replace any existing settings. Enter **NULL** to delete any existing Extra Settings.
The rightmost column is used for error reporting.		
Error Response	K	Used to provide detail of a failure in the Results Worksheet.

8.2.19 HUNT GROUPS WORKSHEET

The commands associated with provisioning Hunt Groups are presented within the Hunt Groups worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

Note: Some commands might not be available, depending on the administrator's privileges.

Commands:	Description:
Add	Add Hunt Group. (First line contains Command and all columns, additional lines may contain only User ID.)
Modify	Modify Hunt Group. (First line contains Command, additional lines may contain only User ID. Empty columns are not modified. If any Users are entered the entire list is replaced.)
Delete	Delete Hunt Group
Assign Users	Assign User(s) to Hunt Group. (First line contains Command, Hunt Group ID, and first User ID, additional lines may contain only User ID.)
Remove Users	Remove User(s) from Hunt Group. (First line contains Command, Hunt Group ID, and first User ID, additional lines may contain only User ID.)
Assign Services	Assign one or more Services (separate service names with ALT-ENTER and/or "," in the worksheet)
Unassign Services	Remove one or more Services (separate service names with ALT-ENTER and/or "," in the worksheet)
Delete All Services	Delete all Services for the Hunt Group
Replace Services	Replace all Hunt Group Services with those specified (separate services with ALT-ENTER and/or "," in the worksheet)

Each column on the Group Worksheet's HuntGroups tab is contained in the table below.

Column Name	Col	Field Requirements
Status	A	This column is blank in most cases but possible values include: **Success** **Failure** **Skip** *See Section 3.2 for more information on the Status column.*
General Information		
Command	B	One of the following commands: **Add** **Modify** **Delete** **Assign Users** **Remove Users** **Assign Services** **Unassign Services** **Delete All Services** **Replace Services** **Done**
Hunt Group ID	C	Hunt Group ID - system-wide unique identifier for Hunt Group.
Agent IDs (May repeat – in same command)		

Column Name	Col	Field Requirements
Active	D	Determines the status of the Hunt Group. Values: **True** **False**
User ID List	E	User ID of an agent in the Hunt Group. May be repeated in multiple rows to create list of users. If repeated, after first row must be only column populated.
Services (Services must already be enabled)		
Services	F	Services to assign / unassign from Hunt Group. Multiple Services separated by ALT-ENTER.
Hunt Group Detail (The rest of the group appears only on first line of Add or Modify command)		
New Hunt Group ID	G	New Hunt Group ID - used if Hunt Group is to be renamed.
Hunt Group Name	H	Hunt Group name.
Group ID	I	Group ID of the group that Hunt Group is a member of. Must be the Group ID of an existing group within the selected enterprise. Valid values in DataHelp sheet "Group IDs" column.
Department	J	Department that Hunt Group is a member of. Must be valid Department within Enterprise or Group Valid values in DataHelp sheet Departments column
Phone Number	K	Phone number assigned to Hunt Group. Must be valid existing phone number.
Phone Number Activation	L	Optionally activate or deactivate the phone number assigned to the Hunt Group: **Activate** **Deactivate** When Phone Number Activation is disabled in Clearspan, this column is ignored, regardless of whether it is empty or contains any value.
Extension	M	Optional. Must be a valid extension number.
Voice Portal Passcode	N	4-8 Digits.
Calling Line Id Settings		
Calling LineId Last Name	O	2-30 characters.
Calling LineId First Name	P	2-30 Characters.
Calling LineId Phone Number	Q	30 digits max.

Column Name	Col	Field Requirements
Customize Call ID	R	Values: **True** **False**
Include HG Name	S	Include Hunt Group Name in Caller ID. Values: **True** **False**
Hunt Group Settings		
Policy	T	Hunt Group Call distribution policy. Values: **Circular** **Regular** **Simultaneous** **Uniform** **Weighted Call Distribution**
Allow Call Waiting	U	Values: **True** **False**
Group Busy Settings		
Enable	V	Enable Group Busy. Values: **True** **False**
Member Control	W	Allow members to control Group Busy. Values: **True** **False**
On Call To Agent	X	Group Busy on Call to Agent. Values: **True** **False**
No Answer Settings		
Skip To Next	Y	Skip to next agent on No Answer. Values: **True** **False**
After N Rings	Z	Skip to next agent on No Answer after N Rings. Values: 1-20.

Column Name	Col	Field Requirements
Forward Call	AA	Forward call if No Answer waiting time is exceeded. Values: **True** **False**
After N Seconds	AB	Time to wait for answer before forwarding in seconds. Values: 0-7200.
Forward To	AC	Phone number for forward call to after waiting time exceeded.
Not Reachable Settings		
Forward Call	AD	Forward call if Not Reachable. Values: **True** **False**
Group Busy If All	AE	Set Group Busy if All agents are Not Reachable. Values: **True** **False**
Forward To	AF	Phone number to forward to if Not Reachable.
Optional Information		
Class of Service	AG	Optional. If present must be valid existing Class of Service. Values may be selected from DataHelp tab, "Network Classes of Service" column.
Time Zone	AH	Optional. If present must be valid time zone. Values may be selected from DataHelp tab, column "Time Zones".
Language	AI	Optional. If present must be valid language. Values may be selected from DataHelp tab, column "Languages".
Alias1	AJ	Optional. SIP alias.
Alias2	AK	Optional. SIP alias.
Alias3	AL	Optional. SIP alias.
The rightmost column is used for error reporting.		
Error Response	AM	Used to provide detail of a failure in the Results Worksheet.

8.2.20 HG VOICEMAIL WORKSHEET

The commands associated with provisioning voicemail for Hunt Groups are presented within the HG Voicemail worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

Commands	
Modify	Add or modify voicemail info
DeleteSurgeMail	Delete or reset surge mail account
Done	Done (end processing)

Each column on the Group Worksheet's HG Voicemail tab is contained in the table that follows.

Column Name	Col	Field Requirements
Status	A	This column is blank in most cases but possible values include: **Success** **Failure** **Skip** See *Section* 3.2 for more information on the Status column.
General Information		
Command	B	One of the following commands: **Modify** **DeleteSurgeMail** **Done**
Hunt Group ID	C	Must match the ID of an existing Hunt Group.
Surgemail Account	D	Values: **True** (to build a mailbox on Surgemail) **False** (if Surgemail mailbox is not needed) **Delete** (to delete the surge mailbox) **Reset** (to rebuild the surge mailbox)
May be derived if Voicemail Account has been selected (otherwise complete manually)		
Voicemail Server Type	E	Values: **Clearspan** **ThirdParty**
Active	F	Values: **True** (to enable Voice Messaging) **False** (to disable Voice Messaging)

Column Name	Col	Field Requirements
Redirect All	G	Values: **True** (to send all calls to voicemail) **False**
Redirect Busy	H	Values: **True** (to send busy calls to voicemail) **False**
Redirect No Answer	I	Values: **True** (to send unanswered calls to voicemail) **False**
Redirect Out of Zone	J	Values: **True** **False**
Greetings – Busy		
Busy Greeting Source	K	Values: **System** **Personal**
Personal Busy Greeting Audio	L	Name of file in the repository.
Personal Busy Greeting Audio Repository Type	M	Repository type for Busy Greeting Audio. Use **Group** for Group Repository Type, or leave blank.
Personal Busy Greeting Video	N	Name of file in the repository.
Personal Busy Greeting Video Repository Type	O	Repository type for Busy Greeting Video. Use **Group** for Group Repository Type, or leave blank.
Greetings – No Answer		
No Answer Greeting Type	P	Selects whether to use the Extended Away Greeting or use the Normal No Answer Greeting. Values: **ExtendedAway** **NoAnswerGreeting**
Greetings Extended Away Settings		
Disable Message Deposit	Q	Values: **True** – Callers are not permitted to leave a message **False** – Callers can leave a message
Extended Away Greeting Audio	R	Audio announcement name used for the Extended Away Greeting.
Extended Away Greeting Audio Repository Type	S	Repository type for Busy Greeting Audio. Use **Group** for Group Repository Type, or leave blank.
Extended Away Greeting Video	T	Video announcement name used for the Extended Away Greeting.

Column Name	Col	Field Requirements
Extended Away Greeting Video Repository Type	U	Repository type for Busy Greeting Video. Use **Group** for Group Repository Type, or leave blank.
Greetings Normal No Answer		
No Answer Greeting Source	V	Select the source to use when Normal No Answer Greeting is used as the No Answer Greeting Type. Values: **System** **Unavailable** **Alternate1** **Alternate2** **Alternate3**
Unavailable Greeting Settings		
Unavailable Greeting Audio	W	Audio announcement name used for the Unavailable Greeting.
Unavailable Greeting Audio Repository Type	X	Repository type for Unavailable Greeting Audio. Use **Group** for Group Repository Type, or leave blank.
Unavailable Greeting Video	Y	Video announcement name used for the Unavailable Greeting.
Unavailable Greeting Video Repository Type	Z	Repository type for Unavailable Greeting Video. Use **Group** for Group Repository Type, or leave blank.
Alternate No Answer Greeting #1 Settings		
Alternate Greeting 1 Name	AA	Descriptive name for Alternate Greeting #1.
Alternate Greeting 1 Audio	AB	Audio announcement name used for the Alternate Greeting #1.
Alternate Greeting 1 Audio Repository Type	AC	Repository type for Alternate Greeting #1 Audio. Use **Group** for Group Repository Type, or leave blank.
Alternate Greeting 1 Video	AD	Video announcement name used for the Alternate Greeting #1.
Alternate Greeting 1 Video Repository Type	AE	Repository type for Alternate Greeting #1 Video. Use **Group** for Group Repository Type, or leave blank.
Alternate No Answer Greeting #2 Settings		
Alternate Greeting 2 Name	AF	Descriptive name for Alternate Greeting #2.
Alternate Greeting 2 Audio	AG	Audio announcement name used for the Alternate Greeting #2.
Alternate Greeting 2 Audio Repository Type	AH	Repository type for Alternate Greeting #2 Audio. Use **Group** for Group Repository Type, or leave blank.
Alternate Greeting 2 Video	AI	Video announcement name used for the Alternate Greeting #2.
Alternate Greeting 2 Video Repository Type	AJ	Repository type for Alternate Greeting #2 Video. Use **Group** for Group Repository Type, or leave blank.
Alternate No Answer Greeting #3 Settings		
Alternate Greeting 3 Name	AK	Descriptive name for Alternate Greeting #3.

Column Name	Col	Field Requirements
Alternate Greeting 3 Audio	AL	Audio announcement name used for the Alternate Greeting #3.
Alternate Greeting 3 Audio Repository Type	AM	Repository type for Alternate Greeting #3 Audio. Use **Group** for Group Repository Type, or leave blank.
Alternate Greeting 3 Video	AN	Video announcement name used for the Alternate Greeting #3.
Alternate Greeting 3 Video Repository Type	AO	Repository type for Alternate Greeting #3 Video. Use **Group** for Group Repository Type, or leave blank.
Clearspan Internal Voicemail		
Message Processing	AP	Values: **UnifiedVoiceAndEmail** **EmailOnly**
Delivery Email Address	AQ	Email address for message delivery. Only applies when Message Processing (column K) is set to 'EmailOnly'.
Send Notify Email	AR	Values: **True** (to notify by email of the new message) **False**
Msg Notify Email Address	AS	Email address for message delivery.
Send CC Email	AT	Values: **True** (to send a carbon copy of the new message via email) **False**
CC Email Address	AU	Email address for carbon copy delivery.
Transfer on Zero to Phone	AV	Values include: **True** (to transfer on '0' to phone number) **False**
Transfer on Zero Phone Number	AW	Phone number where transfer on zero directs.
After Playing Greeting	AX	Values: **RecordMessage** **DisconnectCall** **ForwardCall**
After Greeting Forward to Phone	AY	Phone number where call forwards to if 'After Playing Greeting' is set to 'ForwardCall'. Enter **NULL** to delete any After Greeting Forward to Phone number.
Mail Server Type	AZ	Values: **Group** (to store voice messages on the Group's Mail Server) **Personal** (to store voice messages on a Personal Mail Server)

Column Name	Col	Field Requirements
Clearspan Internal Group Server *This section applies when Mail Server Type is 'Group'.*		
Mail Server Email Address	BA	Email address to be built on the Group Mail Server (eg. on Surgemail).
Mail Server UserId	BB	User Id for the mail server (typically this is the local portion of the email address entered in Column U).
Mail Server Password	BC	Password for the mail server User Id.
Use Default Mailbox Limit	BD	Values: **True** (to use the mailbox limit set at the group level) **False**
Mailbox Limit	BE	Values: **0** (to use the limit set at the group level) **10, 20, 30, 40, 50, 60, 70, 80, 90, 100, 200, 300, 400, 500, 600, 700, 800, 900** (to identify the number of minutes)
Clearspan Internal Personal Server *This section applies when Mail Server Type is 'Personal'.*		
Mail Server IP	BF	IP Address of the mail server.
Mail Server Protocol	BG	Values: **POP3** **IMAP**
Delete for IMAP	BH	Values: **True** (to use the mailbox limit set at the group level) **False**
Mail Server Email Address	BI	Email address to be built on the Personal Mail Server.
Mail Server UserId	BJ	User Id for the mail server.
Mail Server Password	BK	Password for the mail server User Id.
Third Party Voicemail *This section applies when Third Party Voicemail is in use.*		
Server Type	BL	Values include: **GroupServer** **UserSpecificServer**
Server URI	BM	Enter the server phone number or URL.
Mailbox ID Type	BN	Values include: **PhoneNumber** **URL**
Mailbox ID URL	BO	Enter the Mailbox Id URL for this user.

Column Name	Col	Field Requirements
No Ans No of Rings	BP	Enter the count of rings before forward to voicemail. Values: 0 or 2-20.
The rightmost column is used for error reporting.		
Error Response	BQ	Used to provide detail of a failure in the Results Worksheet.

8.2.21 HG CALLFORWARDING WORKSHEET

The commands associated with provisioning call forwarding for Hunt Groups are presented within the HG CallForwarding worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

Commands	
Modify	Modify Call Forwarding settings for the user
Done	Done (end processing)

Each column on the Group Worksheet's HG CallForwarding tab is contained in the table that follows.

Column Name	Col	Field Requirements
Status	A	This column is blank in most cases but possible values include: **Success** **Failure** **Skip** *See Section 3.2 for more information on the Status column.*
General Information		
Command	B	One of the following commands: **Modify** **Done**
Hunt Group Id	C	Must match the ID of an existing Hunt Group.
CFWD All Active	D	Values: **True** (to forward all calls to the CFWD All destination) **False**
CFWD All Number	E	Enter the phone number or SIP_URI where calls should forward when CFWD All is enabled.
CFWD All Play Reminder	F	Values: **True** (to emit a short ring burst from the primary phone when a call is forwarded via CFWD All) **False**
CFWD Busy Active	G	Values: **True** (to forward calls if the phone is currently busy) **False**
CFWD Busy Number	H	Enter the phone number or SIP-URI where calls should forward when CFWD Busy is enabled.
The rightmost column is used for error reporting.		

Column Name	Col	Field Requirements
Error Response	I	Used to provide detail of a failure in the Results Worksheet.

8.2.22 HG CALLFORWARDINGSELECTIVE WORKSHEET

The commands associated with provisioning call forwarding selective for Hunt Groups are presented within the HG CallForwardingSelective worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

Commands	Description
Add	Modify Call Forwarding Selective settings (First row) and Add Forwarding Criteria for the user (First row for each user contains the command, settings, and first phone number, subsequent rows may contain additional phone numbers)
Modify	Modify Call Forwarding Selective settings (First row) and Modify Forwarding Criteria for the user (First row for each user contains the command, settings, and first phone number, subsequent rows may contain additional phone numbers)
Delete	Modify Call Forwarding Selective settings (First row) and Delete the specified Forwarding Criteria Name
DeleteList	Modify Call Forwarding Selective settings (First row) and Delete the Phone Number list for the specified Forwarding Criteria Name
Done	Done (end processing)

Each column on the Group Worksheet's HG CallForwardingSelective tab is contained in the table that follows.

Column Name	Col	Field Requirements
Status	A	This column is blank in most cases but possible values include: **Success** **Failure** **Skip** *See Section 3.2 for more information on the Status column.*
General Information		
Command	B	One of the following commands: **Add** **Modify** **Delete** **DeleteList** **Done**
Hunt Group ID	C	Must match the ID of an existing Hunt Group.
CFWD Selective Active	D	Values: **True** **False**
Default Forward-To Number	E	Enter the default Call Forward-To number.
Play Ring Reminder	F	Values: **True** **False**
Forwarding Criteria - Multiple forwarding criteria entries may be entered		

Column Name	Col	Field Requirements
Forwarding Criteria Name	G	Name of the Call Forwarding Selective entry.
New Name	H	Used to rename the Forwarding Criteria Name when in modify mode.
Forwarding Criteria Active	I	Values: **True** **False**
Forward-To Number	J	Values: **Phone number to forward to** **Default** **None**
Time Schedule Name	K	Enter the name of the Time schedule. See DataHelp tab for schedules.
Time Schedule Level	L	Values: **Enterprise** **Group** **User**
Holiday Schedule Name	M	Enter the name of the Holiday schedule. See DataHelp tab for schedules.
Holiday Schedule Level	N	Values: **Enterprise** **Group** **User**
Use Phone List	O	Values: **True** **False**
Any Private Number	P	Values: **True** **False**
Any Unavailable Number	Q	Values: **True** **False**
Phone Number	R	Enter up to 12 specific phone numbers that you wish to apply forwarding criteria against.
The rightmost column is used for error reporting.		
Error Response	S	Used to provide detail of a failure in the Results Worksheet.

8.2.23 MANAGEGROUPS WORKSHEET

The commands associated with managing groups are presented within the ManageGroups worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

Commands	Description
AddGroup	Add a new Group. The option marked with * above each column is the default value used if the column is left blank. If no * is present default value is blank.
ModifyGroup	Modify the settings of an existing Group. The option marked with * above each column is the initial default value set for a newly created Group. If no * present, default value is blank.
DeleteGroup	Delete an existing Group (must not have any users or devices).
AddServices	Authorize Group or User Services or Service Packs.
RemoveServices	De-authorize Group or User Services or Service Packs.
Done	Done (end processing)

Each column on the Group Worksheet's HG CallForwardingSelective tab is contained in the table that follows.

Column Name	Col	Field Requirements
Status	A	This column is blank in most cases but possible values include: **Success** **Failure** **Skip** *See Section 3.2 for more information on the Status column.*
General Information		
Command	B	One of the following commands: **AddGroup** **ModifyGroup** **DeleteGroup** **AddServices** **RemoveServices** **Done**
Group ID	C	Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab.
User Limit	D	Limit in range 1 to 999999. Required for the AddGroup command.

Column Name	Col	Field Requirements
Network Classes of Service	E	List of Network Classes of Service (NCOS) to assign to the group, with each separated by ALT-ENTER or a comma. All of the NCOS must already exist in the enterprise. The first NCOS in the list is used as the Group Default NCOS. Valid Network Classes of Service are available via the DataHelp tab. When creating a group (AddGroup command), if no NCOS is specified, the Enterprise Default NCOS is added to the group and used as the Group Default NCOS. During export, the list is sorted alphabetically, except the Group Default NCOS is always listed first. New Group Default: <Enterprise Default NCOS>
Domains	F	List of domains to assign to the group, with each separated by ALT-ENTER or a comma. Each domain is from 1 to 80 characters. All of the domains must already exist in the enterprise, except when creating a group (AddGroup command), where domains that do not already exist are added. The first domain in the list is used as the Group Default Domain. Valid domains are available via the DataHelp tab. When creating a group (AddGroup command), if no domain is specified, the Enterprise Default Domain is added to the group and used as the Group Default Domain. During export, the list is sorted alphabetically, except the Group Default Domain is always listed first. New Group Default: <Enterprise Default Domain>
Group Name	G	Enter the name of the group, up to 80 characters. Enter **NULL** to delete any existing Group Name.
Calling Line ID Group Name	H	Enter the group name to use for the Calling Line ID, up to 80 characters. Enter **NULL** to delete any existing Calling Line ID Group Name. OpEasy currently does not use the Calling Line ID Group Name. However, the BroadWorks portal uses it.
Calling Line ID Phone Number	I	Enter the phone number to use for the Calling Line ID. The phone number must already be assigned to the enterprise. Enter **NULL** to delete any existing Calling Line ID Phone Number.
Time Zone	J	Enter a time zone. Valid Time Zones are available via the DataHelp tab. New Group Default: <System Time Zone Setting>
Location Dialing Code	K	Enter a location dialing code, from 1 to 15 digits in length. Enter **NULL** to delete any existing Location Dialing Code.
Minimum Extension Dialing Length	L	Enter the minimum extension length, from 2 to 9 digits. The minimum cannot be greater than the maximum. New Group Default: 4
Maximum Extension Dialing Length	M	Enter the maximum extension length, from 2 to 9 digits. New Group Default: 4

Column Name	Col	Field Requirements
Default Extension Dialing Length	N	Enter the default extension length, from 2 to 9 digits. The default length must be between the minimum and maximum, inclusive. New Group Default: 4
Contact Information		
Contact Name	O	Enter up to 30 characters. Enter **NULL** to delete any existing Contact Name.
Contact Phone	P	Enter up to 30 characters. Enter **NULL** to delete any existing Contact Phone.
Contact E-Mail	Q	Enter a properly formatted email address, including an @ symbol and up to 80 characters. Enter **NULL** to delete any existing Contact E-mail.
Address 1	R	Enter up to 80 characters. Enter **NULL** to delete any existing Address 1.
Address 2	S	Enter up to 80 characters. Enter **NULL** to delete any existing Address 2.
City	T	Enter up to 50 characters. Enter **NULL** to delete any existing City.
State / Province	U	Enter a valid state or province. Valid States / Provinces are available via the DataHelp tab. Enter **NULL** to delete any existing State / Province.
Zip / Postal Code	V	Enter up to 50 characters. Enter **NULL** to delete any existing Zip / Postal Code.
Country	W	Enter up to 50 characters. Enter **NULL** to delete any existing Country.
Service Authorization		
Group Services	X	Enter a list of Group Service names, with each separated by ALT-ENTER or a comma. Simply entering a Group Service in the list causes that service to be authorized and assigned to the group, with no limit on the number of usages of that service (Unlimited). To impose a limit, append ":<limit>" to the Group Service name, such as "Call Park:5" for a limit of 5 usages of Call Park. To authorize but not assign a service, append a star ("*") to the Group Service name, such as "Hunt Group*". To both provide a limit and only authorize a service, append ":<limit>*", such as "Trunk Group:7*". Valid Group Services are available via the DataHelp tab. On Export, Group Services are listed alphabetically. Enter **NULL** to delete any existing Group Services.

Column Name	Col	Field Requirements
User Services	Y	Enter a list of User Service names, with each separated by ALT-ENTER or a comma. Simply entering a User Service in the list causes that service to be authorized to the group, with no limit on the number of usages of that service (Unlimited). To impose a limit, append ":<limit>" to the User Service name, such as "Authentication:10" for a limit of 10 usages of Authentication. Valid User Services are available via the DataHelp tab. On Export, User Services are listed alphabetically. Enter **NULL** to delete any existing User Services.
Service Packs	Z	Enter a list of Service Pack names, with each separated by ALT-ENTER or a comma. Simply entering a Service Pack in the list causes that service pack to be authorized to the group, with no limit on the number of usages of that service pack (Unlimited). To impose a limit, append ":<limit>" to the Service Pack name, such as "All Services:20" for a limit of 20 usages of the "All Services" service pack. Valid Service Packs are available via the DataHelp tab. On Export, Service Packs are listed alphabetically. Enter **NULL** to delete any existing Service Packs.
Call Processing Policies – Calling Line ID		
Use Policy From	AA	Select where the policy for the Calling Line ID is obtained: **Enterprise** – Policy defined for the enterprise is used. The remaining settings in this section may be set, but they will not be used. **Group** – Policy defined for this group is used. New Group Default: **Enterprise**
Use Group Name	AB	Use Group Name for the Calling Line ID (CLID): **No** – Do not use Group Name for the CLID **AllowDeptOverride** – Use Group Name for the CLID but allow Department Override **UseGroupName** – Use Group Name for the CLID New Group Default: **No**
External Calls Policy	AC	External Calls – Select the policy for Calling Line ID: **ConfigurableCLID -** Use configurable CLID **Group/DeptCLID -** Use group/department phone number **UserPhoneNumber -** Use user phone number New Group Default: **ConfigurableCLID**

Column Name	Col	Field Requirements
Enterprise Calls Policy	AD	Enterprise Calls – Select the policy for Calling Line ID: **ExternalCallsPolicy -** Use External Calls Policy **Extension** – Use extension **LocationCode+Ext -** Use location code plus extension New Group Default: **LocationCode+Ext**
Group Calls Policy	AE	Group Calls – Select the policy for Calling Line ID: **ExternalCallsPolicy -** Use External Calls Policy **Extension** – Use extension **LocationCode+Ext -** Use location code plus extension New Group Default: **Extension**
Emergency Calls Policy	AF	Emergency Calls – Select the policy for Calling Line ID: **ConfigurableCLID -** Use configurable CLID **Group/DeptCLID -** Use group/department phone number **UserPhoneNumber -** Use user phone number New Group Default: **ConfigurableCLID**
Allow Alternate Numbers for Redirecting Identity	AG	Allow alternate numbers for the Redirecting Identity: **Allowed** **Disallowed** New Group Default: **Disallowed**
Allow Configurable CLID for Redirecting Identity	AH	Allow configurable CLID for the Redirecting Identity: **Allowed** **Disallowed** New Group Default: **Allowed**
Block Calling Names	AI	Select to block calling names: **None** – Do not block calling names **ExternalCalls** – Block calling names for External Calls New Group Default: **None**
Call Processing Policies – Media		
Use Policy From	AJ	Select where the Media Policy is obtained: **Enterprise** – Policy defined for the enterprise is used. The remaining settings in this section may be set, but they will not be used. **Group** – Policy defined for this group is used. New Group Default: **Enterprise**
Media Policy	AK	Select the Media Policy: **Disabled** – No Media Policy **UncompressedCodecs** – Only use uncompressed codec Supported Media Set – Enter the name of an existing media set. The name is from 1 to 80 characters. New Group Default: **Disabled**

Column Name	Col	Field Requirements
Call Processing Policies – Call Limits		
Use Policy From	AL	Select where the policy for the Call Limits is obtained: **Enterprise** – Policy defined for the enterprise is used. The remaining settings in this section may be set, but they will not be used. **Group** – Policy defined for this group is used. New Group Default: **Enterprise**
Call Limit	AM	Enter the maximum number of concurrent calls: **Disabled** – Disable the limit on calls Call Limit – Maximum number of concurrent calls, from 1 to 999999 New Group Default: **Disabled**
Video Call Limit	AN	Enter the maximum number of concurrent video calls: **Disabled** – Disable the limit on video calls Video Call Limit – Maximum number of concurrent video calls, from 1 to 999999 New Group Default: **Disabled**
Duration Limit Answered Calls	AO	Enter the maximum duration of answered calls: **Disabled** – Disable the duration limit on answered calls Maximum Duration – Maximum duration (in minutes) of answered calls, from 3 to 2880 New Group Default: **Disabled**
Duration Limit Unanswered Calls	AP	Enter the maximum duration of unanswered calls: **Disabled** – Disable the duration limit on unanswered calls Maximum Duration – Maximum duration (in minutes) of unanswered calls, from 1 to 2880 New Group Default: **Disabled**
Redirected Call Limit	AQ	Enter the maximum number of concurrent redirected calls: **Disabled** – Disable the limit on redirected calls Redirected Call Limit – Maximum number of concurrent redirected calls, from 1 to 999999 New Group Default: **Disabled**
Find Me / Follow Me Limit	AR	Enter the maximum number of concurrent Find Me/Follow Me invocations: **Disabled** – Disable the limit on Find Me/Follow Me invocations Find Me/Follow Me Limit – Maximum number of concurrent Find Me/Follow Me invocations, from 1 to 999999 New Group Default: **Disabled**
Find Me / Follow Me Depth Limit	AS	Enter the Find Me/Follow Me depth: **Disabled** – Disable the Find Me/Follow Me depth limit Find Me/Follow Me Depth – Depth of Find Me/Follow Me, from 1 to 100 New Group Default: **Disabled**

Column Name	Col	Field Requirements
Maximum Redirection Depth	AT	Enter the maximum redirection depth, from 1 to 100. New Group Default: **10**
Call Processing Policies – Translation and Routing		
Use Policy From	AU	Select where the policy for Translation and Routing is obtained: **Enterprise** – Policy defined for the enterprise is used. The remaining settings in this section may be set, but they will not be used. **Group** – Policy defined for this group is used. New Group Default: **Enterprise**
Force Network Usage	AV	Select whether calls are forced to use the network: **AllCalls -** Force all calls to use the network **ExceptExtension -** Force all calls to the network except extension / location **Disabled –** Do not force Enterprise/Group calls to the network New Group Default: **Disabled**
Enterprise Extension Dialing	AW	Enable enterprise extension dialing: **Enabled** **Disabled** New Group Default: **Enabled**
Enforce Group CLID Restriction	AX	Enforce the Group Calling Line ID (CLID) Restriction: **True** **False** New Group Default: **False**
Private Dialing: Allow Ent/Grp Call Typing	AY	Allow Enterprise/Group Call Typing for the private dialing plan: **No** – Do not allow call typing for the private dialing plan **PrivateDialingPlan – A**llow call typing for the private dialing plan New Group Default: **No**
Public Dialing: Allow Ent/Grp Call Typing	AZ	Allow Enterprise/Group Call Typing for the public dialing plan: **No** – Do not allow call typing for the public dialing plan **PublicDialingPlan– A**llow call typing for the public dialing plan New Group Default: **No**
Override CLID Restriction	BA	Override the CLID restriction: **No** – Do not override the CLID restriction **PrivateCallCategory** – Override the CLID restriction for the Private Call category New Group Default: **No**
Use Enterprise CLID	BB	Use Enterprise CLID for the Private Call category: **No** – Do not use the Enterprise CLID for the Private Call category **PrivateCallCategory** – Use Enterprise CLID for the Private Call category New Group Default: **No**

Column Name	Col	Field Requirements
Call Processing Policies – Incoming Caller ID		
Use Policy From	BC	Select where the policy for the Incoming Caller ID is obtained: **Enterprise** – Policy defined for the enterprise is used. The remaining settings in this section may be set, but they will not be used. **Group** – Policy defined for this group is used. New Group Default: **Enterprise**
Dialable Caller ID	BD	Enable the Dialable Caller ID: **Enabled** – Enable the Dialable Call ID **Disabled** – Disable the Dialable Call ID New Group Default: **Disabled**
Pass Code Rules		
Use Rules From	BE	Select where the pass code rules are obtained for portal users: **System** – Use System rules **Enterprise** – Use Service Provide/Enterprise rules **Group** – Use Group rules New Group Default: **System**
Extension or Number	BF	Passcode is allowed to be the user's own extension or phone number: **Allowed** **Disallowed** New Group Default: **Allowed**
Extension or Number Reversed	BG	Passcode is allowed to be the user's own extension or phone number but reversed: **Allowed** **Disallowed** New Group Default: **Allowed**
Repeated Digits (Count)	BH	Passcode is allowed to have any number of repeated digits or is limited to a maximum number of repeated digits: **Allowed** – Passcode may contain any number of repeated digits Limit – Maximum number of repeated digits, from 1 to 6 New Group Default: **Allowed**
Ascending Digits	BI	Passcode is allowed to have any number of sequentially ascending digits or is limited to a maximum number of sequentially ascending digits: **Allowed** – Passcode may contain any number of sequentially ascending digits Limit – Maximum number of sequentially ascending digits, from 2 to 5 If **Allowed**, Descending Digits must also be **Allowed**. New Group Default: **Allowed**

Column Name	Col	Field Requirements
Descending Digits	BJ	Passcode is allowed to have any number of sequentially descending digits or is limited to a maximum number of sequentially descending digits: **Allowed** – Passcode may contain any number of sequentially descending digits Limit – Maximum number of sequentially descending digits, from 2 to 5 If **Allowed**, Ascending Digits must also be **Allowed**. New Group Default: **Allowed**
Repeating Patterns	BK	Passcode is allowed to be repeating patterns: **Allowed** **Disallowed** New Group Default: **Allowed**
Last Passcodes	BL	Passcode is allowed to be any previous passcode or cannot be any of the previous N passcodes: **Allowed** – Passcode may be any previous passcode Limit – Passcode cannot be any of the previous limit number of passcodes, from 1 to 10 New Group Default: **Allowed**
Last Passcode Reversed	BM	Passcode is allowed to be the reversed old passcode: **Allowed** **Disallowed** New Group Default: **Allowed**
Minimum Length	BN	Minimum length of passcode, from 2 to 15 characters New Group Default: **4**
Maximum Length	BO	Maximum length of passcode, from 3 to 30 characters New Group Default: **8**
Expires	BP	Passcode expires: **Never** – Passcode never expires Number of Days – Passcode expires after this number of days, from 15 to 180 New Group Default: **Never**
Disable After Failure	BQ	Disable login after a number of attempts: **Never** – Login is never disabled, no matter the number of failed login attempts Number of Attempts – Login disabled after this number of failed login attempts, from 2 to 10 New Group Default: **5**

Column Name	Col	Field Requirements
Send E-mail On Disable	BR	When login is disabled, send notification to an E-mail address: **None** – Do not send any login disabled notification message E-mail Address – E-mail address to send a login disabled notification message to New Group Default: **None**
Password Rules		
Contains Login ID	BS	Password is allowed to contain the login ID: **Allowed** **Disallowed** New Group Default: **Allowed**
Contains Old Password	BT	Password is allowed to contain the previous password: **Allowed** **Disallowed** New Group Default: **Allowed**
Reverse of Old Password	BU	Password is allowed to be the reverse of the previous password: **Allowed** **Disallowed** New Group Default: **Allowed**
Previous Passwords	BV	Password is allowed to be any previous password or cannot be any of the previous N passwords: **Allowed** – Password may be any previous password Limit – Password cannot be any of the previous limit number of passwords, from 1 to 10 New Group Default: **Allowed**
Minimum Numbers	BW	Minimum count of numbers (0 to 9) in the password: **None** – No minimum Minimum – Minimum count of numbers, from 1 to 10 New Group Default: **None**
Minimum Upper Case	BX	Minimum count of uppercase characters in the password: **None** – No minimum Minimum – Minimum count of uppercase characters, from 1 to 10 New Group Default: **None**
Minimum Lower Case	BY	Minimum count of lowercase characters in the password: **None** – No minimum Minimum – Minimum count of lowercase characters, from 1 to 10 New Group Default: **None**

Column Name	Col	Field Requirements
Minimum Non-alpha	BZ	Minimum count of non-alphanumeric (special) characters in the password: **None** – No minimum Minimum – Minimum count of non-alphanumeric chars, from 1 to 10 New Group Default: **None**
Minimum Length	CA	Minimum length of password, from 3 to 40 characters New Group Default: **6**
Expires	CB	Password expires: **Never** – Password never expires Number of Days – Password expires after this number of days, from 1 to 199 New Group Default: **30**
Disable After Failure	CC	Disable login after a number of attempts: **Never** – Login is never disabled, no matter the number of failed login attempts Number of Attempts – Login disabled after this number of failed login attempts, from 1 to 10 New Group Default: **5**
Send E-Mail On Disable	CD	When login is disabled, send notification to an E-mail address: **None** – Do not send any login disabled notification message E-mail Address – E-mail address to send a login disabled notification message to New Group Default: **None**
The rightmost column is used for error reporting.		
Error Response	CE	Used to provide detail of a failure in the Results Worksheet.

8.2.24 MUSICONHOLD WORKSHEET

The commands associated with provisioning Music On Hold for groups and departments are presented within the MusicOnHold worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

Commands	
Add	Add Music On Hold settings for a department
Modify	Modify Music On Hold settings for a group or department
Delete	Delete Music On Hold settings for a department
Done	Done (end processing)

Each column on the Group Worksheet's MusicOnHold tab is contained in the table that follows.

Column Name	Col	Field Requirements
Status	A	This column is blank in most cases but possible values include: **Success** **Failure** **Skip** *See Section 3.2 for more information on the Status column.*
General Information		
Command	B	One of the following commands: **Add** – Only for adding Music on Hold to a department **Modify** – Modifies Music On Hold for a group or department **Delete** – Only for deleting Music on Hold from a department **Done**
Group ID	C	Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab.
Department	D	When provisioning Music On Hold for a department, must match the name of an existing Department, including (Group) or (Enterprise) at the end. Valid departments are available via the DataHelp tab.
Music On Hold Profile	E	Optionally enter a Group Music On Hold Profile. When a profile is entered, those settings are used. The remaining columns do not need to be entered except for columns where a different setting is desired, which overrides the profile setting. Valid Group Music On Hold Profiles are available via the DataHelp tab.
General Settings		

Column Name	Col	Field Requirements
Enable During Call Hold	F	Enable music for a call is on hold: **True** **False**
Enable During Call Park	G	Enable music for a parked call: **True** **False**
Enable During Busy Camp On	H	Enable music for a call camped on a busy user: **True** **False**
Preferred Audio Codec	I	Optionally enter a preferred audio codec. Valid codecs are available via the DataHelp tab.
Source	J	Select the music source: **System** **External** **Custom**
Audio Announcement Name	K	Name of audio announcement to use if **Source** is **Custom**. The specified announcement name must refer to an announcement in the group's announcement repository.
Video Announcement Name	L	Name of video announcement to use if **Source** is **Custom**. The specified announcement name must refer to an announcement in the group's announcement repository.
Device Name	M	Name of an external device when **Source** is **External**.
Device Level	N	Level of an external device when **Source** is **External**: **System** **Enterprise** **Group**
Line/Port	O	Line/Port of the external device when **Source** is **External**.
Port Number	P	Number of a specific port to use when **Source** is **External** and the external device is using Static Line/Port Ordering (as enabled in the external device's Device Type).
SIP Contact	Q	SIP Contact of the external device when **Source** is **External** and the external device's Device Type is configured with Static Registration Capable.
Internal Call Settings		

Column Name	Col	Field Requirements
Use Alternate Source	R	Indicates whether a music source other than the music source defined in the **General Settings** section above is to be used for internal calls: **True -** The remaining settings in the **Internal Call Settings** section identify the music source for internal calls. **False -** The remaining settings in the **Internal Call Settings** section are ignored as they are not used for internal calls.
Preferred Audio Codec	S	Optionally enter a preferred audio codec. Valid codecs are available via the DataHelp tab.
Source	T	Select the music source for internal calls: **System** **External** **Custom**
Audio Announcement Name	U	Name of audio announcement to use for internal calls if **Source** is **Custom**. The specified announcement name must refer to an announcement in the group's announcement repository.
Video Announcement Name	V	Name of video announcement to use for internal calls if **Source** is **Custom**. The specified announcement name must refer to an announcement in the group's announcement repository.
Device Name	W	Name of an external device when **Source** is **External**.
Device Level	X	Level of an external device when **Source** is **External**: **System** **Enterprise** **Group**
Line/Port	Y	Line/Port of the external device when **Source** is **External**.
Port Number	Z	Number of a specific port to use when **Source** is **External** and the external device is using Static Line/Port Ordering (as enabled in the external device's Device Type).
SIP Contact	AA	SIP Contact of the external device when **Source** is **External** and the external device's Device Type is configured with Static Registration Capable.
The rightmost column is used for error reporting.		
Error Response	AB	Used to provide detail of a failure in the Results Worksheet.

8.2.25 PHONENUMBERS WORKSHEET

The commands associated with provisioning of phone numbers at a group level are presented within the PhoneNumbers worksheet.

The following lists the commands and a description of their function:

Commands:	Description:
Assign	Assign individual phone number or range of phone numbers to a Group. Optionally activate the phone numbers.
Modify	Reassign phone numbers to another Group, or unassign using "None" as Group to return them to the Enterprise. Activate or deactivate when assigned to a Group.
Unassign	Unassign phone numbers from a Group to return them to the Enterprise. Phone numbers must not be assigned to users.
Done	Done (end processing)

Each column on the Group Worksheet's PhoneNumbers tab is contained in the following table:

Column Name	Col	Field Requirements
Status	A	This column is blank in most cases but possible values include: **Success** **Failure** **Skip** *See Section 3.2 for more information on the Status column.*
General Information		
Command	B	One of the following commands: **Assign** **Modify** **Unassign** **Done**
Phone Numbers	C	A single phone number or a range (inclusive) of phone numbers. Ranges are in the form "<Start Phone Number> - <End Phone Number". Note the phone numbers are separated by a space, dash, space (" - "). The spaces are necessary to prevent confusion between the phone number separator and a digit separator between the digits of a phone number. Example: 214-844-6611 - 214-844-6612

Column Name	Col	Field Requirements
Group ID	D	When imported with Assign command, must contain the following: ***[Group ID]*** – Group ID of an existing group to assign phones numbers to. When imported with Modify command, must contain one of the following: ***[Group ID]*** – Group ID of an existing group to assign or reassign the phones numbers to. **None** - Phone numbers are unassigned from any group they are assigned to. They are assigned only to the enterprise. ***Blank*** – Phone numbers are not reassigned. When imported with Unassign command, no group is used. This field is ignored. Valid groups are available via the DataHelp tab. When exported, the Group column contains: ***[Group ID]*** – Group ID which the phone numbers are assigned to. **(Multiple)** – Phone numbers in a range of phone numbers are assigned to multiple groups, or some phone numbers are assigned to a group while others are not. ***Blank*** – Phone numbers are not assigned to any group. They are only assigned to the enterprise.
Assigned to User	E	**(Exported Only)** Indicates whether the phone numbers are assigned to a user: **True** – Phone numbers are assigned to a user. **False** – Phone numbers are not assigned to a user. **(Both)** – Some phone numbers in a range of phone numbers are assigned to a user and some are not. This column is only exported. It is ignored for an import.
Activated	F	Indicates whether the phone numbers must be activated or deactivated. When imported, must contain one of the following: **True** – Phone numbers must be activated. **False** – Phone numbers must be deactivated. When Phone Number Activation is disabled in Clearspan, this column is ignored, regardless of whether it is empty or contains any value. When exported, the column contains: **True** – Phone numbers have been activated. **False** – Phone numbers have not been activated. **(Both)** – Some phone numbers in a range of phone numbers have been activated and some have not.
The rightmost column is used for error reporting.		
Error Response	G	Used to provide detail of a failure in the Results Worksheet.

8.2.26 SPEEDDIAL8 WORKSHEET

The commands associated with provisioning of Speed Dial 8 lists at a group level are presented within the SpeedDial8 worksheet.

The following lists the commands and a description of their function:

Commands	
AddList	Add a Group Speed Dial 8 list. Additional speed codes can be added by specifying the speed code information ins subsequent rows with no command specified.
ModifyList	Modify the list name or list description of a Group Speed Dial List
DeleteList	Delete the entire Group Speed Dial 8 list
ModifySpeedCode	Modify a speed code entry
DeleteSpeedCode	Delete a speed code entry
InitializeUserSpeedDialList	Initialize the Speed Dial 8 list of a user or list of users with the content of the specified list. Multiple users Speed Dial lists can be initialized using one command by specifying additional User IDs in the User ID column of subsequent rows.
Done	Done (end processing)

Each column on the Group Worksheet's SpeedDial8 tab is contained in the following table:

Column Name	Col	Field Requirements
Status	A	This column is blank in most cases but possible values include: **Success** **Failure** **Skip** *See Section 3.2 for more information on the Status column.*
General Information		
Command	B	One of the following commands: **AddList** **ModifyList** **DeleteList** **ModifySpeedCode** **DeleteSpeedCode** **InitializeUserSpeedDialList** **Done**
Group ID	C	Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab.
List Name	D	Name of a Speed Dial 8 list.
New List Name	E	New name of the Speed Dial 8 list when renaming the list using the ModifyList command.
List Description	F	Optionally enter the text description of the Speed Dial 8 list. Enter **NULL** to delete any existing description.

Column Name	Col	Field Requirements
Speed Dial Code	G	Enter the speed dial code for a Speed Dial 8 entry: 2 to 9 A Speed Dial 8 entry consists of the columns Speed Dial Code, Phone Number, and Description. Multiple Speed Dial 8 entries can be entered for a single command by entering them on the row with the command and subsequent rows without specifying a command.
Phone Number	H	Enter the phone number to dial for the specified speed code. Must be a valid existing phone number.
Description	I	Optionally enter a text description of the Speed Dial 8 entry. Enter **NULL** to delete any existing description.
UserID	J	For the InitializeUserSpeedDialList command, enter one of the following: User ID – ID of a user whose Speed Dial 8 list is to be initialized to the list identified in the List Name column. The Speed Dial 8 list can be initialized for multiple users by entering the User ID for each user on subsequent rows, with no command entered for the rows. **All Users** – Initialize the Speed Dial 8 list for all users in the group identified in the Group column.
The rightmost column is used for error reporting.		
Error Response	K	Used to provide detail of a failure in the Results Worksheet.

8.2.27 SPEEDDIAL100 WORKSHEET

The commands associated with provisioning of Speed Dial 100 lists at a group level are presented within the SpeedDial100 worksheet.

The following lists the commands and a description of their function:

Commands	
AddList	Add a Group Speed Dial 100 list. Additional speed codes can be added by specifying the speed code information ins subsequent rows with no command specified.
ModifyList	Modify the list name or list description of a Group Speed Dial List.
DeleteList	Delete the entire Group Speed Dial 100 list.
AddSpeedCode	Add a speed code entry to a list.
ModifySpeedCode	Modify a speed code entry in a list.
DeleteSpeedCode	Delete a speed code entry from a list.
InitializeUserSpeedDialList	Initialize the Speed Dial 100 list of a user or list of users with the content of the specified list. Multiple users Speed Dial lists can be initialized using one command by specifying additional User IDs in the User ID column of subsequent rows.
Done	Done (end processing)

Each column on the Group Worksheet's SpeedDial100 tab is contained in the following table:

Column Name	Col	Field Requirements
Status	A	This column is blank in most cases but possible values include: **Success** **Failure** **Skip** *See Section 3.2 for more information on the Status column.*
General Information		
Command	B	One of the following commands: **AddList** **ModifyList** **DeleteList** **AddSpeedCode** **ModifySpeedCode** **DeleteSpeedCode** **InitializeUserSpeedDialList** **Done**
Group ID	C	Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab.
List Name	D	Name of a Speed Dial 100 list.
New List Name	E	New name of the Speed Dial 100 list when renaming the list using the ModifyList command.
List Description	F	Optionally enter the text description of the Speed Dial 100 list. Enter **NULL** to delete any existing description.

Column Name	Col	Field Requirements
Speed Dial Code	G	Enter the two-digit speed dial code for a Speed Dial 100 entry: 00 to 99 A Speed Dial 100 entry consists of the columns Speed Dial Code, Phone Number, and Description. Multiple Speed Dial 100 entries can be entered for a single command by entering them on the row with the command and subsequent rows without specifying a command.
Phone Number	H	Enter the phone number to dial for the specified speed code. Must be a valid existing phone number.
Description	I	Optionally enter a text description of the Speed Dial 100 entry. Enter **NULL** to delete any existing description.
UserID	J	For the InitializeUserSpeedDialList command, enter one of the following: User ID – ID of a user whose Speed Dial 100 list is to be initialized to the list identified in the List Name column. The Speed Dial 100 list can be initialized for multiple users by entering the User ID for each user on subsequent rows, with no command entered for the rows. **All Users** – Initialize the Speed Dial 100 list for all users in the group identified in the Group column.
The rightmost column is used for error reporting.		
Error Response	K	Used to provide detail of a failure in the Results Worksheet.

8.2.28 USERPROFILES WORKSHEET

The commands associated with provisioning User Profiles are presented within the UserProfiles worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

Commands	Description
Add	Add a User Profile
Modify	Modify the settings of a User Profile
Delete	Delete a User Profile
Done	Done (end processing)

Each column on the Group Worksheet's UserProfiles tab is contained in the table that follows.

Column Name	Col	Field Requirements
Status	A	This column is blank in most cases but possible values include: **Success** **Failure** **Skip** *See Section 3.2 for more information on the Status column.*
General Information		
Command	B	One of the following commands: **Add** **Modify** **Delete** **Done**
Group ID	C	Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab.
User Profile Name	D	Name of the User Profile. Up to 128 characters.
Description	E	Description of the User Profile. Enter **NULL** to delete the description when modifying.
User Type	F	Type of user to create. Values: **Normal** (Default setting if empty on Add) **VoiceMailOnly**
Send Email to New User	G	New User Notification – Send a notification email to the new user. Values: **True** (Default setting if empty on Add) **False**

Column Name	Col	Field Requirements
Send Email to OpEasy Admin	H	New User Notification – Send a notification email to the OpEasy administrator. Values: **True** **False** (Default setting if empty on Add)
Send Email to Phone Procurement	I	New User Notification – Send a notification email to Phone Procurement. Values: **True** **False** (Default setting if empty on Add)
Phone Procurement Email Address	J	New User Notification – Email Address for phone procurement. Enter **NULL** to delete the Email Address when modifying.
Primary Device		
Device Level	K	Level of the Primary Phone Device, if any. Most devices are Group level. Values: **System** **Enterprise** **Group**
Device Type	L	Type of Primary Phone Device, if any. Values: **[Device Type]** – Refer to the DataHelp tab. **None**
Device Template	M	Template to use for Primary Phone Device. Values: **<Default>** - To use the Group default template. **<None>** - No template is used by the type of device; otherwise this option is invalid when a template is used by the type of device. **[Template Name]** - Name of the template; the Template Level field is required.
Template Level	N	Level of the template to use for Primary Phone Device. Required if the Template field contains a Template Name. Otherwise, this field is ignored. Values: **Enterprise** **Group**
Services		
Service Packs	O	List of Service Packs to assign to the user. Separate Service Packs in the list with ALT-ENTER or a comma. Refer to the DataHelp tab for the possible Service Packs. Enter **NULL** to delete the list of Service Packs when modifying.

Column Name	Col	Field Requirements
User Information		
User Domain	P	Domain of the user. This is part of the User ID. Refer to the DataHelp tab for the possible Domains.
User Configuration Rules		
Site ID	Q	Site ID, which is required to create Extension-only Users. Up to 16 letters or digits. Enter **NULL** to delete the Site ID when modifying.
User ID Rule	R	Format of the created User ID: **Name** **PhoneNumber** (Default setting if empty on Add) **UserEmailAddress**
Migration Trunk User	S	Indicate if this is a Migration Trunk User. Adds ".tu" before "@" in the User ID. Values: **True** **False** (Default setting if empty on Add)
Random User Password	T	Initialize the User Password to a random password: **True** **False** (Default setting if empty on Add)
Phone Number Rules		
Phone Number Activation	U	Activate or deactivate the Phone Number, or do not change the Phone Number activation status: **Activate** **Deactivate** **None** (Default setting if empty on Add)
Network Server Site	V	Network Server Site of the assigned Phone Number: **DFLT_SITE** – Default site. (Default setting if empty on Add) **[Site Name]** – Specific name of the site.
Phone Number Selection Method	W	Method used to select the Phone Number: **None** (Default setting if empty on Add) **ExtensionOnly** **Preselect** – Select a phone number from the Phone Number Ranges.
Phone Number Ranges	X	One or more ranges of phone numbers to select a phone number from when using Preselect. Each range is entered as "<Phone Number>-<Phone Number>", with 1+10 digits converted to 10 digits. Separate ranges in the list with ALT-ENTER or a comma. Refer to DataHelp tab for available ranges of phone numbers. Enter **NULL** to delete the ranges when modifying.
Extension Rules		

Column Name	Col	Field Requirements
Auto Generate Extension	Y	Automatically generate the extension. Values: **True** (Default setting if empty on Add) **False**
Extension Prefix Digits	Z	Prefix digits to use to build an extension, if any. Enter **NULL** to delete the prefix digits when modifying.
Last N Digits from Phone Number	AA	Number of trailing digits (1 to 9) from the phone number to use to build an extension. (4 is Default setting if empty on Add)
Network Class of Service Rules		
Network Class Of Service	AB	Network Class of Service to use. Values: **<GroupDefault>** - Use the default Class of Service for the Group. (Default setting if empty on Add) **[Network Class of Service] -** Enter the specific Network Class of Service. Refer to the DataHelp tab for the valid Network Classes of Service.
Voice Mail Rules		
Voice Mail Rule	AC	Rule for setting up Voice Mail. Chooses whether Voice Mail is to be used and selects the notification option. Values: **None** (Default setting if empty on Add) **NoNotification** **EmailNotification** **EmailDelivery**
Voice Mail Selectable	AD	Rule for setting up Voice Mail, continued. Indicates if the Voice Mail setup is selectable by the administrator. Values: **Selectable** **NotSelectable** (Default setting if empty on Add)
Group Mail Server Email Address Host	AE	Host to use for creating the Email Address of the Group Mail Server. Enter **NULL** to delete the host when modifying.
Group Mail Server Password	AF	Password required to access the Group Mail Server. Enter **NULL** to delete the password when modifying.
Music On Hold		
Music On Hold Profile	AG	Optionally enter the name of a User Music On Hold Profile to use when creating a new user. Valid profiles are available via the DataHelp tab, User Music On Hold Profiles column. None (Default setting if empty on Add)
Calling Line ID Rules		

Column Name	Col	Field Requirements
Calling Line ID Last Name Rule	AH	Rule for choosing the Last Name for the user's Calling Line ID. Values: **UserLastName** (Default setting if empty on Add) **Specify**
Specific Calling Line ID Last Name	AI	Last Name to use when 'Calling Line ID Last Name' is "Specify". Enter **NULL** to delete when modifying.
Calling Line ID First Name Rule	AJ	Rule for choosing the First Name for the user's Calling Line ID. Values: **UserFirstName** (Default setting if empty on Add) **Specify**
Specific Calling Line ID First Name	AK	First Name to use when 'Calling Line ID First Name' is "Specify". Enter **NULL** to delete when modifying.
Calling Line ID Phone Number Rule	AL	Rule for choosing the Phone Number for the user's Calling Line ID. Values: **UserPhoneNumber** (Default setting if empty on Add) **UserExtension** **Specify**
Specific Calling Line ID Phone Number	AM	Phone Number to use when 'Calling Line ID Phone Number' is "Specify". Enter **NULL** to delete when modifying.
Authentication Rules		
Authentication Name Rule	AN	Rule for choosing the Authentication Name. Values: **UserID** (Default setting if empty on Add) **Generate**
Authentication Password Rule	AO	Rule for choosing the Authentication Password. Values: **Generate** (Default setting if empty on Add) **Specify**
Specific Authentication Password	AP	Authentication Password to use when 'Authentication Password Rule' is "Specify". Enter **NULL** to delete when modifying.
Phone Device Rules		
Device LinePort Domain	AQ	Domain to use when creating the Line/Port. Refer to the DataHelp tab for the valid domains.
MAC Address Rule	AR	Rule for the MAC Address or Auto Install Device ID to assign to the primary device. Values: **PhoneNumberLast4Digits** (Default setting if empty on Add) **PhoneNumberLast5Digits** **PhoneNumber** **Extension**
Trunk User Rules		

Column Name	Col	Field Requirements
Trunk Group	AS	Trunk Group when 'Device Type' is "Trunk User". Values: **[Trunk Group]** - Enter the Trunk Group. Refer to the DataHelp tab for valid Trunk Groups. **None**
Trunk LinePort Domain	AT	Domain to use when creating the Line/Port when 'Device Type' is "Trunk User". Refer to the DataHelp tab for the valid domains.
Enterprise Trunk	AU	Enterprise Trunk when 'Device Type' is "Trunk User". Values: **[Enterprise Trunk]** - Enter the Enterprise Trunk. Refer to the DataHelp tab for valid Enterprise Trunks. **None**
Device Access Rules		
Device Access User Name Rule	AV	Rule for choosing the Device Access User Name. Values: **PhoneNumber** (Default setting if empty on Add) **Extension+UniqueID** **DeviceName** **None**
Device Access Password Rule	AW	Rule for choosing the Device Access Password. Values: **Random4Digits** (Default setting if empty on Add) **Random5Digits** **Random6Digits** **Random7Digits** **Random8Digits** **PhoneNumber** **Extension** **Specify** **None**
Specific Device Access Password	AX	Device Access Password to use when 'Device Access Password Rule' is "Specify". Enter **NULL** to delete when modifying.
Device Level-Unique ID	AY	Unique ID used when 'Device Access User Name' is "Extension+UniqueID". Field is only exported and is ignored for an import.
Clearspan Communicator Rules		
Clearspan Communicator – Desktop	AZ	Create Clearspan Communicator – Desktop device for the user as a Shared Call Appearance (SCA). Values: **True** **False** (Default setting if empty on Add)

Column Name	Col	Field Requirements
Clearspan Communicator – Desktop is S4B	BA	Identifies whether the Clearspan Communicator - Desktop is Skype for Business (S4B). Values: **True** **False** (Default setting if empty on Add)
Clearspan Communicator – Desktop LinePort Domain	BB	Line/Port Domain used to create the Clearspan Communicator – Desktop device. Valid domains are available via the DataHelp tab.
Clearspan Communicator – Desktop Template	BC	Enter the template to use for the Clearspan Communicator – Desktop device. Valid templates are available via the DataHelp tab, Device Templates column.
Clearspan Communicator – Desktop Template Level	BD	Select the level of the OpEasy template for the Clearspan Communicator. Values: **Enterprise** **Group**
Clearspan Communicator – Mobile	BE	Create Clearspan Communicator – Mobile device for the user as a Shared Call Appearance (SCA). Values: **True** **False** (Default setting if empty on Add)
Clearspan Communicator – Mobile LinePort Domain	BF	Line/Port Domain used to create the Clearspan Communicator – Mobile device. Valid domains are available via the DataHelp tab.
Clearspan Communicator – Mobile Template	BG	Enter the template to use for the Clearspan Communicator – Mobile device. Valid templates are available via the DataHelp tab, Device Templates column.
Clearspan Communicator – Mobile Template Level	BH	Select the level of the OpEasy template for the Clearspan Communicator. Values: **Enterprise** **Group**
Clearspan Communicator – Tablet	BI	Create Clearspan Communicator – Tablet device for the user as a Shared Call Appearance (SCA). Values: **True** **False** (Default setting if empty on Add)
Clearspan Communicator – Tablet LinePort Domain	BJ	Line/Port Domain used to create the Clearspan Communicator – Tablet device. Valid domains are available via the DataHelp tab.

Column Name	Col	Field Requirements
Clearspan Communicator – Tablet Template	BK	Enter the template to use for the Clearspan Communicator – Tablet device. Valid templates are available via the DataHelp tab, Device Templates column.
Clearspan Communicator – Tablet Template Level	BL	Select the level of the OpEasy template for the Clearspan Communicator. Values: **Enterprise** **Group**
The rightmost column is used for error reporting.		
Error Response	BM	Used to provide detail of a failure in the Results Worksheet.

8.2.29 VIRTUALONNETEXTENSIONS WORKSHEET

The commands that are associated with configuring the Virtual On-Net Enterprise Extensions within a group are presented within the VirtualOnNetExtensions worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

Commands	
Add	Add a new Virtual On-Net Extension
Modify	Modify an existing Virtual On-Net Extension
Delete	Delete an exisiting Virtual On-Net Extension
Done	Done (end processing)

Each column on the DeviceTypeConversion tab is contained in the table that follows.

Column Name	Col	Field Requirements
Status	A	This column is blank in most cases but possible values include: **Success** **Failure** **Skip** *See Section 3.2 for more information on the Status column.*
General Information		
Command	B	One of the following commands: **Add** **Modify** **Delete** **Done**
Group ID	C	Must match the Group ID of an existing group. Different groups may use the same Extension numbers and External Phone numbers. Valid groups are available via the DataHelp tab.
Last Name	D	Last name of Virtual Extensions's User - for use in directories. 1-31 Characters. Valid characters: a-z, A-Z, 0-9, space, or special characters: -_'.,:/$%#@&*+
First Name	E	First name of Virtual Extension's User - for use in directories. 1-31 Characters. Valid characters: a-z, A-Z, 0-9, space, or special characters: -_'.,:/$%#@&*+
External Phone Number	F	Number that the system dials when calling the virtual extension. This column is used to identify an existing Virtual Extension to modify, or to enter the External Phone Number in an "Add" command. Must be in a valid phone number format, and must not be an assigned number in the Enterprise or already used for another virtual extension in the same Group.

Column Name	Col	Field Requirements
New External Phone Number	G	This column is used only in a "Modify" command to change the External Phone Number of an existing Virtual Extension. The required values are the same as stated above for External Phone Number.
Extension	H	A valid extension number for this group. Must not be in use.
Calling Line ID Last Name	I	Calling party last name presented when a Virtual On-Net Enterprise Extension User receives a call from the Virtual Extension. 1-31 Characters. Valid characters: a-z, A-Z, 0-9, space, or special characters: -_'.,:/$%#@&*+
Calling Line ID First Name	J	Calling party first name presented when a Virtual On-Net Enterprise Extension User receives a call from the Virtual Extension. 1-31 Characters. Valid characters: a-z, A-Z, 0-9, space, or special characters: -_'.,:/$%#@&*+
Virtual On-Net Call Type	K	Name of Virtual On-Net Call Type used to populate the "virtualOnNetCallType" field in CDR records used to identify calls to and from the Virtual Extension. Available Virtual On-net Call Types are listed on the "DataHelp" tab.
The rightmost column is used for error reporting.		
Error Response	L	Used to provide detail of a failure in the Results Worksheet.

8.2.30 VOICEPORTALS WORKSHEET

The commands associated with provisioning of voice portals at a group level are presented within the VoicePortals worksheet.

The following lists the commands and a description of their function:

Commands	Description
Modify	Modify the settings of a Group Voice Portal. The option marked with * above each column is the initial default value set for a newly created Group. If no * is present the default is blank.
Done	Done (end processing)

Each column on the Group Worksheet's VoicePortals tab is contained in the following table:

Column Name	Col	Field Requirements
Status	A	This column is blank in most cases but possible values include: **Success** **Failure** **Skip** *See Section 3.2 for more information on the Status column.*
General Information		
Command	B	One of the following commands: **Modify** **Done**
Group ID	C	Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab.
Voice Portal		
Voice Portal ID	D	Identifier for the Voice Portal within Clearspan. Only exported and ignored on an import.
New Voice Portal ID	E	Contains the new Voice Portal ID to assign to the Voice Portal. The ID must be correctly formatted, with a valid domain.
Voice Portal Name	F	Contains the Voice Portal name. This field is required.
Active	G	Activate the Voice Portal**:** **True** **False** New Voice Portal Default: **False**
Phone Number	H	Phone number assigned to the Voice Portal. Enter **NULL** to delete an existing Phone Number. New Voice Portal Default: No phone number assigned (empty).

Column Name	Col	Field Requirements
Extension	I	Extension assigned to the Voice Portal. Extension must be from 2 to 20 digits. Enter **NULL** to delete an existing Extension. New Voice Portal Default: No extension assigned (empty).
CLID Phone Number	J	Phone number for the Calling Line ID (CLID). Must be a valid phone number. Enter **NULL** to delete an existing CLID Phone Number. New Voice Portal Default: No phone number assigned (empty).
CLID Last Name	K	Last name to use for the Calling Line ID (CLID). Last name is required. From 1 to 30 characters. New Voice Portal Default: "Voice Portal"
CLID First Name	L	First name to use for the Calling Line ID (CLID). First name is required. From 1 to 30 characters. New Voice Portal Default: "Voice Portal"
Language	M	Select a language. Valid languages are available via the DataHelp tab.
Time Zone	N	Specify a time zone. Valid time zones are provided in the DataHelp tab.
Network Class of Service	O	Enter one of the following: Network Class of Service - Specific NCOS. Valid network classes of service are provided in the DataHelp tab. **<GroupDefault>** - Use the Group-default Network Class of Service. New Voice Portal Default: **<GroupDefault>**
SIP Alias 1	P	Enter a valid SIP URI as the SIP Alias. Enter **NULL** to delete the SIP Alias. Note that on export, the SIP Aliases are returned in an alphabetical order, regardless as to the order they were imported. New Voice Portal Default: No SIP Alias (empty)
SIP Alias 2	Q	Enter a valid SIP URI as the SIP Alias. Enter **NULL** to delete the SIP Alias. New Voice Portal Default: No SIP Alias (empty)
SIP Alias 3	R	Enter a valid SIP URI as the SIP Alias. Enter **NULL** to delete the SIP Alias. New Voice Portal Default: No SIP Alias (empty)
Allow Phone Number Login	S	Allow phone numbers or Voice Mail aliases on login in addition to extensions: **True** **False** New Voice Portal Default: **False**

Column Name	Col	Field Requirements
Use Wizard	T	Use Voice Portal Wizard: **True** **False** New Voice Portal Default: **False**
External Routing	U	Select the External Routing: **UseSystemSettings** – Use the system-level external routing settings **UseGroupSettings** – Use the group-level external routing settings New Voice Portal Default: **UseSystemSettings**
External Routing Address	V	Optionally enter a Phone Number or SIP URI that can be used for external routing. Enter **NULL** to delete the External Routing Address.
Home Zone	W	Optionally identify an Office Zone that is the Home Zone. Valid office zones are available via the DataHelp tab. Enter **NULL** to deselect the Home Zone.
Reset Admin Password	X	To reset the Voice Portal administrator password, enter a new admin password for the Voice Portal. Admin Password is only imported.
The rightmost column is used for error reporting.		
Error Response	Y	Used to provide detail of a failure in the Results Worksheet.

9 WORKSHEET CHANGE SUMMARY

This section provides a summary of worksheet changes from prevous OpEasy versions.

9.1 ADVANCED IMPORT

9.1.1 OPEASY 4.8 TO 4.9 CHANGES

- Users tab:
  - Device Configuration Mode column removed.
  - Alternate User IDs column added (column BD).
- SCA tab:
  - Device Configuration Mode column removed.
- AutoAttendant tab:
  - Network Server Site column added (column M).
- AlternateNumbers tab – New worksheet adds, modifies, or removes Alternate Numbers for existing users.
- ClearspanAnywhere tab – New worksheet to modify the general Clearspan Anywhere settings; add, modify, or delete associated Clearspan Anywhere Phone Numbers; and to add, modify, or delete Selective Criteria associated with each Clearspan Anywhere Phone Number.

9.1.2 OPEASY 4.7 TO 4.8 CHANGES

- Users tab:
  - Template Level column – Removed System level. System-level templates are no longer supported.
- SCA tab:
  - Template Level column – Removed System level. System-level templates are no longer supported.
- DeviceTypeConversion tab:
  - New Template Level column – Removed System level. System-level templates are no longer supported.

9.1.3 OPEASY 4.6 TO 4.7 CHANGES

- DataHelp tab:
  - Group IDs column renamed from Groups.
  - Group Names column added (column C).
  - Flex Seating Hosts column added (column K).
  - Flex Seating Host Services column added (column L).
- All Tabs:
  - Group ID columns renamed from Group.
- FlexSeatingGuest tab – New worksheet to manage Flexible Seating settings for the user.

9.1.4 OPEASY 4.5 TO 4.6 CHANGES

- AutoAttendant tab:
  - Business Hours Schedule column added (column Z)
  - Business Hours Schedule Level column added (column AA)
  - Holiday Schedule column added (column AB)
  - Holiday Schedule Level column added (column AC)
  - Schedule Name column removed (replaced with above)
  - Schedule Type column removed (replaced with above)
  - Audio Announcement column in Menu Definition section renamed from previous Audio File
  - Audio Repository Type column in Menu Definition section replaced previous Audio Type
  - Video Announcement column in Menu Definition section renamed from previous Video File
  - Video Repository Type column in Menu Definition section replaced previous Video Type
  - Audio Announcement column in Menu Item Definitions section renamed from previous Audio File
  - Audio Repository Type column in Menu Item Definitions section replaced previous Audio Type
  - Video Announcement column in Menu Item Definitions section renamed from previous Video File
  - Video Repository Type column in Menu Item Definitions section replaced previous Video Type
- Announcements tab – New worksheet to manage announcements in the User Announcement Repository and Auto Attendant Announcement Repository.
- SCA tab:

  - Position column removed because it was not useful
- Voicemail tab:
  - UserId / AutoAttendant ID column renamed from UserId
  - Greetings columns added (columns K through AO)
- Call Recording tab – New worksheet to configure Call Recording for users.

9.1.5 OPEASY 4.4 TO 4.5 CHANGES

- Users tab:
  - Existing ERL Record Name column changed to User ERL Record Name.
  - Device ERL Record Name column added.
- FaxMessaging tab – New worksheet to modify the Fax Messaging settings of a user.

9.2 SYSTEM IMPORT

9.2.1 OPEASY 4.8 TO 4.9 CHANGES

- None

9.2.2 OPEASY 4.7 TO 4.8 CHANGES

- None

9.2.3 OPEASY 4.6 TO 4.7 CHANGES

- DataHelp tab:
  - Enterprise IDs column renamed from Enterprises.
  - Enterprise Names column added (column C).
  - Group IDs column renamed from Groups.
  - Group Names column added (column E).
- All Tabs:
  - Enterprise ID columns renamed from Enterprise.
  - Group ID columns renamed from Group.

9.2.4 OPEASY 4.5 TO 4.6 CHANGES

- OpEasy Administrators tab – New exported-only worksheet to list OpEasy administrators.
- OpEasy Login Rules tab – New exported-only worksheet to list Login Rules for OpEasy administrators.

9.2.5 OPEASY 4.4 TO 4.5 CHANGES

- New Import – System Import only has a single tab, AINList, which allows provisioning of the AIN (Account Identification Number) values that are defined in Remedy.

9.3 ENTERPRISE IMPORT

9.3.1 OPEASY 4.8 TO 4.9 CHANGES

- None

9.3.2 OPEASY 4.7 TO 4.8 CHANGES

- None

9.3.3 OPEASY 4.6 TO 4.7 CHANGES

- DataHelp tab:
  - Group IDs column renamed from Groups.
  - Group Names column added (column C).
- All Tabs:
  - Group ID columns renamed from Group.

9.3.4 OPEASY 4.5 TO 4.6 CHANGES

- None

9.3.5 OPEASY 4.4 TO 4.5 CHANGES

- EnterpriseVoiceVPNPolicy tab:
  - DeleteAll command has been added. This command is only available to Super Users (SUs). Other administrators need to contact Mitel Support.

9.4 GROUP IMPORT

9.4.1 OPEASY 4.8 TO 4.9 CHANGES

- DataHelp tab:
  - Conference Servers column added (column AI).
- Flexible Seating Host tab:
  - Active column added (column E).
  - Device Configration Mode column removed.
- Global Settings – Mitel Aastra tab:
  - Outbound Proxy Encryption Port column added (column E).
  - Time Server 1 column (column H) renamed from Time Server.
  - Time Server 2 and Time Server 3 columns added (columns I and J).
  - Web Interface and Phone Lock columns added (columns O and P).
  - Conference Server, Firmware Server, Background Image File, Image Server, Idle Screen Font Color, Idle Screen Mode, Upload System Info On Crash, and Upload System Info Server columns added (columns U to AB).
- Global Settings – Mitel MiVoice tab:
  - Firmware Server column added (column H).
- Global Settings – Panasonic tab:
  - Outbound Proxy Encryption Port column added (column E).
  - Conference Server and Firmware File columns added (columns Y and Z).
- Global Settings – Polycom tab:
  - Outbound Proxy Encryption Port column added (column E).
  - Outbound Proxy (for Quality Monitoring) and Periodic Monitor Period columns added (columns P and Q).
  - Background Image column added (column R).

  - Conference Server and Firmware Server columns added (columns U and V).
- Global Settings – AudioCodes 1XX tab:
  - Registrar column removed from the SIP Settings and Stand-Alone Survivability sections.
  - SNMP Traps and SNMP Server Address List columns added (columns T and U).
  - Conference Server column added (column X).
- Global Settings – CC Desktop tab:
  - Outbound Proxy Encryption Port, Outbound Proxy Discovery Domain Override, and Encryption (TLS/SRTP) columns added (columns E to G).
- Global Settings – CC S4B tab:
  - Outbound Proxy Encryption Port, Outbound Proxy Discovery Domain Override, and Encryption (TLS/SRTP) columns added (columns E to G).
- Hunt Group tab:
  - Active column added (column D).
  - User ID List column (column E) renamed from Agent ID List.
- HG Voicemail tab:
  - After Playing Greeting column added (column AX)
  - After Greeting Forward to Phone column added (columns AY).
- VoicePortals:
  - Voice Portal Name column added (column F).

9.4.2 OPEASY 4.7 TO 4.8 CHANGES

- Flex Seating Hosts tab:
  - Template Level column – Removed System level. System-level templates are no longer supported.
- Global Settings – Mitel Aastra tab:
  - Encryption (TLS/SRTP) column added.
  - Encryption Certificate File column added.
- Global Settings – Panasonic tab:
  - Encryption (TLS/SRTP) column added.
  - Encryption Certificate File column added to replace the TLS Root Cert Name column.
  - TLS Settings section and TLS Root Cert Name column removed, replaced by the Encryption Certificate File column.
- Global Settings – Polycom tab:
  - Encryption (TLS/SRTP) column added.
- UserProfiles tab:
  - Device Level column – Removed System level. System-level devices cannot be created.
  - Template Level column – Removed System level. System-level templates are no longer supported.
  - Phone Number Activation column – Values changed to Activate / Deactivate / None to allow the phone number to be activated, deactivated, or no change to activation status of the phone number. This replaces the previous true/false values for phone number activation, which just optionally activated the phone number.
  - Clearspan Communicator – Desktop Template Level column – Removed System level. System-level templates are no longer supported.
  - Clearspan Communicator – Mobile Template Level column – Removed System level. System-level templates are no longer supported.

- Clearspan Communicator – Tablet Template Level column – Removed System level. System-level templates are no longer supported.

9.4.3 OPEASY 4.6 TO 4.7 CHANGES

- DataHelp tab:
  - Group IDs column renamed from Groups.
  - Group Names column added (column C).
  - Flex Seating Hosts column added (column K).
  - Flex Seating Host Services column added (column L).
- All Tabs:
  - Group ID columns renamed from Group.
- ManageGroups tab:
  - Group Name column rename from Group Display Name.
- UserProfiles tab:
  - Clearspan Communicator – Desktop is S4B column added (column BA)
- Flex Seating Hosts tab – New worksheet to configure Flexible Seating hosts at the group level.
- FSH Guest Association tab – New worksheet to configure guest associations for Flexible Seating hosts.
- FSH Privacy tab – New worksheet to configure privacy for Flexible Seating hosts.
- Nine (9) Global Settings tabs, one for each of the phone/device manufacturers, replace the previous single Global Settings tab. The following are the names of the new tabs:
  - Global Settings - Mitel Aastra
  - Global Settings - Mitel MiVoice
  - Global Settings - Panasonic
  - Global Settings - Polycom
  - Global Settings - AudioCodes 1XX
  - Global Settings - CC Desktop
  - Global Settings - CC S4B
  - Global Settings - CC Mobile
  - Global Settings - CC Tablet

9.4.4 OPEASY 4.5 TO 4.6 CHANGES

- Announcements tab – New worksheet to manage announcements in the Group Announcement Repository and Hunt Group Announcement Repository.
- Global Settings tab:
  - Static Call Park/Pickup column added (column N)
- HG Voicemail tab:
  - Greetings columns added (columns K through AO)
- VirtualOnNetExtensions tab – New worksheet to manage the extensions defined for the Virtual On-Net Enterprise Extensions service.

9.4.5 OPEASY 4.4 TO 4.5 CHANGES

- UserProfiles tab:
  - Extension Only Formats column removed

- Extension with Phone Number-Formatting Rule column removed
- Extension Formats column removed