



Clearspan®

APPLICATION SERVER GROUP WEB INTERFACE ADMIN GUIDE Part 1

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Release 20.0

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INTRODUCTION



Summary of Changes

This section describes the changes to this document for each release and document version.

1.1 Changes for Release 20.0, Document Version 1

This version of the document includes the following changes:

- Updated section *4.4.4 Set or Modify Group Policies for Group Administrator* for the Hierarchical Communication Barring Enhancements Feature Description.
- Updated section *12.4 Feature Access Codes* for the Executive and Assistant Services Feature Description.
- Updated sections *12 Utilities Menu* and *4.4.4 Set or Modify Group Policies for Group Administrator* for the Application Server VTR Enhancement for Web Triggers Feature Description.
- Updated section *6.18 Session Admission Control Group* for the Access Link Counting Enhancements Feature Description.
- Updated section *4.8 Call Processing Policies* for the Internal Call CLID Policy Feature Description.
- Added section *6.3 Integrated IM&P* for the Support Group Domain for Integrated Instant Messaging and Presence Feature Description.
- Added section *12.11 Device Management Event Queues* and updated section *12.10.2.2 Manage Configurable Device Files* for the Device Management Rebuild / Reset Queue Enhancements Feature Description.
- Moved the Clearspan Anywhere section to the Clearspan Application Server Group Web Interface Administration Guide – Part 2.
- Updated section *6.9 Voice Portal* for the Call Processing Control Enhancements Feature Description.
- Updated section *12.4 Feature Access Codes* for the Flexible Seating Feature Description and Hunt Group Call Busy Feature Description.
- Added section *4.5 Announcement Repository* and updated sections *6.11.1 Configure Custom Ringback Group*, *6.5 Music/Video On Hold*, *6.6 Pre-alerting Announcement*, and *12.16 Voice Portal Branding* for the Announcement Repository Feature Description.
- Updated section *5.5.3 Modify Identity/Device Profile* for the Device Management Extended File Capture Mode Feature Description.

1.2 Changes for Release 19.0

This version of the document includes the following changes:

- Modified section *12.4 Feature Access Codes* for the *Find-me/Follow-me Service Feature Description* and the *Hunt Group Call Busy Feature Description*.
- Updated section *4.8 Call Processing Policies* for the *Unicode Character Support for Calling Line ID Feature Description*.
- Added section *6.11 Group Night Forwarding* for the *Group Night Forwarding Service Feature Description*.

- Added section [6.5 Exchange Integration](#) for the *Calendar Presence Integration Feature Description*.
- Updated section [5.5.3 Modify Identity/Device Profile](#) for the *Device Management LinePort Ordering Enhancement Feature Description* and *User Agent Header Enhancements Feature Description*.
- Updated section [12.9 Passcode Rules](#) for the *Voice Portal Passcode Security Rule Enhancements Feature Description*.
- Updated section [4.7 Schedules](#) for the *Schedule User Interface Improvements Feature Description*.
- Updated section [6.3 Music/Video On Hold](#) for the *Device Management LinePort Ordering Enhancement Feature Description*.
- Updated section [5.11 Trunking Call Capacity](#) for the *Business Trunking License Utilization Reports Feature Description*.
- Corrected the capitalization of "voice portal".
- Updated section [5.5.3.3 Users Tab \(All Devices\)](#).
- Updated section [5.11.1 View Trunking Call Capacity](#).

1.3 Changes for Release 18.0

This version of the document includes the following changes:

- Added section [5.3 Group Paging Targets Capacity](#) for the *Group Paging Feature Description*.
- Updated section [12.4 Feature Access Codes](#) for the *Interrogation FACs for CW/SCR/ACR/CLIR/COLR Feature Description* and *Call Recording Interface Feature Description*.
- Added section [9 Call Center Menu](#) for the *Call Center Reporting Feature Description*.
- Added section [4.12 Dialable Caller ID](#) and updated sections [4.8 Call Processing Policies](#) and [4.4.4 Set or Modify Group Policies for Group Administrator](#) for the *Dialable Caller ID Feature Description*.
- Modified section [4.7 Schedules](#) for the *Service Provider Schedules Feature Description*.
- Updated section [6.3 Music/Video On Hold](#) for the *G.722 Codec Support Feature Description*.
- Added section [5.4 Identity/Device Endpoints](#) for the *Search Endpoints at Higher Levels Feature Description*.
- Updated section [12.4 Feature Access Codes](#) and added section [5.2 Call Recording Platform](#) for the *Call Recording Interface Feature Description*.
- Updated sections [5.7.2 List Assigned Users](#), [5.9.1 List Assigned Numbers](#), [6.10.3 Assigned Users](#), [12.5 Group Directory](#), and [12.6 Enterprise Directory](#) for the *Search by Extension and User ID Feature Description*.
- Added section [11 Meet-Me Conferencing](#) for the *Meet-Me Conferencing, Part 1 Feature Description* and *Meet-Me Conference Delegates and DTMF Support Feature Description*.
- Updated section [6.7 Voice Portal](#) for the *System-wide Voice Portal Support Without Provisioning Impact on IMS Core Feature Description*.

- Updated section 5 [Resources Menu](#) and added section [5.13 Activate Numbers](#) for the *Telephone Number Activation Feature Description*.
- Removed references to the Instant Conferencing service and replaced it with references to the Meet-Me Conferencing service where applicable.
- Updated section [6.7.1 Configure Voice Portal](#).
- Updated section [12.4.1 List, Add, Modify, or Delete Feature Access Codes or Speed Dial 100 Prefix](#).

2 About This Guide

The *Clearspan Application Server Group Web Interface Administration Guide Part 1* is designed to assist group and department administrators with management of all Clearspan group and department administration functions. Detailed instructions for each function and page of the Clearspan system can be found both in the guide and in the online help, which is available using the **Help** link on each web page.

NOTE: For information about management of all Clearspan user administration functions, see the *Clearspan Application Server Group Web Interface Administration Guide – Part 2*.

This guide assumes administrators are familiar with the procedures in the *Clearspan Getting Started Web Interface Administration Guide*.



3 Group Administrator Tasks and Responsibilities

A group administrator, using the web interface, performs these group and department tasks:

- Add, modify, or delete group administrators, department administrators, and schedules (holiday and time)
- Assign and configure group resources
- Assign service packs, group services, and user services
- Configure group services
- Control use of service scripts
- Control account and authorization codes
- Modify calling plans
- Manage utilities such as the Common Phone List and Feature Access Codes
- Perform advanced administrative functions



GROUP ADMINISTRATION

4 Profile Menu

This chapter contains sections that correspond to each item on the *Group – Profile* menu page. This menu page is the *Home* page for group administrators and it appears when you log in. To return to this page at any time, click **Home**.

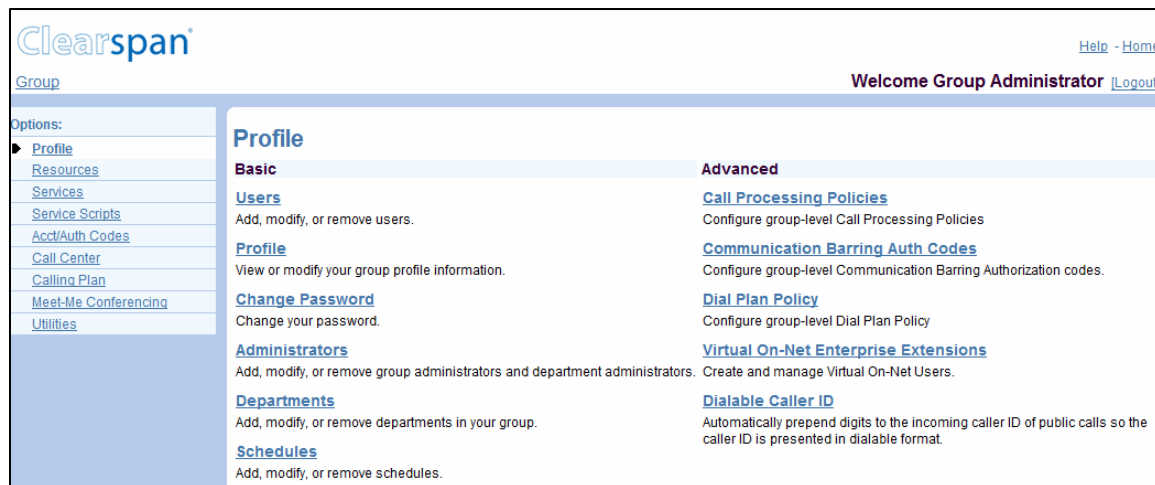


Figure 1 Group – Profile Menu

The *Group – Profile* menu contains group and user profile related items. This guide describes the group and department items.

NOTE: For information about management of all Clearspan user administration functions provided by the Users menu item, see the *Clearspan Application Server Group Web Interface Administration Guide – Part 2*.

- Basic menu
This menu displays the items that all group administrators can use.
- Advanced menu
This menu displays the items that group administrators can use only if such functions have been assigned to them.

4.1 Access Group – Profile Menu

Use the *Group – Profile* menu to modify the profile of the group, add and modify administrators and departments in the group, add and modify schedules (Holiday and Time), and change your password.

On your *Home* page, in the *Options* list, click **Profile**. The *Group – Profile* menu page appears.

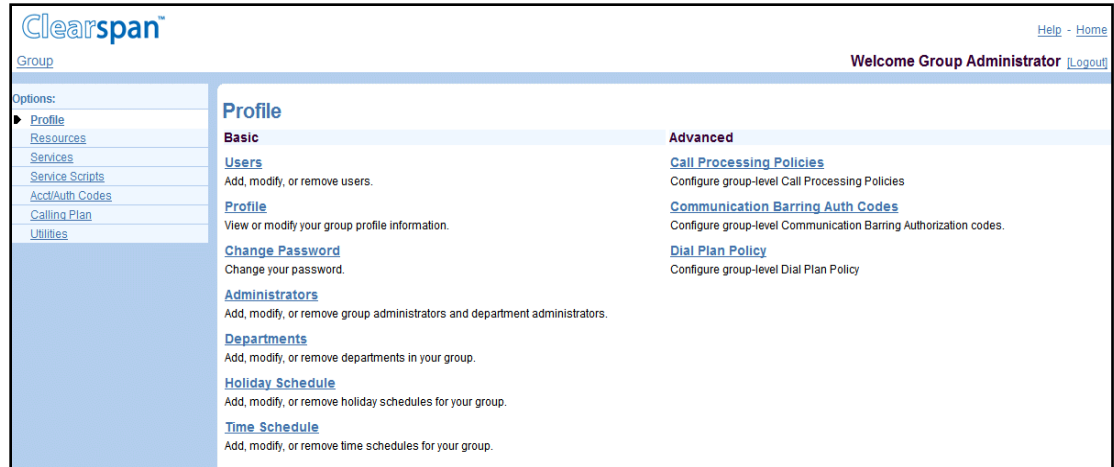


Figure 2 Group – Profile Menu

4.2 Profile

Use this item from the *Group – Profile* page to modify the group profile.

4.2.1 Modify Group Profile

Use the *Group – Profile* page to modify the group profile, for example, the contact for the group.

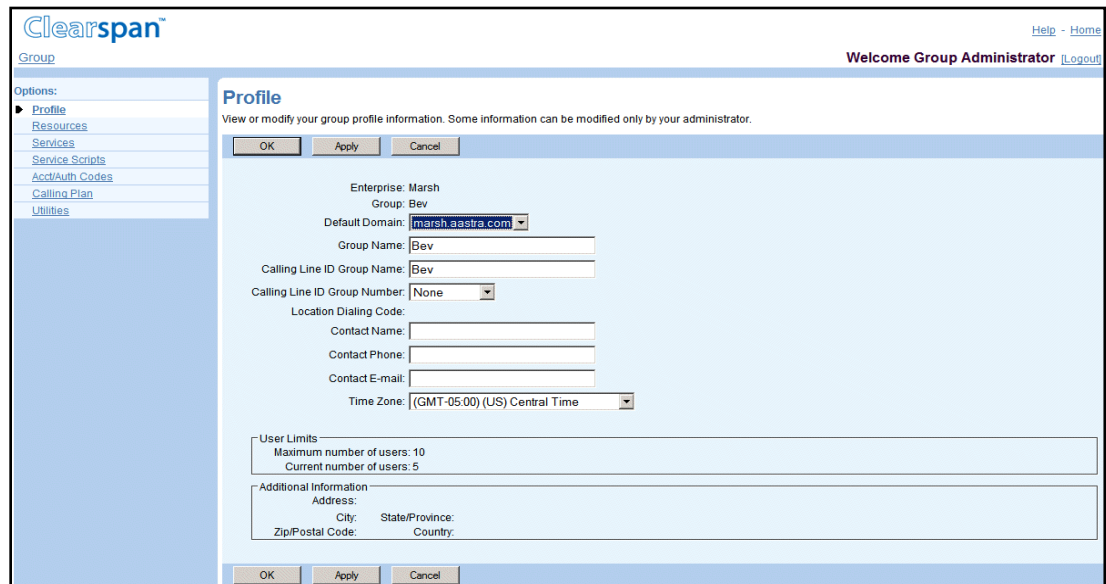


Figure 3 Group – Profile

- 1) On the *Group – Profile* menu page, click **Profile**. The *Group – Profile* page appears.
- 2) Type new information or select a different value from a drop-down list. An asterisk (*) indicates required data.

This table provides the input boxes and the data required for each box. To move from one box to another, use the TAB key or click in the next box.

Text Box Name	Required?	Description	Example
Service Provider	(Read-only)	The ID of the service provider for this group (enterprise or company).	AWSTel
Group	(Read-only)	The ID of the group.	ABC Distributing
Default Domain	Yes	The domain name. The drop-down list contains all domains configured for the group.	abccompany.com
Group Name	No	The legal company name. Do not use backslashes or double quotation marks.	ABC Distributing Inc.
Calling Line ID Group Name	No	The name that will appear on telephone sets with caller ID if the user's Calling Line Identity policy is configured to display the group's name for calling line identity instead of the user's name.	ABC Distributing
Calling Line ID Group Number	No (Read-only for administrators with read-only access to calling line ID numbers.)	The phone number that will appear on telephone sets with caller ID if the user's Calling Line Identity policy is configured to display the group's phone number for calling line identity instead of the user's number.	2404441901
Contact Name	No	The primary contact for the company, first and last name.	Joe Smith
Contact Phone	No	The phone number of the contact as you would dial it. Do not use spaces or dashes.	5551000 OR +13014441234
Contact E-mail	No	The e-mail address of the contact for the group.	joe@abcompany.com
Time Zone	Yes	The time zone.	(GMT-05:00) (US) Eastern Standard Time
User limits			
Maximum number of users	(Read-only)	The maximum number of users allowed in this group.	20
Current number of users	(Read-only)	The current number of users in the group.	5
Additional Information			
Address	(Read-only)	The street address of the group.	123 Main Street
City	(Read-only)	The city name.	Gaithersburg

Text Box Name	Required?	Description	Example
State/Province	(Read-only)	The state or province.	MD
Zip/Postal Code	(Read-only)	The zip or postal code.	20877
Country	(Read-only)	The country of the group or company.	United States

- 3) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

4.3 Change Password

Use this menu item on the *Group – Profile* menu page to change your password.

NOTE: The system can be configured to allow user authentication to be performed by an external server. When external authentication is active, this menu item does not appear on this page.

4.3.1 Change Your Password

Use the *Group – Change Password* page to change your password.

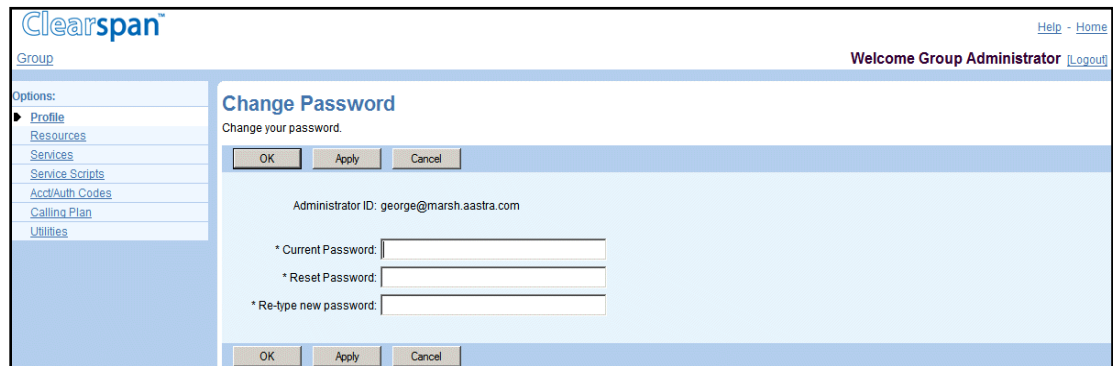


Figure 4 Group – Change Password

- 1) On the *Group – Profile* menu page, click **Change Password**. The *Group – Change Password* page appears.
- 2) Type the information for your current and new password. Required data is indicated with an asterisk (*).
- 3) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

4.4 Administrators

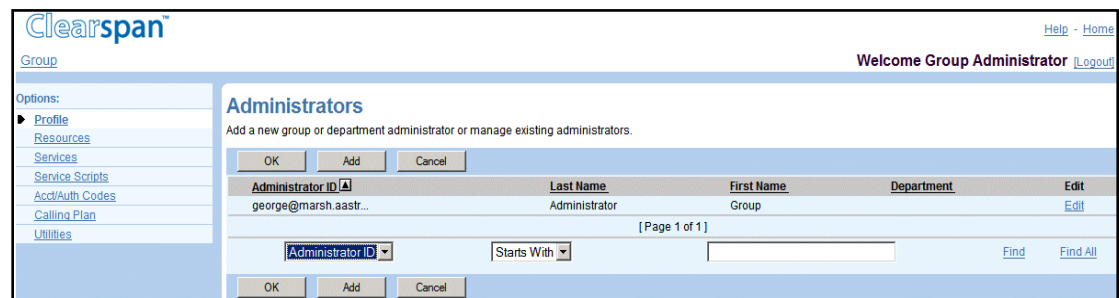
Use this item on the *Group – Profile* menu page to:

- [List Administrators](#)
- [Add Administrators](#)
- [Modify or Delete Administrator](#)
- [Set or Modify Group Policies for Group Administrator](#)

4.4.1 List Administrators

Use the *Group – Administrators* page to list all the administrators (group and department) in the group. On this page, you can search for an administrator. From this page, you can add an administrator or select an administrator to be modified or deleted, change an administrator password, or assign services to or unassign services from an administrator.

NOTE: The system can be configured to allow user authentication to be performed by an external server. When external activation is on, and you are not allowed to add administrators, no Add button appears on this page.



The screenshot shows the 'Clearspan' web interface. On the left is a sidebar with 'Options:' and a list of links: Profile, Resources, Services, Service Scripts, Acc/Auth Codes, Calling Plan, and Utilities. The main area is titled 'Administrators' and has a subtitle 'Add a new group or department administrator or manage existing administrators.' Below this are 'OK', 'Add', and 'Cancel' buttons. A table lists administrators with columns: Administrator ID (with a dropdown arrow), Last Name, First Name, Department, and Edit. One entry is visible: 'george@marsh.aastr...' with Last Name 'Administrator' and Department 'Group'. Below the table is a search section with a dropdown for 'Administrator ID', a 'Starts With' input field, and 'Find' and 'Find All' buttons. Page navigation links '[Page 1 of 1]' are also present.

Figure 5 Group – Administrators

- 1) On the *Group – Profile* menu page, click **Administrators**. The *Group – Administrators* page appears.

This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.

- 2) To display the previous page, click **OK** or **Cancel**.

4.4.2 Add Administrators

Use the *Group – Administrators Add* page to add an administrator for the group.

NOTE: The system can be configured to allow user authentication to be performed by an external server. When external activation is on, no password fields appear on this page.

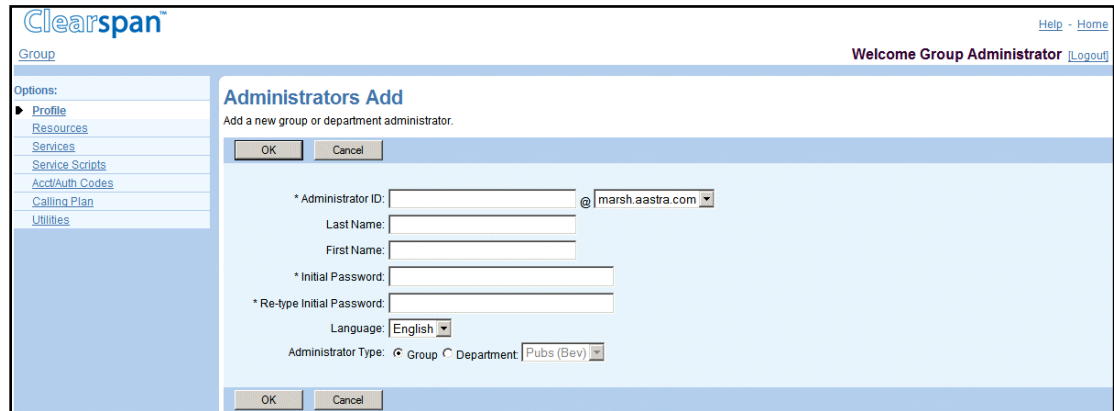


Figure 6 Group – Administrators Add

- 1) On the *Group – Profile* menu page, click **Administrators**. The *Group – Administrators* page appears.
- 2) Click **Add**. The *Group – Administrators Add* page appears.
- 3) Type or select information for the administrator. Required data is indicated with an asterisk (*).

In the *Language* drop-down list, your selection determines both the language the web interface displays for this administrator, and the language in which the system plays service announcements and treatments for incoming and outgoing calls for this administrator. The default is English (U.S. English) unless configured otherwise.

If your group is part of an enterprise, and you choose to limit the scope of this administrator to a single department, you may only select a department that exists within your group. Enterprise-level departments created by your enterprise administrator are not available.

- 4) Save your changes. Click **OK**. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

4.4.3 Modify or Delete Administrator

Use the *Group – Administrators Modify* page to delete an administrator, reset an administrator's password, or modify the name and language of an administrator. From this page, you can set the group policies for a group administrator.

NOTE: The system can be configured to allow user authentication to be performed by an external server. When external activation is on, no password fields appear on this page.

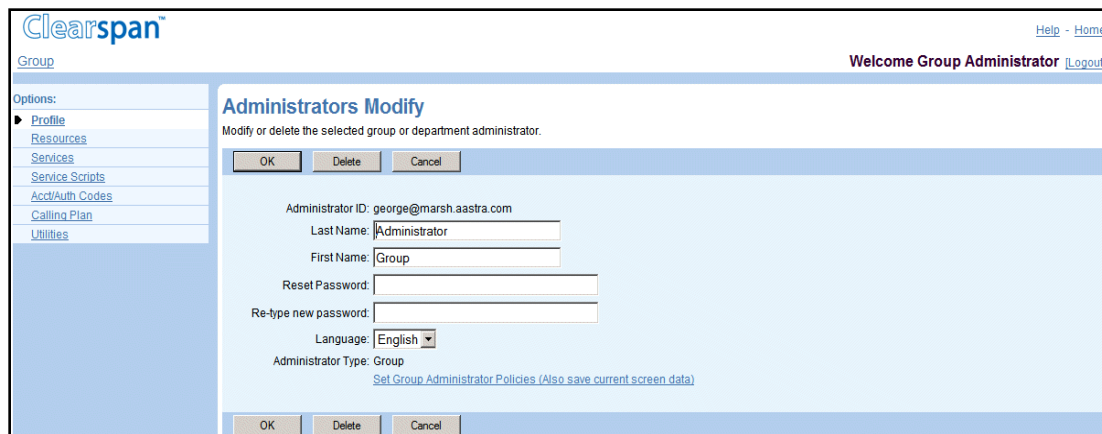


Figure 7 Group – Administrators Modify

- 1) On the *Group – Profile* menu page, click **Administrators**. The *Group – Administrators* page appears.
- 2) Click **Edit** or any item in the row for the administrator. The *Group – Administrators Modify* page appears.
- 3) To delete the administrator, click **Delete**. The previous page appears.
- 4) To edit information for the administrator, type or select information for the administrator.

In the *Language* drop-down list, your selection determines both the language the web interface displays for this administrator, and the language in which the system plays service announcements and treatments for incoming and outgoing calls for this administrator.

NOTE: For a change to the *Language* control to be effective within the web interface, the administrator must log out and then log in again. For voice prompts during calls, the change is effective on the next call to or from the user.

- 5) Configure the administrator policies:
To configure the Group Administrator policies, click the **Set Group Administrator Policies** link and go to section [4.4.4 Set or Modify Group Policies for Group Administrator](#).
- 6) Save your changes. Click **OK**. OK saves your changes and displays the previous page.
To exit without saving, select another page or click **Cancel** to display the previous page.

4.4.4 Set or Modify Group Policies for Group Administrator

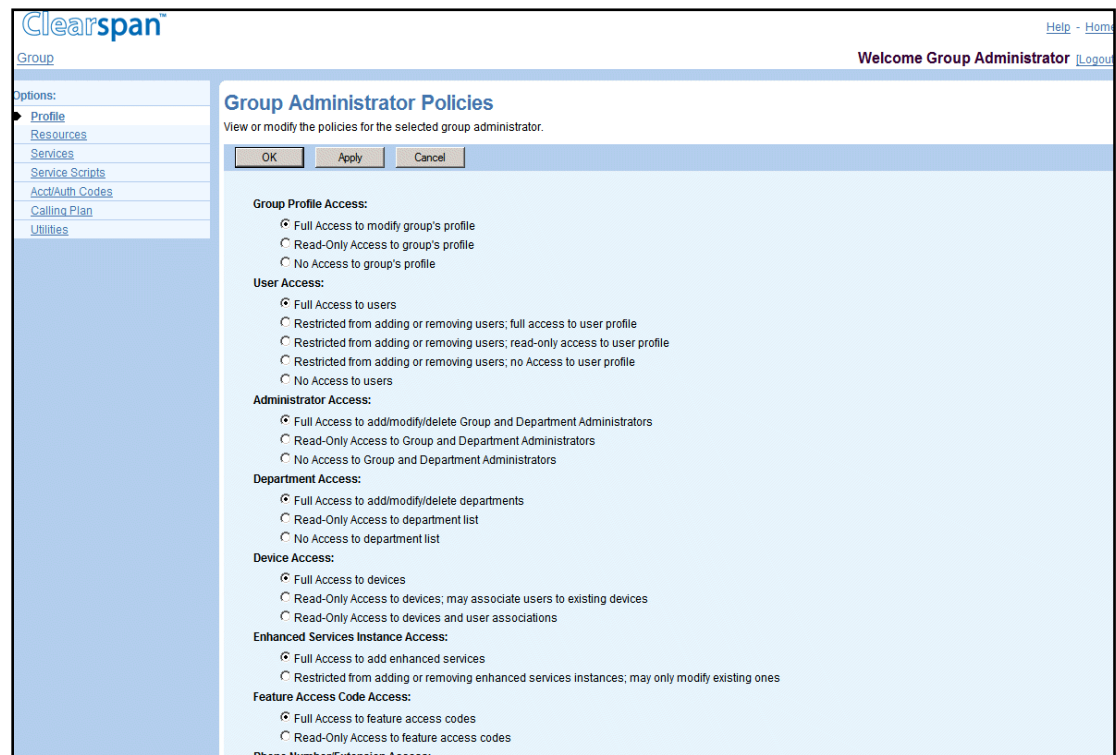
Use the *Group Administrator Policies* page to configure policies for a group administrator. Policies control the access of a group administrator to group, department, and user functions of the web interface.

You can set the following access policy values:

- **Full Access:** Read-write access to a page or group of functions.

- **Read-Only Access:** Display-only access to a page or group of functions.
- **Restricted:** Either Read-Only access to a page or no access to a page or group of functions.
- **No Access:** No access to one function or a group of functions, for example, user functions.

NOTE: You cannot set access policies that have a higher level of access than you do. You cannot change existing access policies of an administrator if those are at a higher level than yours are. Buttons for such access policies are disabled.



Clearspan™

Group

Options:

- Profile
- Resources
- Services
- Service Scripts
- Acad/Auth Codes
- Calling Plan
- Utilities

Welcome Group Administrator [Logout]

Group Administrator Policies

View or modify the policies for the selected group administrator.

OK Apply Cancel

Group Profile Access:

- ☒ Full Access to modify group's profile
- ☐ Read-Only Access to group's profile
- ☐ No Access to group's profile

User Access:

- ☒ Full Access to users
- ☐ Restricted from adding or removing users; full access to user profile
- ☐ Restricted from adding or removing users; read-only access to user profile
- ☐ Restricted from adding or removing users; no Access to user profile
- ☐ No Access to users

Administrator Access:

- ☒ Full Access to add/modify/delete Group and Department Administrators
- ☐ Read-Only Access to Group and Department Administrators
- ☐ No Access to Group and Department Administrators

Department Access:

- ☒ Full Access to add/modify/delete departments
- ☐ Read-Only Access to department list
- ☐ No Access to department list

Device Access:

- ☒ Full Access to devices
- ☐ Read-Only Access to devices; may associate users to existing devices
- ☐ Read-Only Access to devices and user associations

Enhanced Services Instance Access:

- ☒ Full Access to add enhanced services
- ☐ Restricted from adding or removing enhanced services instances; may only modify existing ones

Feature Access Code Access:

- ☒ Full Access to feature access codes
- ☐ Read-Only Access to feature access codes

Phone Number/Extension Access:

Figure 8 Group – Group Administrator Policies

- 1) On the *Group – Profile* menu page, click **Administrators**. The *Group – Administrators* page appears.
- 2) Click **Edit** or any item in the row for the group administrator. The *Group – Administrators Modify* page appears.
- 3) Click **Set Group Administrator Policies**. Data on the *Group – Administrators Modify* page are saved and the *Group Administrator Policies* page appears.
- 4) Select the type of access for each policy.

The following table lists the policies for which you can set the access type and the corresponding access types to choose from.

Policy	Description
Group Profile Access	<p>Permission to view and modify information on the <i>Group – Profile</i> page.</p> <ul style="list-style-type: none"> ▪ <i>Full Access to modify group's profile</i> allows the administrator to modify information on the <i>Group – Profile</i> page. ▪ <i>Read-only Access to group's profile</i> allows the administrator to view but not modify group profile information. ▪ <i>No Access to group's profile</i> prevents the administrator from accessing the <i>Group – Profile</i> page. The <i>Profile</i> menu item is removed from the <i>Group – Profile</i> page.
User Access	Access to tasks for adding, modifying, and removing users and displaying the User Profile pages (<i>Full</i> , <i>Restricted</i> , <i>Restricted (Read-only access)</i> , <i>Restricted (No access)</i> , <i>No Access</i>).
Administrator Access	Click the button for the access you want for adding, modifying, and removing administrators (group and department) – (<i>Full</i> , <i>Read-only</i> , <i>No Access</i>).
Department Access	<p>Click the button for the access you want for adding, modifying, and removing departments and displaying the list of departments (<i>Full</i>, <i>Read-only</i>, <i>No Access</i>).</p> <p>NOTE: Only those with Full Access can assign numbers to departments.</p>
Device Access	<p>Access to administrative tasks related to Device Management, such as adding or modifying devices and associating them with user accounts.</p> <ul style="list-style-type: none"> ▪ <i>Full Access to devices</i> allows the administrator to add, modify, and delete devices, and to associate devices with user accounts. ▪ <i>Read-only Access to devices; may associate users to existing devices</i> blocks the administrator from creating, modifying, and deleting devices, but allows the administrator to view device information and associate devices with user accounts. ▪ <i>Read-only Access to devices and user associations</i> allows the administrator to view but not modify information about devices and their association with user accounts.
Enhanced Services Instance Access	<ul style="list-style-type: none"> ■ Access to tasks for adding, deleting, and modifying enhanced service instances. ■ Examples of enhanced service instances are Auto Attendants, call capacity groups, Meet-Me conference bridges, hunt groups, call centers, series completion groups, and department Music/Video On Hold. <p><i>Full Access to add enhanced services</i> allows the administrator to add, delete, and modify enhanced service instances.</p> <p>Restricted from adding or removing enhanced services instances; may modify existing ones prevents the administrator from adding or deleting enhanced service instances.</p>
Feature Access Code Access	<p>Access to administrative tasks for managing feature access codes settings for the group.</p> <ul style="list-style-type: none"> ▪ <i>Full Access to feature access codes</i> allows the administrator to modify feature access code settings for their group. ▪ <i>Read-only Access to feature access codes</i> allows the administrator to consult but not modify feature access code settings.

Policy	Description
Phone Number/Extension Access	<p>Access to tasks for assigning phone numbers and extensions.</p> <p>NOTE: The Phone Number/Extension Access controls the phone number and extension assignment at the same time.</p> <ul style="list-style-type: none"> ▪ <i>Full Access to phone numbers/extensions</i> allows the administrator to configure phone numbers and extensions for users, virtual users (for example, Auto Attendants, hunt groups, call centers). ▪ <i>Read-only Access to phone numbers/extensions</i> allows the administrator to consult but not modify phone numbers and extensions.
Calling Line ID Number Access	<p>Access to administrative tasks for configuring calling line ID phone number:</p> <ul style="list-style-type: none"> ▪ <i>Full Access to calling line ID number</i> allows the administrator to view and configure the calling line ID number for the group and its users. ▪ <i>Read-only Access to calling line ID number</i> allows the administrator to consult but not configure the calling line ID number for the group and its users.
Service Access	<p>Permission to assign services to the group and users in the group.</p> <ul style="list-style-type: none"> ▪ <i>Full Access to assigning resources to the group or users</i> allows the administrator to assign services to the group and to the users in their group. ▪ <i>Read-only Access to service assignments</i> hides the assignment menu items on the <i>Group – Resources</i> menu page (<i>Assign Group Services</i>, <i>New User Services Template</i>, and <i>Existing User Services</i>) and the <i>Assign Services</i> menu item on the <i>User – Profile</i> menu page, preventing the administrator from assigning services to the group and users and from modifying the new user services template.
Trunk Group Access	<p>Access to trunk group configuration:</p> <ul style="list-style-type: none"> ▪ <i>Full Access to add/modify/delete trunk groups</i> ▪ <i>Restricted from adding or removing trunk groups; full access to trunk group resources</i> ▪ <i>Restricted from adding or removing trunk groups; read-only access to trunk group resources.</i> ▪ <i>No Access to trunk groups</i>
Session Admission Control Access	<p>Access to session capacity settings:</p> <ul style="list-style-type: none"> ▪ <i>Full Access to group session admission control</i> allows the administrator to create, modify, and delete session admission control (SAC) groups for their group and provides them with read-only access to the group's session capacity settings assigned to the group by the service provider/enterprise administrator. ▪ <i>Read-only Access to group session admission control</i> allows the administrator to view but not change session capacity and SAC group settings. ▪ <i>No Access to group session admission control</i> gives the administrator no access to session admission control functionality, and the <i>Resources – Session Admission Control</i> and <i>Services – Session Admission Control Group</i> menu items do not appear on the administrator's menu.
Office Zone Access	<p>Access to viewing and configuring office zones for the users:</p> <ul style="list-style-type: none"> ▪ <i>Full Access to user office zone control</i> ▪ <i>Read-only Access to user office zone control</i>
Number Activation Access	<p>Access to activating phone numbers:</p> <ul style="list-style-type: none"> ▪ <i>Full access to number activation</i> ▪ <i>Read-only access to number activation</i> ▪ <i>No access to number activation</i>
Dialable Caller ID Access	<p>Access to tasks for configuring dialable caller ID settings for the group (Full, Read-only, No Access).</p>
Verify Translation and Routing Access	<p>Access to creating and running test calls to gather information about translation, routing, and services for calls:</p> <ul style="list-style-type: none"> ▪ <i>Full access to Verify Translation and Routing</i> ▪ <i>No access to Verify Translation and Routing</i>

Communication Barring Access

Access to assigning communication barring profiles to users:

- Full access to assign communication barring profiles to users
- No access to communication barring profiles

This policy applies only to enterprise groups.

- 5) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

4.5 Announcement Repository

Your group's Announcement Repository is a repository for all your group-level custom announcements that you can use in your group services and allows you to add, modify, and delete announcements. It provides the following capabilities:

- The ability to share a single announcement among multiple services.
- The ability to modify an announcement while it is being used by services.
- The ability to keep an announcement on the system without it being used by a service.

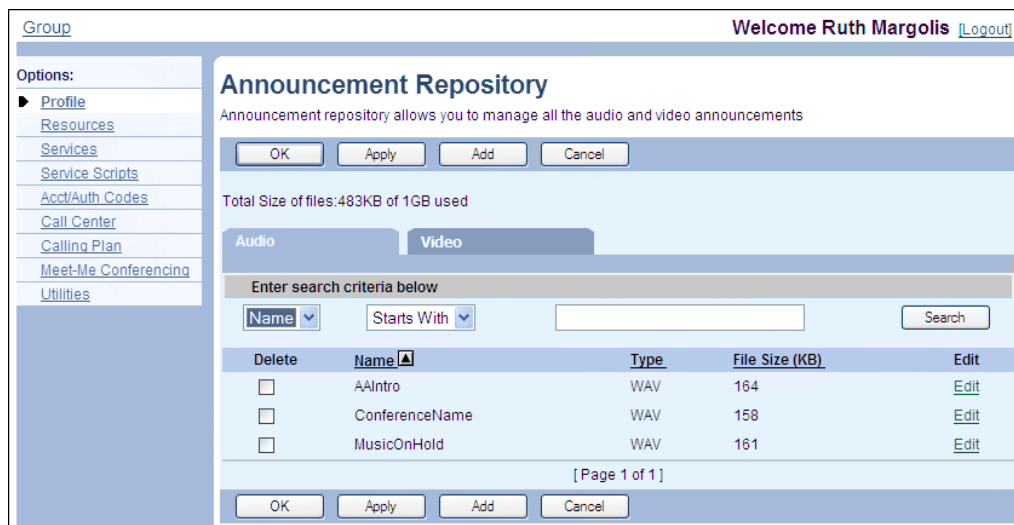
Use this item on the *Group – Profile* menu page to perform the following operations on your group's Announcement Repository:

- [List Announcements](#)
- [Add Announcements](#)
- [Modify Announcements](#)
- [Delete Announcements](#)

4.5.1 List Announcements

Use the *Group – Announcement Repository* page to list the announcements configured for your group.

This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.



Group Welcome Ruth Margolis [Logout](#)

Options:

- Profile
- Resources
- Services
- Service Scripts
- Acct/Auth Codes
- Call Center
- Calling Plan
- Meet-Me Conferencing
- Utilities

Announcement Repository

Announcement repository allows you to manage all the audio and video announcements

OK Apply Add Cancel

Total Size of files: 483KB of 1GB used

Audio Video

Enter search criteria below

Name Starts With Search

Delete	Name	Type	File Size (KB)	Edit
<input type="checkbox"/>	AAIntro	WAV	164	Edit
<input type="checkbox"/>	ConferenceName	WAV	158	Edit
<input type="checkbox"/>	MusicOnHold	WAV	161	Edit

[Page 1 of 1]

OK Apply Add Cancel

Figure 9 Group – Announcement Repository

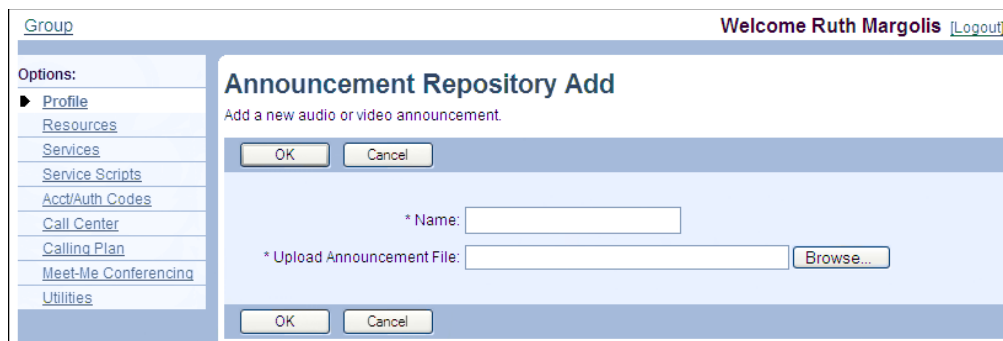
- 1) On the *Group – Profile* menu page, click **Announcement Repository**. The *Group – Announcement Repository* page appears. The Audio tab is displayed by default.
- 2) To view the video announcements, click **Video**.
- 3) To display specific announcements, select your search criteria and click **Search**. Or, to view all audio or video announcements, click **Search** without entering any criteria.

Announcements are listed with their size and media type.

- 4) To display the previous page, click **OK** or **Cancel**.

4.5.2 Add Announcements

Use the *Group – Announcement Repository Add* page to add an audio or video announcement for the group. After you add an announcement, you can associate it with group services. An announcement can be associated with more than one service.



Group Welcome Ruth Margolis [Logout](#)

Options:

- Profile
- Resources
- Services
- Service Scripts
- Acct/Auth Codes
- Call Center
- Calling Plan
- Meet-Me Conferencing
- Utilities

Announcement Repository Add

Add a new audio or video announcement

OK Cancel

* Name:

* Upload Announcement File: [Browse...](#)

OK Cancel

Figure 10 Group – Announcement Repository Add

- 1) On the *Group – Profile* menu page, click **Announcement Repository**. The *Group – Announcement Repository* page appears.
- 2) Click **Add**. The *Group – Announcement Repository Add* page appears.
- 3) Type the name of the audio or video announcement.

- 4) To upload an announcement file, type the path and file name of an audio or video file with your announcement in the *Upload Announcement File* text box or click **Browse** to select a file on your computer.
- 5) To save your changes and display the previous page, click **OK**.
To exit without saving, click **Cancel** or select another page.

4.5.3 Modify Announcements

Use the *Group – Announcement Repository Modify* page to modify an audio or video announcement for the group.

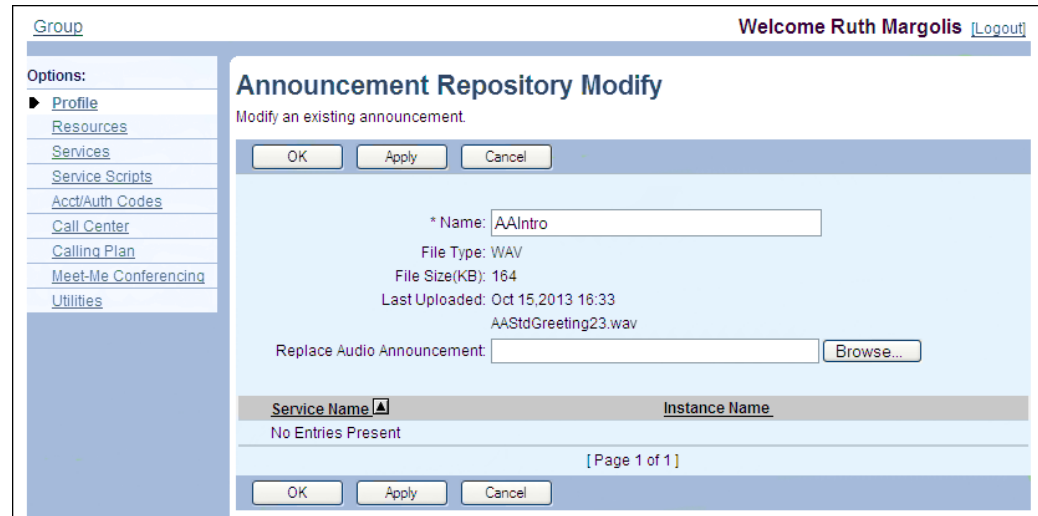
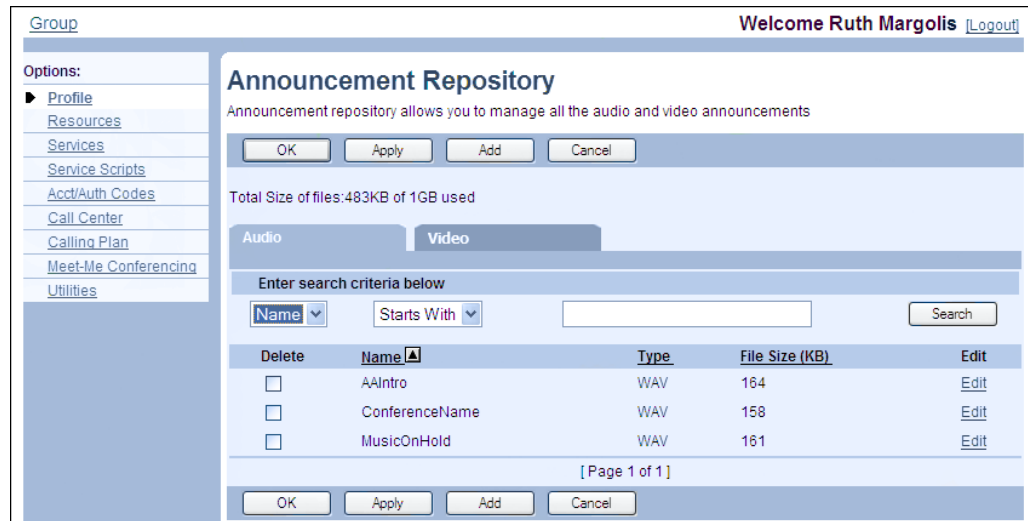


Figure 11 Group – Announcement Repository Modify

- 1) On the *Group – Profile* menu page, click **Announcement Repository**. The *Group – Announcement Repository* page appears.
- 2) To modify a video announcement, click the **Video** tab.
- 3) Click **Edit** in the row of announcement to modify. The *Group – Announcement Repository Modify* page appears.
- 4) Modify the announcement as required. For information on the fields available on this page, see section [4.5.2 Add Announcements](#).
- 5) Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and returns to the previous page.
To exit without changing, click **Cancel** or select another page.

4.5.4 Delete Announcements

Use the *Group – Announcement Repository* page to delete some announcements from your group's Announcement Repository.



Group Welcome Ruth Margolis [Logout](#)

Options:

- Profile
- Resources
- Services
- Service Scripts
- Acct/Auth Codes
- Call Center
- Calling Plan
- Meet-Me Conferencing
- Utilities

Announcement Repository

Announcement repository allows you to manage all the audio and video announcements

OK Apply Add Cancel

Total Size of files: 483KB of 1GB used

Audio Video

Enter search criteria below

Name Starts With Search

Delete	Name	Type	File Size (KB)	Edit
<input type="checkbox"/>	AAIntro	WAV	164	Edit
<input type="checkbox"/>	ConferenceName	WAV	158	Edit
<input type="checkbox"/>	MusicOnHold	WAV	161	Edit

[Page 1 of 1]

OK Apply Add Cancel

Figure 12 Group – Announcement Repository

- 1) On the *Group – Profile* menu page, click **Announcement Repository**. The *Group – Announcement Repository* page appears.
- 2) To display video announcements, click **Video**.
- 3) Check the *Delete* box in the row of the announcement(s) to delete.

NOTE: You cannot delete an announcement that is associated with a service.

- 4) Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and returns to the previous page.
To exit without changing, click **Cancel** or select another page.

4.6 Departments

Use this item on the *Group – Profile* menu page to:

- [List Departments](#)
- [Add Departments](#)
- [Modify or Delete Department](#)

4.6.1 List Departments

Use the *Group – Department* page to list all the departments in the group. From this page, you can add, modify, or delete a department.

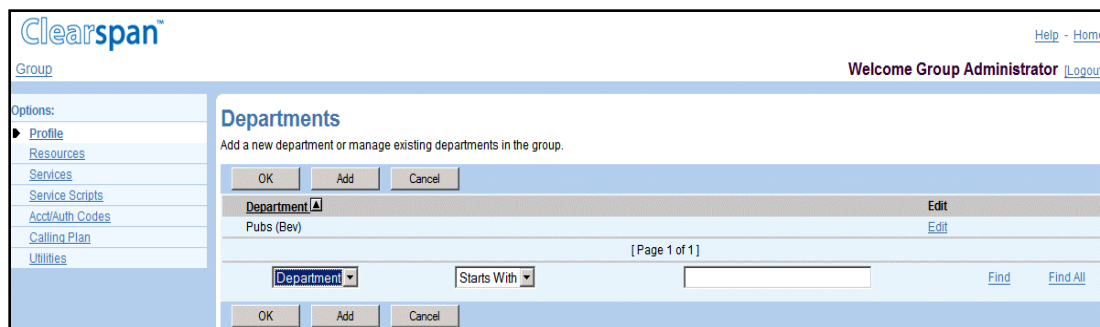


Figure 13 Group – Departments

- 1) On the *Group – Profile* menu page, click **Departments**. The *Group – Departments* page appears.

Departments are listed with their parent departments, if any. For example, the listing for a department named Pre-Sales with the parent department Sales appears as follows: Sales\Pre-Sales.

If your group is part of an enterprise, departments within your group are listed with your group name in parentheses. For example, if your group is named DEF Distributing, the listing for a department named Public Relations appears as follows: Public Relations (DEF Distributing). This distinguishes departments created at your group level from departments created at the enterprise level by your enterprise administrator.

This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.

- 2) To display the previous page, click **OK** or **Cancel**.

4.6.2 Add Departments

Use the *Group – Departments Add* page to add a department for the group. After you have added a department, you can assign users to the department. For more information about adding users, see the *Clearspan Application Server Group Web Interface Administration Guide – Part 2*.

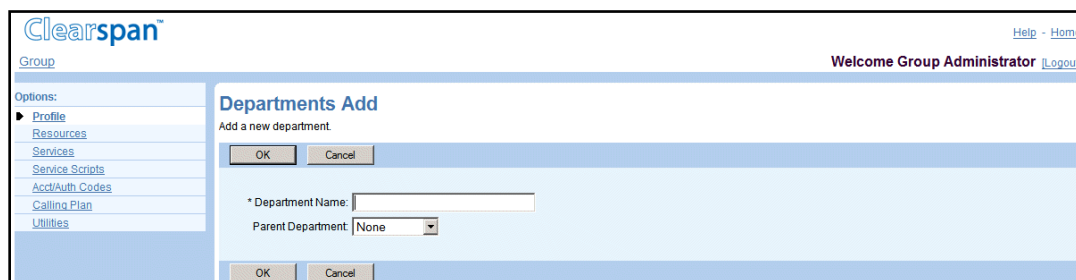


Figure 14 Group – Departments Add

- 1) On the *Group – Profile* menu page, click **Departments**. The *Group – Departments* page appears.
- 2) Click **Add**. The *Group – Departments Add* page appears.
- 3) Type the name of the department.
- 4) Use the *Parent Department* drop-down list box to create the new department under an existing department.
- 5) Enter the calling line ID name for the department.
- 6) From the *Department Calling Line ID Number* drop-down list, select the phone number for the department.
- 7) To save your changes and display the previous page, click **OK**.
To exit without saving, select another page or click **Cancel**.

4.6.3 Modify or Delete Department

Use the *Group – Departments Modify* page to modify or delete a department.

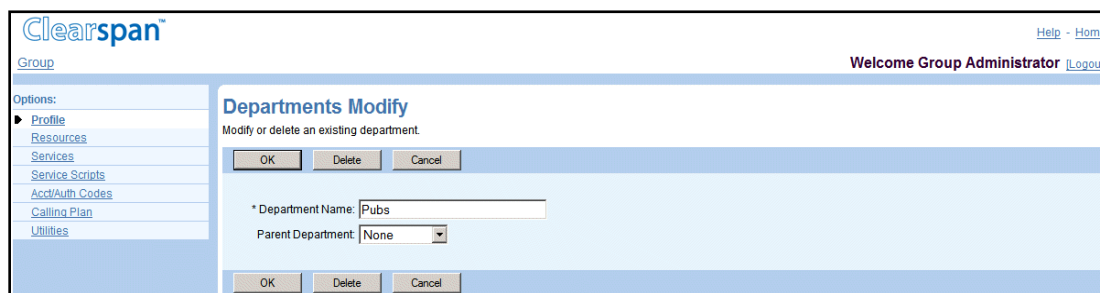


Figure 15 Group – Departments Modify

- 1) On the *Group – Profile* menu page, click **Departments**. The *Group – Departments* page appears.
- 2) Click **Edit** or any item in the row for the department. The *Group – Departments Modify* page appears.
- 3) To delete the department, click **Delete**. The previous page appears.

NOTE 1: You cannot delete a department that has users assigned to it. Before you delete a department, modify the profile of all users within that department to assign them to a different department or to no department.

NOTE 2: You cannot delete a department that has any sub-departments under it. Before you delete a department, either assign each of its sub-departments a new parent or no parent, or delete all of its sub-departments.

- 4) Modify information as required. For information about the fields on this page, see section [4.6.2 Add Departments](#).
- 5) To save your changes and display the previous page, click **OK**.
To exit without saving, select another page or click **Cancel** to display the previous page.

4.7 Schedules

The *Schedules* configuration option allows you to create schedules for your group. Schedules are used to configure the business hours for Auto Attendants and can be applied to services such as Clearspan Anywhere, Call Notify, Custom Ringback, or Call Forwarding. A schedule can be one of two types: *Holiday* or *Time*. If your group is part of an enterprise, you can also view and use but not modify enterprise schedules.

Create a schedule by first creating an empty schedule and then adding events to it to specify when the schedule applies.

NOTE: An empty schedule, that is, a schedule with no events, is considered by the system as always applicable.

Use the *Schedule* item on the *Group – Profile* menu page to:

- [List and Delete Schedules](#)
- [Add Schedule](#)
- [Add Event](#)
- [Modify Schedule](#)

4.7.1 List and Delete Schedules

Use the *Group – Schedules* page to list all the schedules available for your group. If your group is part of an enterprise, this list also includes enterprise schedules.

From this page, you can also access the pages to add, view, modify, or delete schedules.

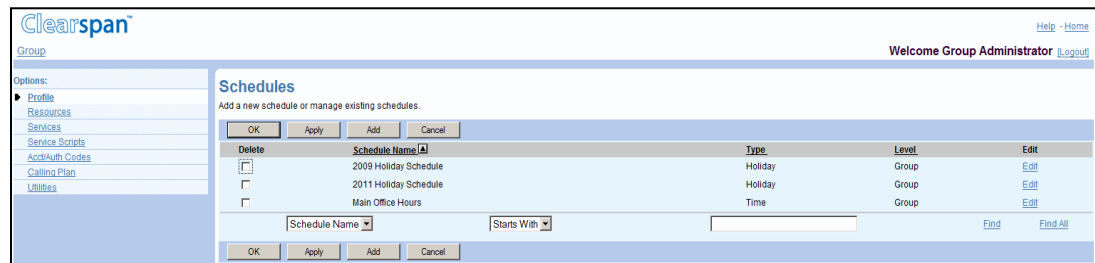


Figure 16 Group – Schedules (for a Group in an Enterprise)

- 1) On the *Group – Profile* menu page, click **Schedules**. The *Group – Schedules* page appears, listing the existing schedules for the group.

- 2) To delete a schedule, check the *Delete* box in the row of the schedule. Note that you can only delete schedules defined at the group level.
- 3) Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To cancel your changes and display the previous page, click **Cancel**.

4.7.2 View Schedule

You use the *Group – Schedule View* or *Group – Schedule Edit* page to view the details of a schedule.

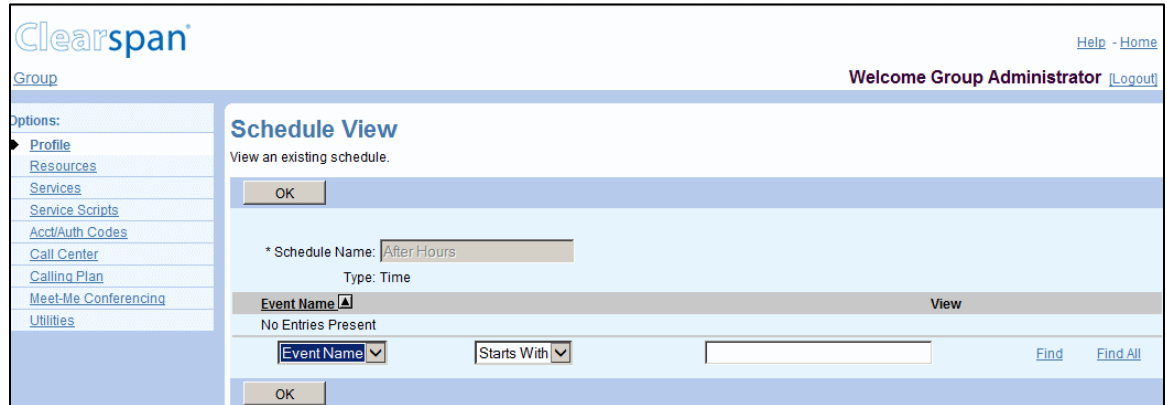


Figure 17 Group – Schedule View

- 1) On the *Group – Profile* menu page, click **Schedules**. The *Group – Schedules* page appears, listing the schedules available for the group.
- 2) Click **View** or **Edit** on the row of the schedule to view. The *Group – Schedule View/Modify* page appears.
- 3) To view the details of an event, click **View** or **Edit** on the row for the event. The *Group – Event View/Modify* page appears.
- 4) Click **OK**.

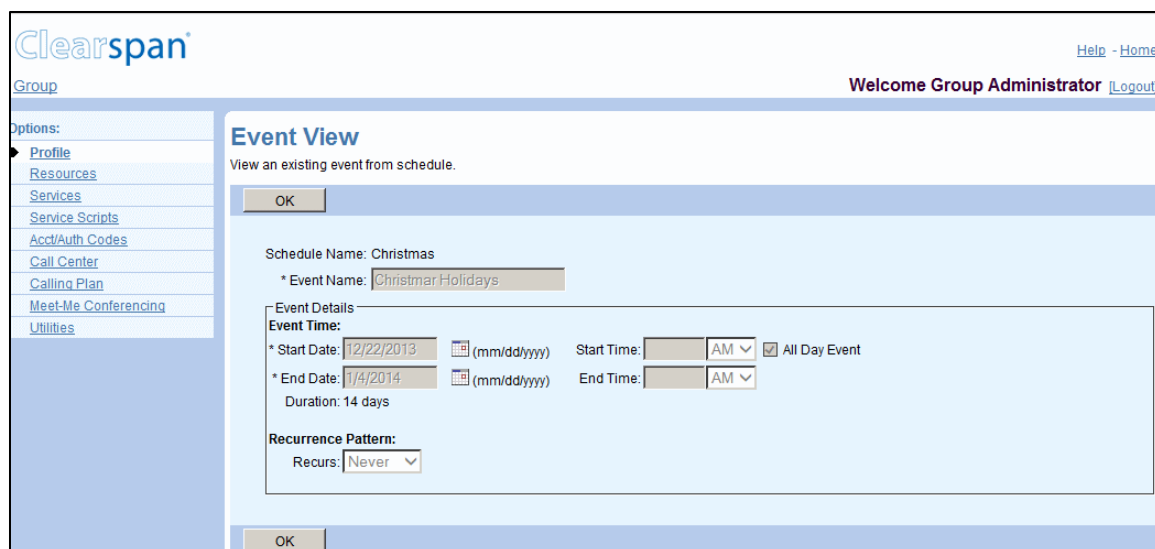


Figure 18 Group – Event View

4.7.3 Add Schedule

Use the *Group – Schedule Add* page to add a schedule for your group.

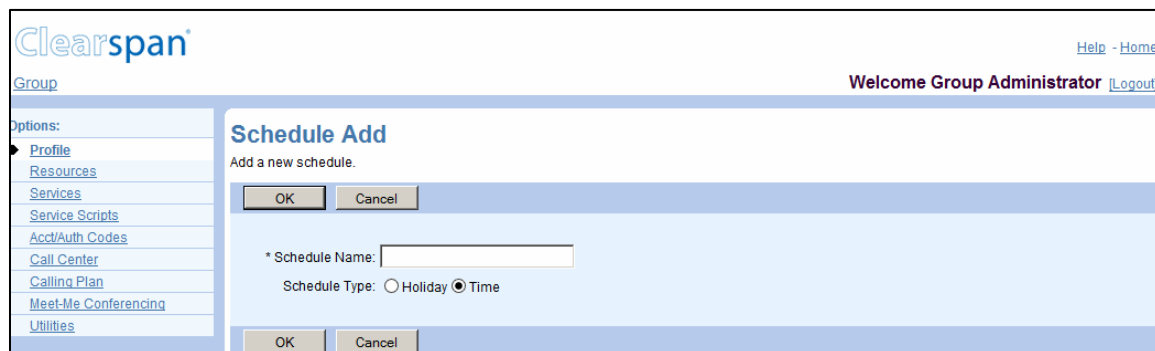


Figure 19 Group – Schedule Add

- 1) On the *Group – Profile* menu page, click **Schedule**. The *Group – Schedule* page appears.
- 2) Click **Add**. The *Group – Schedule Add* page appears.
- 3) In the *Schedule Name* text box, enter a name for the schedule.
- 4) For *Schedule Type*, select the type of schedule you want:
 - To create a holiday schedule, check *Holiday*.
 - To create a time schedule, check *Time*.
- 5) Click **OK**. This creates a schedule with no events. To complete the definition of the schedule, follow the procedure in section 4.7.4 *Add Event* to add one or more events to the schedule.

4.7.4 Add Event

Use the *Group – Event Add* page to add an event to a schedule.

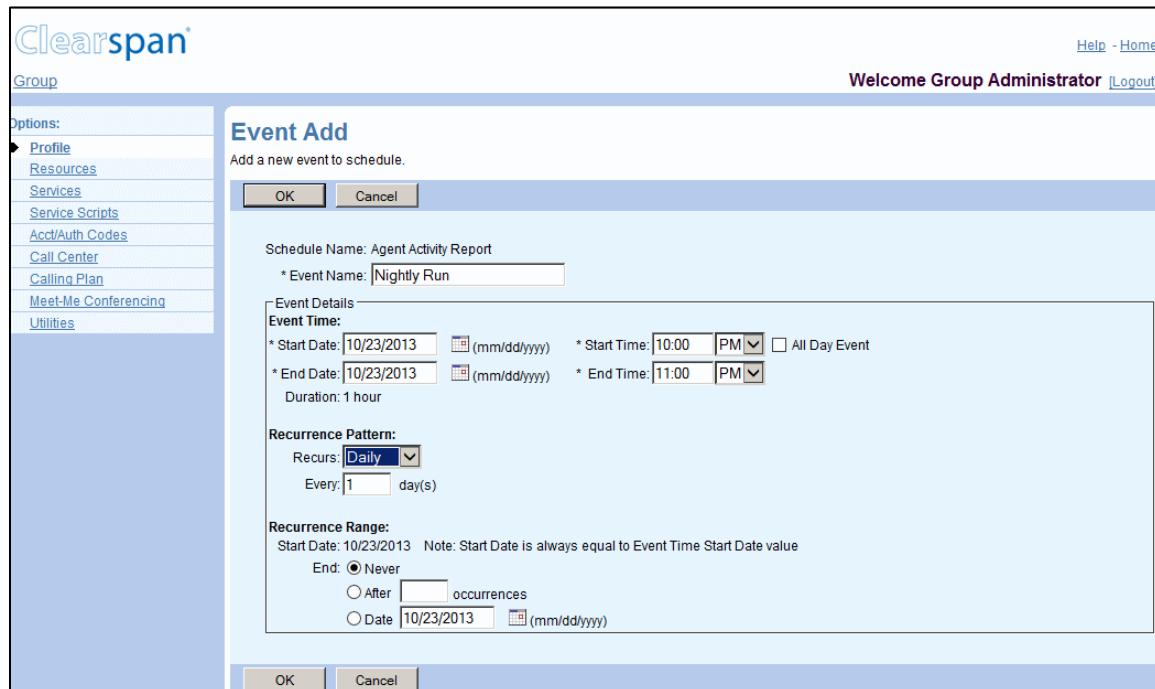


Figure 20 Group – Event Add

- 1) On the *Group – Profile* menu page, click **Schedule**. The *Group – Schedule* page appears.
- 2) Click **Edit** in the row for the schedule to which you want to add and event. The *Group – Schedule Modify* page appears.
- 3) Click **Add**. The *Group – Event Add* page appears.
- 4) In the *Event Name* text box, enter a name for the event.
- 5) Configure the event time:
 - In the *Start Date* box, select a date from the calendar.
 - To make it an all day event, check the *All Day Event* box.

NOTE: When you check *All Day Event*, the *Start Time* and *End Time* options are disabled.

- If applicable, configure the start time. In the *Start Time* box, type a time (HH:MM) and select *AM* or *PM* from the drop-down list.
 - In the *End Date* box, select a day from the calendar.
 - If applicable, configure the end time. In the *End Time* box, type a time (HH:MM) and select *AM* or *PM* from the drop-down list.
- 6) Configure the recurrence pattern. From the *Recurs* drop-down list, select the type of recurrence for the event from the following options:

- *Daily* and enter the frequency of occurrence in days.

Recurrence Pattern:

Recurs: Daily

Every: 2 day(s)

Figure 21 Daily Recurrence Pattern

- *Weekly* and enter the frequency of occurrence in weeks and select the day or days of the week on which the event should occur.

Recurrence Pattern:

Recurs: Weekly

Every: 1 week(s) on: ☐ Sunday ☐ Monday ☐ Tuesday ☐ Wednesday ☐ Thursday ☐ Friday ☐ Saturday

Figure 22 Weekly Recurrence Pattern

- *Monthly* and enter the frequency of occurrence in months and specify the day on which the event should occur. Select one of the following options:
 - To schedule the event on a specific day of the month, for example the 27th, check *Day <X> of the month* and enter the day.
 - To schedule the event on a specific day of the week within the month, for example the second Monday of the month, check *The <Xth> <Day-of-Week> of the month* and select *Xth* and *Day-of-Week* from the drop-down lists.

Recurrence Pattern:

Recurs: Monthly

Every: 1 month(s) on ☒ Day of the month

☐ The First Sunday of the month

Figure 23 Monthly Recurrence Pattern

- *Yearly* and specify the frequency of occurrence in years, for example every 2 years, and specify the day on which the event should occur. Select one of the following options:
 - To schedule the event on a specific day of the year, check *Day <X> of <Month>* and select the day and the month.
 - To schedule the event on a specific day of the week and month, for example the first Sunday of January, check *The <Xth> <Day-of-Week> of <Month>* and select *Xth*, *Day-of-Week*, and *Month* from the drop-down lists.

Recurrence Pattern:

Recurs: Yearly

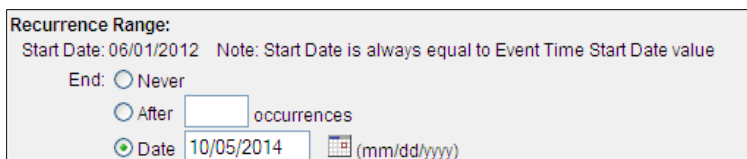
Every: 1 year(s) on ☐ Day of January

☒ The First Sunday of February

Figure 24 Yearly Recurrence Pattern

- 7) If this is a recurring event, specify when the event should end. In the *Recurrence Range* section, select one of the following options for *End*:

- *Never*
- *After <X> occurrences*, and enter the number of occurrences
- *Date <date> (mm/dd/yyyy)*, and enter the date or click the calendar icon and select a date from the calendar



Recurrence Range:
 Start Date: 06/01/2012 Note: Start Date is always equal to Event Time Start Date value
 End: ☐ Never
☐ After occurrences
☒ Date (mm/dd/yyyy)

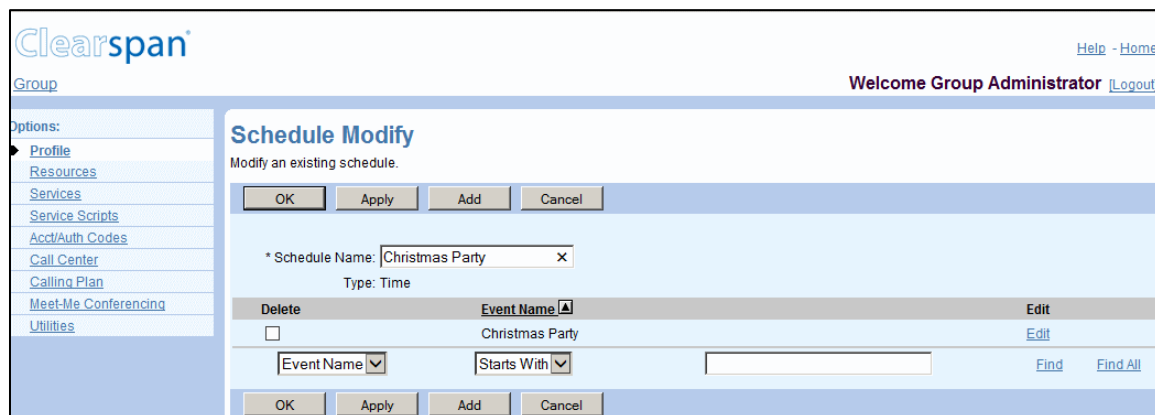
Figure 25 Recurrence Range

- 8) To save your changes click **OK**. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

4.7.5 Modify Schedule

Use the *Group – Schedule Modify* page to modify a schedule. You cannot modify schedules that were defined at the enterprise level.



Clearspan®
 Group
 Welcome Group Administrator [Logout]
 Options:
 Profile
 Resources
 Services
 Service Scripts
 Acct/Auth Codes
 Call Center
 Calling Plan
 Meet-Me Conferencing
 Utilities
Schedule Modify
 Modify an existing schedule.
 OK Apply Add Cancel
 * Schedule Name: Christmas Party x
 Type: Time

Delete	Event Name	Edit
<input type="checkbox"/>	Christmas Party	Edit

 Event Name Starts With Find Find All
 OK Apply Add Cancel

Figure 26 Group – Schedule Modify

- 1) On the *Group – Profile* menu page, click **Schedule**. The *Group – Schedule* page appears.
- 2) Click **Edit** in the row for the schedule you want to modify. The *Group – Schedule Modify* page appears.
- 3) To change the schedule name, type the new name in the *Schedule Name* text box.
- 4) To delete an event, check the *Delete* box in the row of the event to delete and click **Apply**.
- 5) To modify an event, click **Edit** in the row for the event you want to modify. The *Group – Event Modify* page appears.

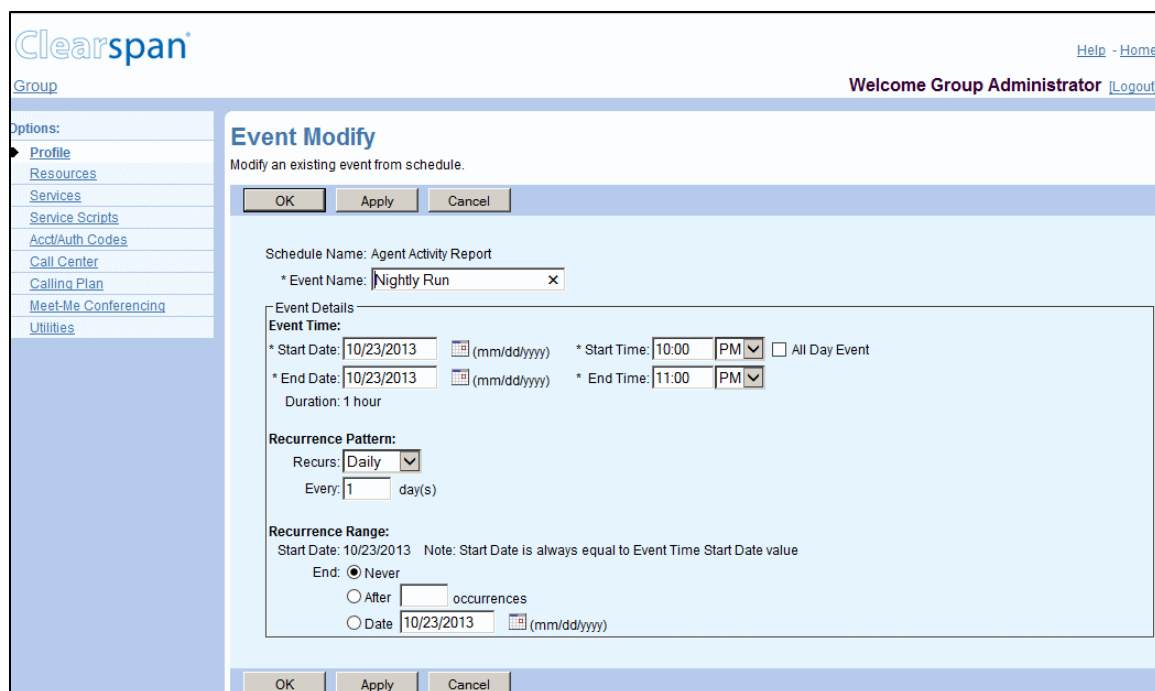


Figure 27 Group – Event Modify

- 1) Modify the event as required. For information about the options available on this page, see section [4.7.4 Add Event](#).
- 2) Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and returns to the previous page.

To exit without changing, click **Cancel** or select another page.

4.8 Call Processing Policies

You use this page to configure a group's call processing policies. The policies you configure are related to the calling line ID. This allows you to override the Calling Line ID policy configured at the service provider/enterprise level.

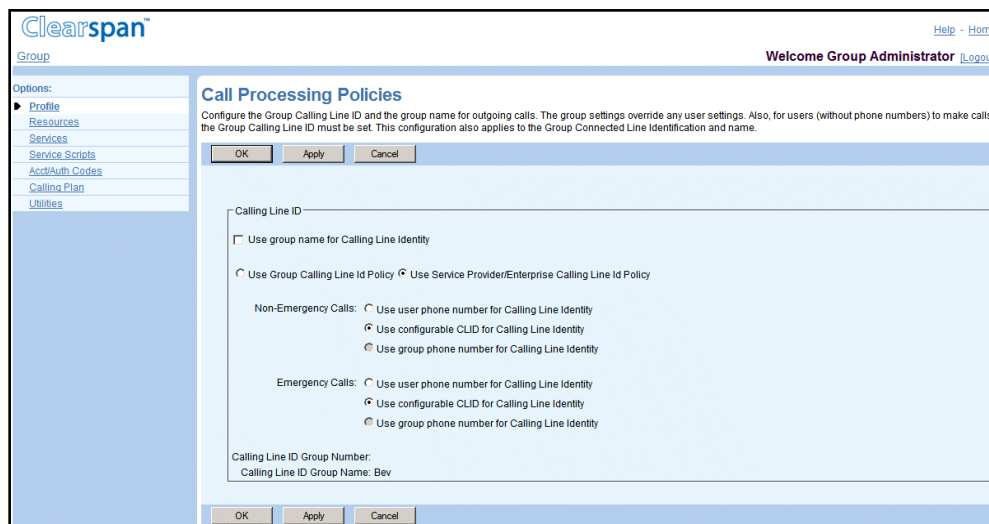


Figure 28 Group – Call Processing Policies

- 1) On the *Group – Profile* menu page, click **Call Processing Policies** under the Advanced menu. The *Group – Call Processing Policies* page appears.
- 2) Select or enter information as described in the following table.

Field	Description
Calling Line ID	
Use Group Name for Calling Line Identity	Select this option to use group name for calling line identity. When checked, the group name appears instead of a user's name on telephone sets with caller ID.
Allow Department Name Override	Select this option to allow the use of the department name instead of the group calling line ID name for calling line identity. Note that this option is only available when the <i>Use group name for Calling Line Identity</i> option is checked.
Use Group Calling Line ID Policy Use Service Provider Calling Line Id Policy/Use Enterprise Calling Line Id Policy	Specify whether the group or service provider Calling Line ID policy should be used. <ul style="list-style-type: none"> Select <i>Use Group Calling Line ID Policy</i> to use the policy defined on this page. For an enterprise group, select <i>Use Enterprise Calling Line ID Policy</i> to use the policy defined at the enterprise level. For a service provider group, select <i>Use Service Provider Calling Line ID Policy</i> to use the policy defined at the service provider level.
External Calls: <ul style="list-style-type: none"> Use user phone number for Calling Line Identity Use configurable CLID for Calling Line Identity Use group/department phone number for Calling Line Identity 	This option allows you to specify the Calling Line ID policy settings for external calls at the group level. <ul style="list-style-type: none"> Select <i>Use user phone number for Calling Line Identity</i> to send the user's phone number as calling line ID for outgoing external calls. Select <i>Use configurable CLID for Calling Line Identity</i> to send the user's custom calling Line ID phone number for outgoing external calls. You need to define this number on the user's Profile page. Select <i>Use group/department phone number for Calling Line Identity</i> to send the group or department phone number as calling line ID for outgoing external calls. The department phone number is used if the user belongs to a department that has a phone number assigned; otherwise, the group phone number is used. This option is available only if there is a group phone number configured (at the <i>Group – Profile</i> level). The group number, if available, appears on this page.
Enterprise Calls: <ul style="list-style-type: none"> Use extension Use location code plus extension Use External Calls Policy 	This option allows you to specify the Calling Line ID policy settings for enterprise calls at the group level. This option applies only to enterprise groups. <ul style="list-style-type: none"> Select <i>Use extension</i> to send the user's extension as calling line identity. Select <i>Use location code plus extension</i> to send the group's location code followed by the user's extension as calling line identity. Select <i>Use External Calls Policy</i> to use the setting configured on this page for external calls.
Group Calls: <ul style="list-style-type: none"> Use extension Use location code plus extension Use External Calls Policy 	This option allows you to specify the Calling Line ID policy settings for group calls at the group level. <ul style="list-style-type: none"> Select <i>Use extension</i> to send the user's extension as calling line identity. For an enterprise group, select <i>Use location code plus extension</i> to send the group's location code followed by the user's extension as calling line identity. Select <i>Use External Calls Policy</i> to use the setting configured on this page for external calls.

Emergency-Calls: <ul style="list-style-type: none"> Use user phone number for Calling Line Identity Use configurable CLID for Calling Line Identity Use group/department phone number for Calling Line Identity 	This option allows you to specify the Calling Line ID policy settings for emergency calls at the group level. <ul style="list-style-type: none"> Select <i>Use user phone number for Calling Line Identity</i> to send the user's phone number as calling line ID for outgoing emergency calls. Select <i>Use configurable CLID for Calling Line Identity</i> to send the user's custom calling Line ID phone number for outgoing emergency calls. You need to define this number on the user's Profile page. Select <i>Use group/department phone number for Calling Line Identity</i> to send the group or department phone number as calling line ID for outgoing emergency calls. The department phone number is used if the user belongs to a department that has a phone number assigned; otherwise, the group phone number is used. This option is available only if there is a group phone number configured (at the <i>Group – Profile</i> level). The group number, if available, appears on this page.
Block Calling Name for External Calls	Select this option to block the user's calling name when the user makes a call to an external destination.
Calling Line ID Group Number	This is a read-only field. It displays, if available, the calling line identity number of the group. If the group phone number is not configured, this field is empty and the settings that require the group phone number are disabled.
Calling Line ID Group Name	This is a read-only field. Depending on the configuration, it can display the group name or the group calling line identity name, or it can be empty. When this field is empty, the settings that require the group name are disabled.
Incoming Caller ID	
Use Group Dialable Caller ID Policy Use Service Provider/Enterprise Dialable Caller ID Policy	This policy allows you to decide whether the group or service provider/enterprise Dialable Caller ID policy should be used. <ul style="list-style-type: none"> Select <i>Use Group Dialable Caller ID Policy</i> to use the policy defined on this page. Select <i>Use Service Provider/Enterprise Dialable Caller ID Policy</i> to use the Service Provider/Enterprise policy.
Dialable Caller ID: On/Off	Select <i>On</i> to enable the Dialable Caller ID feature for your group, or select <i>Off</i> to disable it.

3) To save the changes, click **Apply**. Or to save the changes and return to the previous page, click **OK**.

To exit without saving, click **Cancel**.

4.9 Communication Barring Authorization Codes

Use the *Communication Barring Auth Codes* item on the *Group – Profile* menu page to create and manage communication barring authorization codes for the group.

Communication-barring authorization codes restrict certain types of calls. Calls requiring authorization are not connected unless a valid code is entered. The types of calls requiring an authorization code are defined by *Network Classes of Service*. To view the network classes of service assigned to your group, see section [5.7 Network Classes of Service](#).

4.9.1 List Communication Barring Auth Codes

Use the *Group – Communication Barring Auth Codes* page to list the communication barring authorization codes defined for your group.

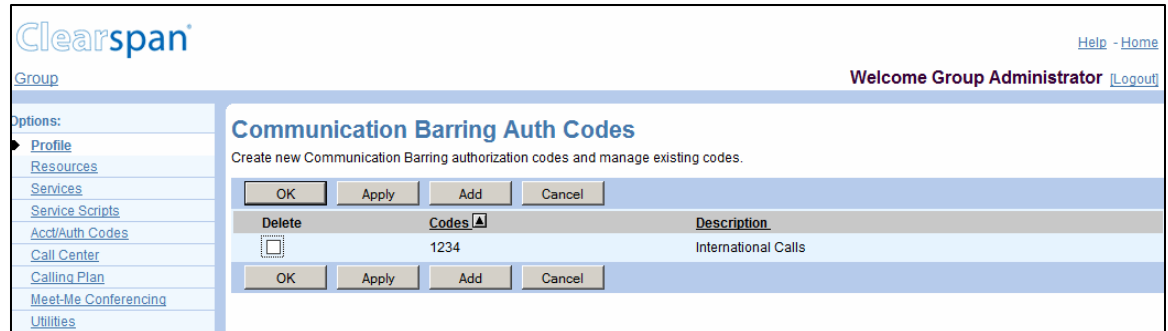


Figure 29 Group – Communication Barring Auth Codes

- 1) On the *Group – Profile* menu page, click **Communication Barring Auth Code** under the Advanced menu. The *Group – Communication Barring Auth Codes* page appears.
- 2) Click **OK** to save your changes and return to the previous page.
To cancel you changes and return to the previous page, click **Cancel**.

4.9.2 Add Authorization Code

Use the *Group – Communication Barring Auth Code Add* page to create a new communication barring authorization code.

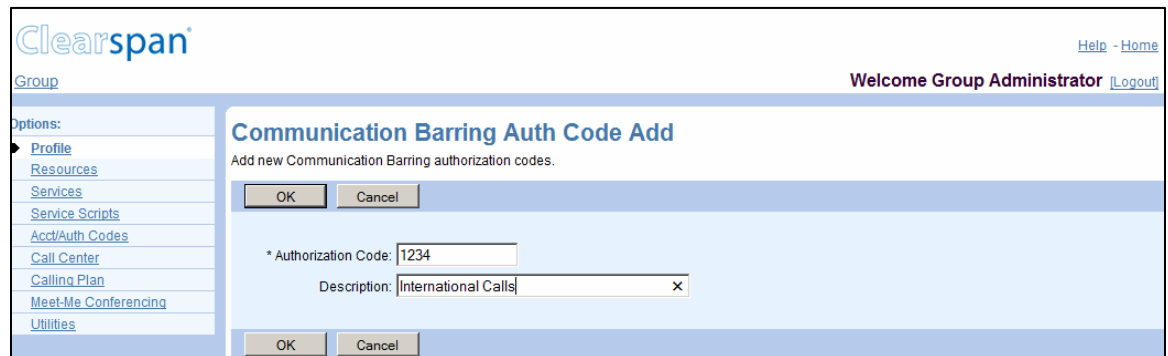


Figure 30 Group – Communication Barring Auth Code Add

- 1) On the *Group – Profile* menu page, click **Communication Barring Auth Codes** under the Advanced menu. The *Group – Communication Barring Auth Code* page appears.
- 2) Click **Add**. The *Group – Communication Barring Auth Code Add* page appears.
- 3) Enter the name and description for the new authorization code.
- 4) Click **OK** to save your changes and return to the previous page.
To cancel you changes and return to the previous page, click **Cancel**.

4.9.3 Delete Communication Barring Authorization Code

Use the *Group – Communication Barring Auth Codes* page to delete one or more communication barring authorization codes defined for your group.

Figure 31 Group – Communication Barring Auth Code – Delete

- 1) On the *Group – Profile* menu page, click **Communication Barring Auth Codes** under the Advanced menu. The *Group – Communication Barring Auth Codes* page appears.
- 2) Select the **Delete** check-box in the row for each authorization code you want to delete.
- 3) Click **OK** or **Apply**. **Apply** save you changes. **OK** saves your changes and returns to the previous page.

Or to cancel your changes and return to the previous page, click **Cancel**.

4.10 Dial Plan Policy

You use this page to configure a group's Dial Plan policy for digit collection and outside access codes processing. This includes public and private dial plans simultaneously on a per-group basis. The Dial Plan policy allows integrated and consistent control of digit collection and external digit processing policies. One of the commonly used applications that require configuring this policy is to provide the capability to allow the "dial 9 to access an outside line" feature common in many PBX systems.

Figure 32 Group – Dial Plan Policy

- 1) On the *Group – Profile* menu page, click **Dial Plan Policy**. The *Dial Plan Policy* page appears.

- 2) For Dial Plan Policy Settings For This Group, choose from the following levels:

- *System Settings*
- *Service Provider Settings*
- *Group Settings*

NOTE: The enterprise and service provider levels are equivalent for this feature.

- 3) Check or uncheck *Requires Access Code for Public Calls*. When this option is checked, dialing an access code is enforced to access the public dialing plan.
- 4) Check or uncheck *Allow E.164 Public Calls*. When this option is checked, E.164 addresses are allowed as public calls regardless of the *Non-Permissive* option setting. However, it is only relevant when the *Requires Access Code for Public Calls* option is checked.
- 5) Check the *Prefer E.164 Number Format for Callback Services* box to indicate that the E.164 number format is the preferred format for Callback services.
- 6) In the *Public Digit Map* text box, enter the digit map.

NOTE: The required indicator (*) beside the *Public Digit Map* text box label appears only when the *Dial Plan Policy Settings For This Group* is set to "Group Settings".

Use the following syntax for a digit map:

DigitMap	DigitString "(" DigitString 0* (" " DigitString) ")"
DigitString	1* ((DTMFToken "x" DTMFRange) ["."])
DTMFRange	"[" 1* ((DIGIT" DIGIT) DTMFToken) "]"
DTMFToken	DIGIT "#" "*" "T"
DIGIT	"0" "1" "2" "3" "4" "5" "6" "7" "8" "9"

An example of a valid digit map is: (1xxx| 2.[#T])

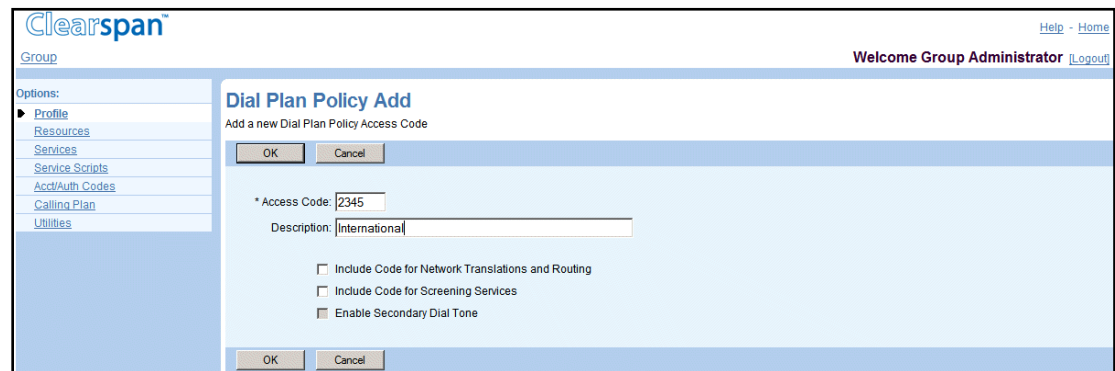
In this map, a collection of digit strings starting with "1" stops after four digits (total) are collected. A collection of digit strings starting with "2" continues until a timeout ("T") is reached or until the "#" character is collected. Digits collected are then reported to the Application Server.

- 7) In the *Private Digit Map* text box, enter the private digit map. This field is optional. If it is not entered, the public digit map is used. The same syntax rules apply for *Private Digit Map* and *Public Digit Map*.
- 8) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

4.10.1 Add a Dial Plan Policy Access Code

Use this page to add a new access code to a Dial Plan policy.



The screenshot shows the 'Dial Plan Policy Add' page in the Clearspan Group Admin interface. The page has a blue header with the Clearspan logo and a 'Welcome Group Administrator' message. On the left is a navigation menu with options like Profile, Resources, Services, Service Scripts, Acct/Auth Codes, Calling Plan, and Utilities. The main content area is titled 'Dial Plan Policy Add' and contains the following form elements:

- Buttons: OK, Cancel
- * Access Code: 2345
- Description: International
- Include Code for Network Translations and Routing (checkbox)
- Include Code for Screening Services (checkbox)
- Enable Secondary Dial Tone (checkbox)
- Buttons: OK, Cancel

Figure 33 Group – Dial Plan Policy Add

- 1) On the *Group – Profile* menu page, click **Dial Plan Policy**. The *Group – Dial Plan Policy* page appears.
- 2) Click **Add**. The *Dial Plan Policy Add* page appears.
- 3) In the *Access Code* text box, enter the access code number. An access code consists of 1 to 5 digits (0 through 9, *, #) and does not contain wildcards.
- 4) In the *Description* text box, enter a description for the access code.
- 5) Check or uncheck *Include Code for Network Translations and Routing* to determine whether the access code should be included as part of the dialed digits for the purpose of network translations and routing.
- 6) Check or uncheck *Include Code for Screening Services* to determine whether the access code should be included as part of the dialed digits for the purpose of call screening (for example, for the Outgoing Dialing Plan and Outgoing Calling Plan).
- 7) Check or uncheck *Enable Secondary Dial Tone* to determine whether a secondary dial tone is applicable for calls initiated from a Media Gateway Control Protocol (MGCP) device or for call originations that involve the Media Server for digit collection.

If this attribute is enabled, then the private digit map is initially used for digit collection. This attribute cannot be enabled unless a private digit map is configured.

NOTE: This is only available when the *Private Digit Map* is configured.

- 8) Save your changes. Click **OK** to save your changes and display the previous page. To exit without saving, select another page or click **Cancel** to display the previous page.

4.10.2 Modify a Dial Plan Policy Access Code

Use this page to modify or delete an access code for a Dial Plan policy.

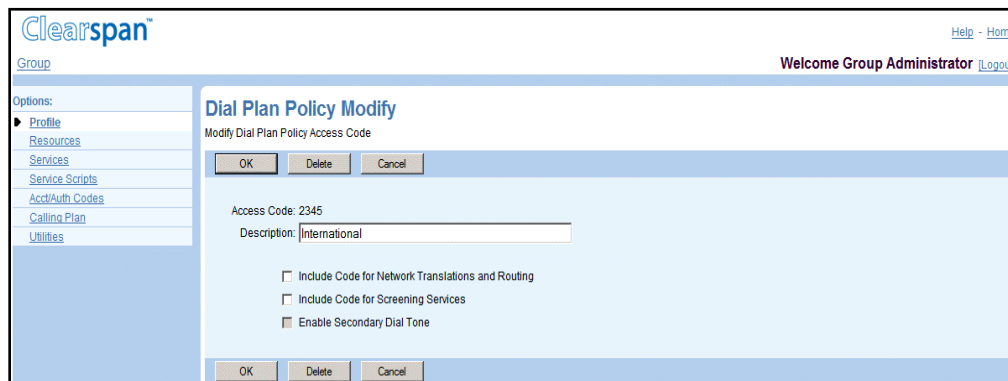


Figure 34 Group – Dial Plan Policy Modify

- 1) On the Group – *Profile* menu page, click **Dial Plan Policy**. The *Group – Dial Plan Policy* page appears.
- 2) Click **Edit** in the row of the Dial Plan policy access code. The *Group – Dial Plan Policy Modify* page appears.
- 3) Edit the access code information. For more information on the fields for the Dial Plan policy access codes, see section [4.10.1 Add a Dial Plan Policy Access Code](#).
- 4) Click **Delete** to delete the access code. The previous page appears.
- 5) Click **OK** to save your changes and display the previous page.
- 6) To exit without saving, select another page or click **Cancel** to display the previous page.

4.11 Virtual On-Net Enterprise Extensions

Use this item on the *Group – Profile* page to create and manage Virtual On-Net users, which includes the following procedures:

- [List Virtual On-Net Users](#)
- [Add a Virtual On-Net User](#)
- [Add a Range of Virtual On-Net Users](#)
- [Modify or Delete a Virtual On-Net User](#)

The Virtual On-Net Enterprise Extensions service allows Clearspan users to reach destinations that are not part of their enterprise or group, using extensions. The service integrates the virtual private network (VPN) destinations with the Clearspan enterprise framework by explicitly defining in the enterprise directory destinations that are not part of the enterprise and associating extensions with them. Enterprise users with the Virtual On-Net Enterprise Extensions service enabled can place calls to these destinations using extensions, as they would call users in their group or enterprise.

A Virtual on-net destination (user) is associated with an E.164 number, an extension, first and last name, as well as a virtual on-net type used for billing purposes.

NOTE: Enterprise users with Virtual On-Net Enterprise Extensions service assigned can call any virtual on-net user in the enterprise using their extension, whereas service provider users can call any virtual on-net user in their group using their extension.

When presenting callers with the identity of a virtual on-net user, the Virtual On-Net Enterprise Extensions service overrides the public identity of that destination with their virtual on-net identity provisioned for this service.

The following restrictions apply to directory numbers (DN) and extensions used in the Virtual On-Net Enterprise Extensions service:

- A directory number is a public E.164 number and must be unique within a given group. The same DN can however be present in any number of groups. The DN may represent a non-Clearspan number or a DN hosted on another Application Server cluster. The DN may even represent:
 - For enterprise Virtual On-Net users – a DN that is part of another enterprise/service provider hosted on the same Application Server cluster.
 - For service provider Virtual On-Net users – a DN that is part of another enterprise or group that belongs to any service provider hosted on the same Application Server cluster.

However, it cannot be a DN that is assigned to a user in the same group.

- Extensions assigned to Virtual On-Net users are standard group extensions and must be unique in the group. In addition, they must follow the group's minimum and maximum extension length settings. Note that different groups can use the same extensions.

4.11.1 List Virtual On-Net Users

Use the *Group – Virtual On-Net Users* page to view Virtual On-Net users in your group. From this page you can also add, modify, and remove Virtual On-Net users.

NOTE: Virtual On-Net users are also listed in your enterprise or group directory. For enterprise groups, the enterprise directory lists Virtual On-Net users for all enterprise groups.

Clearspan™

Group

Options:

Profile

Resources

Services

Service Scripts

Acct/Auth Codes

Call Center

Calling Plan

Utilities

Help - Home

Welcome Marsh Beverly [Logout](#)

Virtual On-Net Users

Add a new Virtual On-Net user or manage existing Virtual On-Net users in your group.

OK

Add

Add Range

Cancel

Enter search criteria below

Last Name

Starts With

+

Search

Last Name	First Name	Phone Number	Extension	Virtual On-Net Call Type	Edit
District	South	+1-9763331061	1061	Frisco Test Beds	Edit
District	South	+1-9763331062	1062	Frisco Test Beds	Edit
District	South	+1-9763331063	1063	Frisco Test Beds	Edit
District	South	+1-9763331064	1064	Frisco Test Beds	Edit
District	South	+1-9763331065	1065	Frisco Test Beds	Edit
District	South	+1-9763331066	1066	Frisco Test Beds	Edit
District	South	+1-9763331067	1067	Frisco Test Beds	Edit
District	South	+1-9763331068	1068	Frisco Test Beds	Edit
District	South	+1-9763331069	1069	Frisco Test Beds	Edit
District	South	+1-9763331070	1070	Frisco Test Beds	Edit
District	South	+1-9763331071	1071	Frisco Test Beds	Edit
District	South	+1-9763331072	1072	Frisco Test Beds	Edit
District	South	+1-9763331073	1073	Frisco Test Beds	Edit
District	South	+1-9763331074	1074	Frisco Test Beds	Edit
District	South	+1-9763331075	1075	Frisco Test Beds	Edit
Jones	Brian	+1-9673331059	1059	Frisco Test Beds	Edit

[Page 1 of 1]

OK

Add

Add Range

Cancel

Figure 35 Group – Virtual On-Net Users

- 1) On the *Group – Profile* menu page, click **Virtual On-Net Enterprise Extensions**. The *Group – Virtual On-Net Users* page appears.

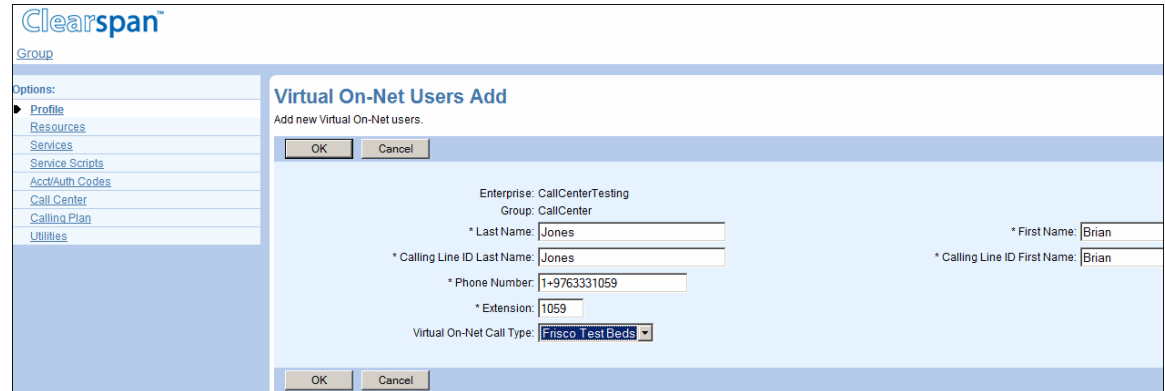
- 2) To search for users, enter your search criteria and click **Search**.

This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.

- 3) To return to the previous page, click **OK**.

4.11.2 Add a Virtual On-Net User

Use the *Group – Virtual On-Net Users Add* page to add a Virtual On-Net user.



Clearspan

Group

Options:

- Profile
- Resources
- Services
- Service Scripts
- Acct/Auth Codes
- Call Center
- Calling Plan
- Utilities

Virtual On-Net Users Add

Add new Virtual On-Net users.

OK Cancel

Enterprise: CallCenterTesting
Group: CallCenter

* Last Name: Jones * First Name: Brian

* Calling Line ID Last Name: Jones * Calling Line ID First Name: Brian

* Phone Number: 1+9763331059

* Extension: 1059

Virtual On-Net Call Type: Frisco TestBeds

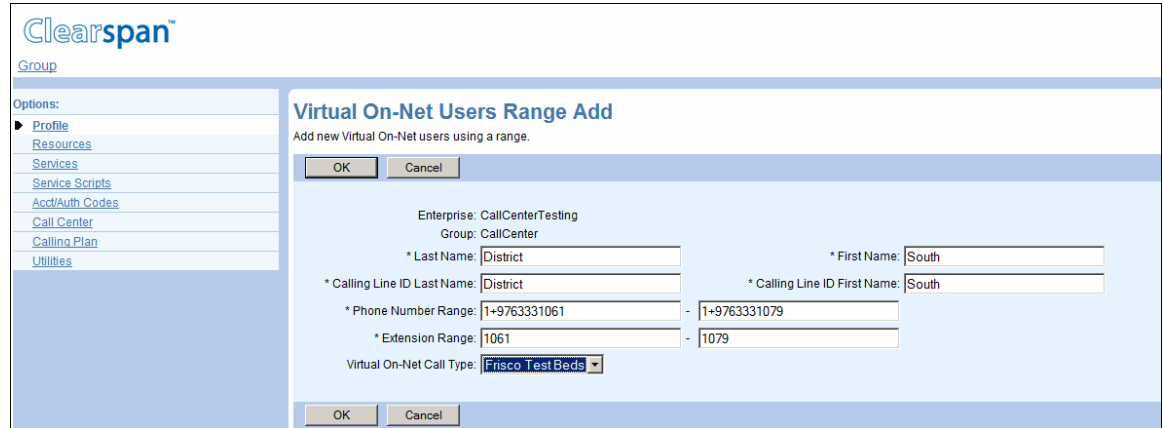
OK Cancel

Figure 36 Group – Virtual On-Net Users Add

- 1) On the *Group – Profile* menu page, click **Virtual On-Net Extensions**. The *Group – Virtual On-Net Users* page appears.
- 2) Click **Add**. The *Group – Virtual On-Net Users Add* page appears.
- 3) Enter the last and the first name of the user.
- 4) Enter the last and the first name to be used as this user's calling line ID.
- 5) In the *Phone Number* text box, enter the user's phone number.
- 6) In the *Extension* text box, enter the extension to assign to this virtual on-net user.
- 7) From the *Virtual On-Net Type* box, select the type to associate with the user for billing purposes.
- 8) To save your changes and return to the previous page, click **OK**.
To cancel your changes and return to the previous page, click **Cancel**.

4.11.3 Add a Range of Virtual On-Net Users

Use the *Group – Virtual On-Net Users Add* page to add a range of Virtual On-Net users. When you create a range of Virtual On-Net users, a single name is associated with the range. Subsequently, the range is treated as individual entries and can only be edited as individual entries from that point on. For information on modifying an entry, see section [4.11.4 Modify or Delete a Virtual On-Net User](#).



The screenshot shows the 'Virtual On-Net Users Range Add' page in the Clearspan web interface. On the left is a navigation menu with options: Profile, Resources, Services, Service Scripts, Acct/Auth Codes, Call Center, Calling Plan, and Utilities. The main form area is titled 'Virtual On-Net Users Range Add' and includes the instruction 'Add new Virtual On-Net users using a range.' Below this are 'OK' and 'Cancel' buttons. The form fields are as follows:

- Enterprise: CallCenterTesting
- Group: CallCenter
- * Last Name: District
- * First Name: South
- * Calling Line ID Last Name: District
- * Calling Line ID First Name: South
- * Phone Number Range: 1+9763331061 - 1+9763331079
- * Extension Range: 1061 - 1079
- Virtual On-Net Call Type: Frisco Test Beds (selected from a dropdown)

At the bottom of the form are 'OK' and 'Cancel' buttons.

Figure 37 Group – Virtual On-Net Users Range Add

- 1) On the *Group – Profile* menu page, click **Virtual On-Net Extensions**. The *Group – Virtual On-Net Users* page appears.
- 2) Click Add Range. The *Group – Virtual On-Net Users Range Add* page appears.
- 3) Enter the last and first name for the range of Virtual On-Net users.
- 4) Enter the last and the first name to be used as the range's calling line ID.
- 5) For Phone Number Range, enter the first and the last phone number of the range.
- 6) For Extension, enter the first and the last extension of the range of extensions to be associated with the number range.
- 7) From the Virtual On-Net Type box, select the type to associate with the users for billing purposes.
- 8) To save your changes and return to the previous page, click **OK**.
To cancel your changes and return to the previous page, click **Cancel**.

4.11.4 Modify or Delete a Virtual On-Net User

Use the *Group – Virtual On-Net User* page to delete or modify a Virtual On-Net user.

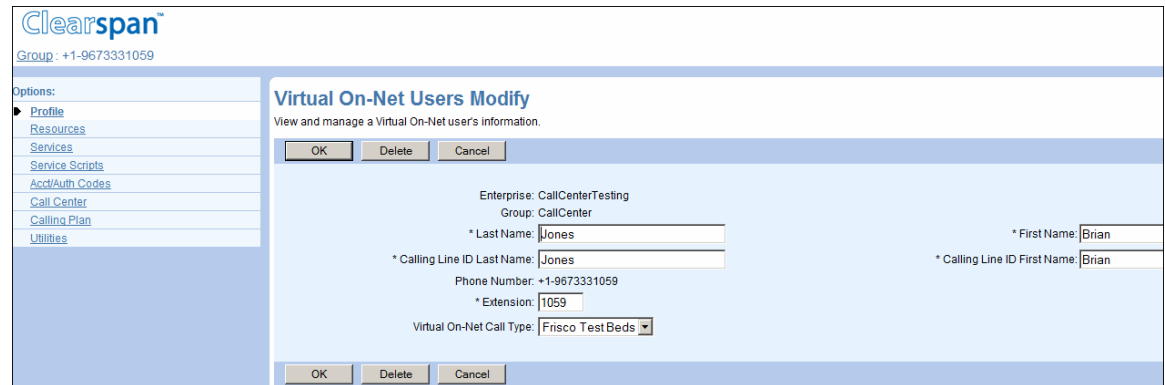


Figure 38 Group – Virtual On-Net User

- 1) On the Group – *Profile* menu page, click **Virtual On-Net Extensions**. The Group – Virtual On-Net Users page appears.
- 2) Click **Edit** or any item in the row for the entry to edit. The *Group – Virtual On-Net User* page appears.
- 3) To delete the entry, click **Delete**. The previous page appears.

WARNING: The Delete function cannot be undone. Once you click Delete, your deletion is final. Press **Cancel** before you click **Delete** to avoid a deletion.

- 4) To modify the entry, enter or select information as required. For information about the fields on this page, see section [4.11.2 Add a Virtual On-Net User](#). Note that the Phone Number field is read-only and cannot be modified.
- 5) To save your changes, click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.
To exit without saving, select another page or click **Cancel** to display the previous page.

4.12 Dialable Caller ID

You use the *Dialable Caller ID* menu item on the *Group – Profile* menu page to manage dialable caller ID settings and criteria for your group.

Dialable caller ID criteria are used to screen incoming calls and transform the caller's phone number into a dialable format. Dialable caller ID criteria can be defined at the system, service provider, and group levels. The level to apply to a call is determined by the Call Processing policies settings as well as the settings on this page.

At each level, the criteria entries are prioritized and applied to calls in the order of priority. 1 denotes the highest priority, 2 denotes the second highest priority, and so on. When you create a new criteria entry, it is automatically assigned the next available priority, which you can subsequently modify.

Within a criteria entry, the criteria are grouped.

When no criteria are selected within a group of criteria, it means that the group does not matter. If any criteria are selected within a group, the call must match at least one of the selected criteria.

If a call matches all the groups of criteria in a criteria entry, the corresponding prefix digits are added to the beginning of the remote party's number received from the Network Server. Note that the prefix digits can be empty.

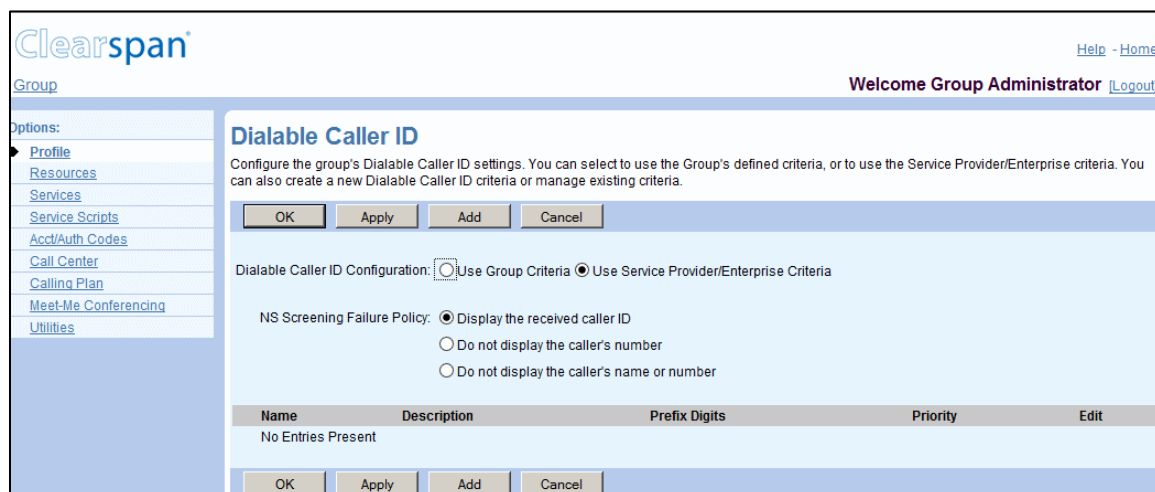
This section includes the following procedures for configuring the Dialable Caller ID feature for your group:

- [View Dialable Caller ID Settings](#)
- [Configure Dialable Caller ID Settings and Prioritize Entries](#)
- [Add Dialable Caller ID Criteria Entry](#)
- [Modify or Delete Dialable Caller ID Entry](#)

4.12.1 View Dialable Caller ID Settings

You use the *Group – Dialable Caller ID* page to configure dialable caller ID settings for your group and to prioritize dialable caller ID criteria entries.

Depending on your access permissions, this page can be read-only or modifiable as illustrated in *Figure 39* and *Figure 40*.



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Group **Welcome Group Administrator** [Logout](#)

Options:

- Profile
- Resources
- Services
- Service Scripts
- Acct/Auth Codes
- Call Center
- Calling Plan
- Meet-Me Conferencing
- Utilities

Dialable Caller ID

Configure the group's Dialable Caller ID settings. You can select to use the Group's defined criteria, or to use the Service Provider/Enterprise criteria. You can also create a new Dialable Caller ID criteria or manage existing criteria.

OK Apply Add Cancel

Dialable Caller ID Configuration: ☐ Use Group Criteria ☒ Use Service Provider/Enterprise Criteria

NS Screening Failure Policy: ☒ Display the received caller ID
☐ Do not display the caller's number
☐ Do not display the caller's name or number

Name	Description	Prefix Digits	Priority	Edit
No Entries Present				

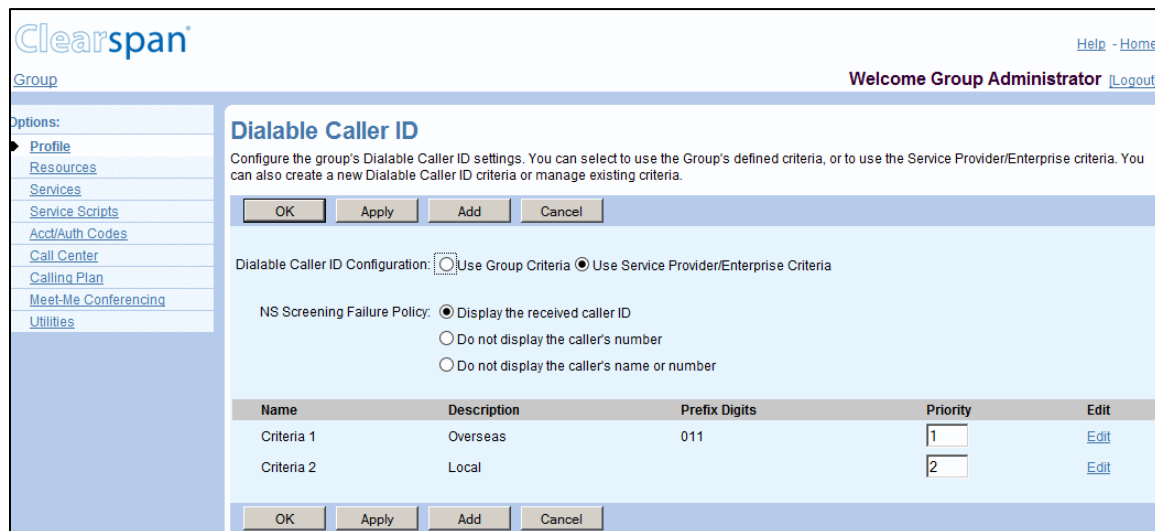
OK Apply Add Cancel

Figure 39 Group – Dialable Caller ID (Read-only)

- 1) On the *Group – Profile* menu page, click **Dialable Caller ID** under the Advanced menu. The *Group – Dialable Caller ID* page appears.
- 2) To view the details of a particular entry, click **View/Edit** on the row for the entry.
- 3) To return to the previous page, click **OK**.

4.12.2 Configure Dialable Caller ID Settings and Prioritize Entries

You use the *Group – Dialable Caller ID* page to configure dialable caller ID settings for your group and to prioritize dialable caller ID criteria entries.



Clearspan [Help](#) - [Home](#)

[Group](#) **Welcome Group Administrator** [Logout](#)

Options:

- [Profile](#)
- [Resources](#)
- [Services](#)
- [Service Scripts](#)
- [Acct/Auth Codes](#)
- [Call Center](#)
- [Calling Plan](#)
- [Meet-Me Conferencing](#)
- [Utilities](#)

Dialable Caller ID

Configure the group's Dialable Caller ID settings. You can select to use the Group's defined criteria, or to use the Service Provider/Enterprise criteria. You can also create a new Dialable Caller ID criteria or manage existing criteria.

OK Apply Add Cancel

Dialable Caller ID Configuration: ☐ Use Group Criteria ☒ Use Service Provider/Enterprise Criteria

NS Screening Failure Policy: ☒ Display the received caller ID
☐ Do not display the caller's number
☐ Do not display the caller's name or number

Name	Description	Prefix Digits	Priority	Edit
Criteria 1	Overseas	011	1	Edit
Criteria 2	Local		2	Edit

OK Apply Add Cancel

Figure 40 Group – Dialable Caller ID

- 1) On the *Group – Profile* menu page, click **Dialable Caller ID** under the Advanced menu. The *Group – Dialable Caller ID* page appears.
- 2) Select the dialable caller ID configuration to use for your group. For *Dialable Caller ID Configuration* check one of the following options:
 - Check *Use Service Provider/Enterprise Criteria* to use the dialable caller ID criteria defined for your service provider/enterprise.
 - Check *Use Group Criteria* to use the dialable caller ID criteria defined for your group.
- 3) Select the action to take in case the screening of the caller's phone number fails:
 - Check *Display the received caller ID* to display the caller's ID received from the network.
 - Check *Do not display the caller's number* to display only the caller's name.
 - Check *Do not display the caller's name or number* if you do not display the caller's identity.
- 4) Prioritize criteria entries. To change the priority of a criterion entry, type the new priority in the *Priority* column of the row for the entry.

You can enter any whole or decimal number. When you apply the changes, the criteria entries are renumbered from 1 to n, in the relative order assigned by you, and reordered accordingly. For example, if there are two criteria entries A and B, and you assign priority 7 to entry A and priority 3.5 to entry B, entry B is listed first with priority 1, and entry A is listed second with priority 2.

- 5) Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

4.12.3 Add Dialable Caller ID Criteria Entry

You use the *Group – Dialable Caller ID Add* page to add a dialable caller ID criterion entry for your group.

A criterion entry is a collection of criteria to apply to incoming calls and optionally a prefix to add to the beginning of the originator's phone number for calls that match the criteria in the entry. The criteria are grouped. When no criteria are selected within a group of criteria, it means that the group does not matter. If any criteria are selected within a group, the call must match at least one of the selected criteria.

The criteria are grouped into the following groups:

- **Call category** – The call category is determined by the *cat* contact parameter obtained from the Network Server query response. The system-defined cat values are shown in the following table:

System-defined Cat Values	Description
NATIONAL	National
INTERLAT	InterLATA
INTRALAT	IntraLATA Toll
INTERNAT	International
LOCAL	Local
PRIVATE	Private
EMERG	Emergency
OTHER	Other

NOTE: The table enumerates all the possible values of call category. Some values may not apply to terminating calls.

- **Network call type** – The network call type is determined by the *ct* contact parameter obtained from the Network Server query response. The network call types supported by the Application Server are provisioned at the following CLI level:

```
AS_CLI/System/CallP/CommunicationBarring/CallTypes
```

- **Alternate call indicator** – The alternate call indicator is determined by the *aci* contact parameter obtained from the Network Server query response. The alternate call indicators supported by the Application Server are provisioned at the following CLI level:

```
AS_CLI/System/CallP/CommunicationBarring/AltCallIndicators
```

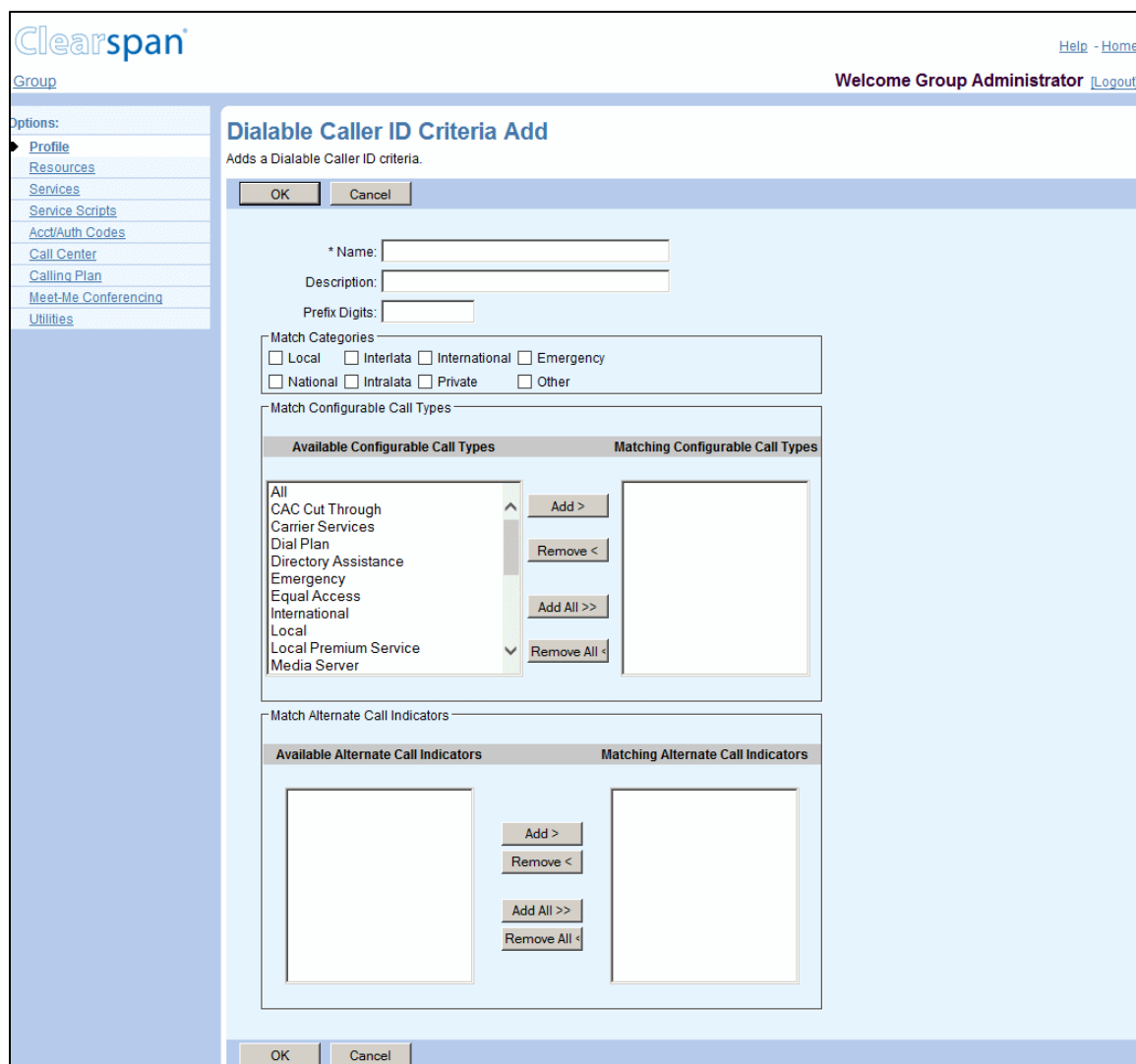


Figure 41 Group – Dialable Caller ID Add

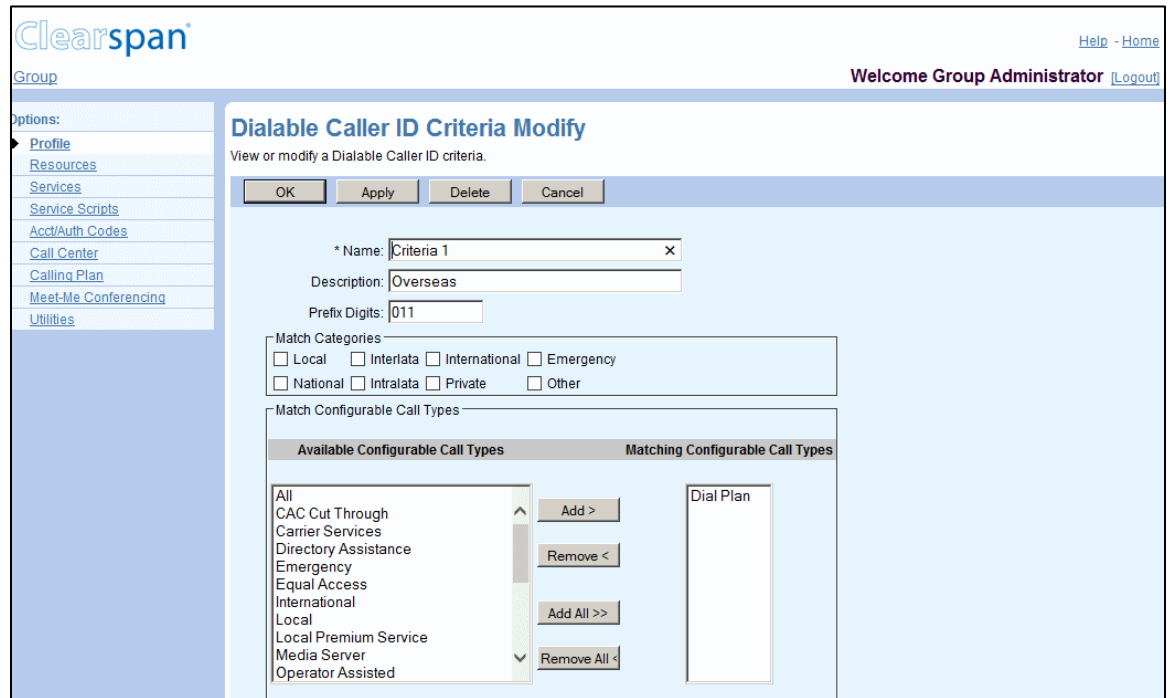
- 1) On the *Group – Profile* menu page, click **Dialable Caller ID** under the Advanced menu. The *Group – Dialable Caller ID* page appears.
- 2) Click **Add**. The *Group – Dialable Caller ID Add* page appears.
- 3) In the *Name* text box, enter a name for the entry.
- 4) In the *Description* text box, enter a description for the entry.
- 5) In the *Prefix Digits* text box, enter the digits to add to the beginning of the caller's phone number if the call satisfies the conditions specified in this entry.
- 6) For *Match Categories*, select one or more call categories to match.
- 7) Select configurable call types to match. In the *Available Configurable Call Types* column, select the desired call types and click **Add >**. Alternatively, to select all call types, click **Add All >>**.
- 8) Select alternate call indicators to match. In the *Available Alternate Call Indicators* column, select the desired indicators and click **Add >**. Alternatively, to select all call indicators, click **Add All >>**.

- 9) Click **OK**. OK saves your changes and displays the previous page.

To exit without saving, click **Cancel** or select another page.

4.12.4 Modify or Delete Dialable Caller ID Entry

You use *Group – Dialable Caller ID Modify* page to modify or delete a selected dialable caller ID criterion entry.



The screenshot shows the 'Dialable Caller ID Criteria Modify' page in the Clearspan web interface. The page has a left sidebar with navigation links like Profile, Resources, Services, etc. The main content area has a title 'Dialable Caller ID Criteria Modify' and a subtitle 'View or modify a Dialable Caller ID criteria.' Below this are buttons for OK, Apply, Delete, and Cancel. The form contains the following fields and sections:

- * Name: Criteria 1 (with a clear button 'x')
- Description: Overseas
- Prefix Digits: 011
- Match Categories: A group of checkboxes for Local, Interlata, International, Emergency, National, Intralata, Private, and Other.
- Match Configurable Call Types: A section with two columns: 'Available Configurable Call Types' and 'Matching Configurable Call Types'. The 'Available' column lists call types like All, CAC Cut Through, Carrier Services, Directory Assistance, Emergency, Equal Access, International, Local, Local Premium Service, Media Server, and Operator Assisted. There are buttons 'Add >', 'Remove <', 'Add All >>', and 'Remove All <<' between the columns. The 'Matching' column is currently empty.

Figure 42 Group – Dialable Caller ID Criteria Modify (Top of Page)

- 1) On the *Group – Profile* menu page, click **Dialable Caller ID** under the Advanced menu. The *Group – Dialable Caller ID* page appears.
- 2) Click **Edit** in the row of the entry to edit. The *Group – Dialable Caller ID Modify* page appears.
- 3) To delete the entry, click **Delete**. The *Group – Profile* page appears.

WARNING: This operation is final and cannot be undone.

- 4) Modify the entry as required. For information about the options available on this page, see section [4.12.3 Add Dialable Caller ID Criteria Entry](#).
- 5) Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, click **Cancel** or select another page.

5 Resources Menu

This chapter contains sections that correspond to each item on the *Group – Resources* menu page.

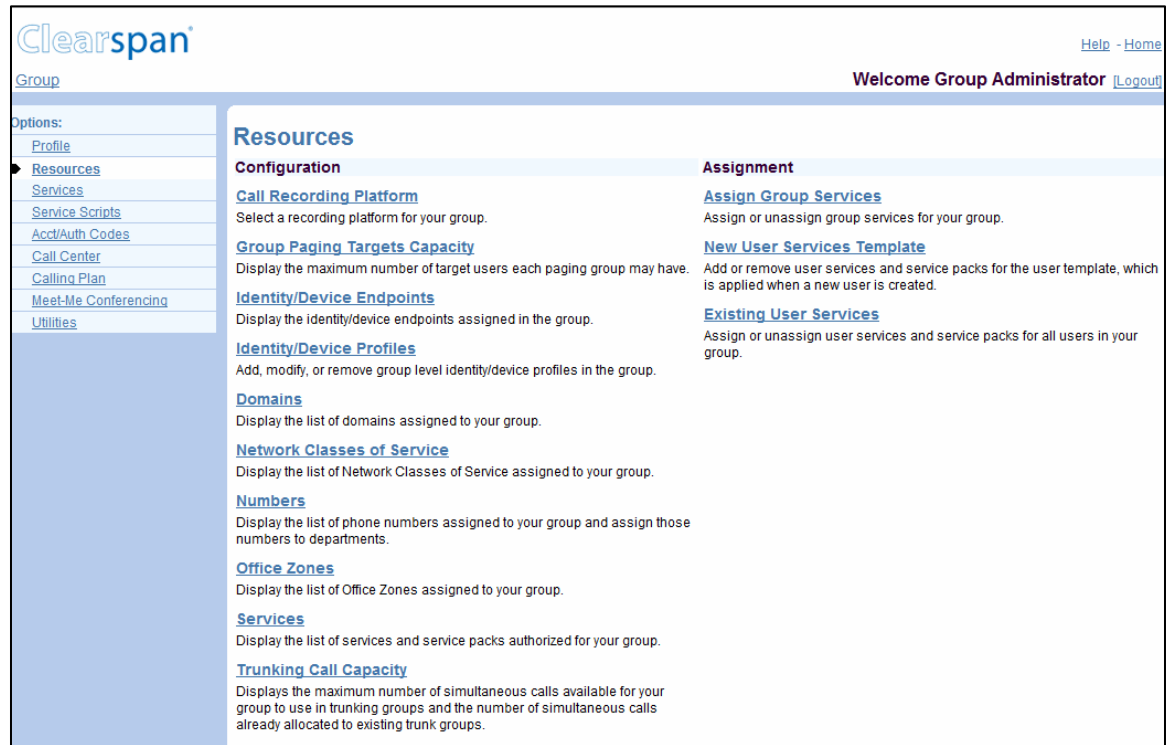


Figure 43 Group – Resources Menu

The *Group – Resources* menu contains these items:

- **Configuration menu**

This menu displays the items that group administrators use to list and configure resources:

- Call Recording Platform
- Group Paging Targets Capacity
- Identity/Device Endpoints
- Identity/Device Profiles
- Domains
- Network Classes of Service
- Numbers
- Office Zones
- Services
- Trunking Call Capacity
- Session Admission Control Capacity

■ Assignment menu

This menu displays the items that group administrators use to assign resources:

- Activate Numbers
- Assign Group Services
- New User Services Template
- Existing User Services

5.1 Access the Group – Resources Menu

Use the items on the *Group – Resources* menu, for example, to list resources assigned to your group. You can add, modify, or remove **Identity/Device Profiles** to represent your users' telephony equipment or public SIP identities. You can add services to and remove services from the group, for **Services**.

On your Home page, on the *Options* list, click **Resources**. The *Group – Resources* menu page appears.

5.2 Call Recording Platform

Use this item on the *Group – Resources* menu page to select a call recording platform for your group.

The Call Recording user service allows users to record their calls using a Third-Party Call Recording (3PCR) platform. You can also assign Call Recording to Auto Attendant, and Call Center, virtual users and then record their calls. For information on recording calls for virtual users, see the *Clearspan Application Server Group Web Interface Administration Guide – Part 2*.

5.2.1 Select Call Recording Platform

The *Group – Call Recording Platform* page allows you to select a call recording platform for your group.

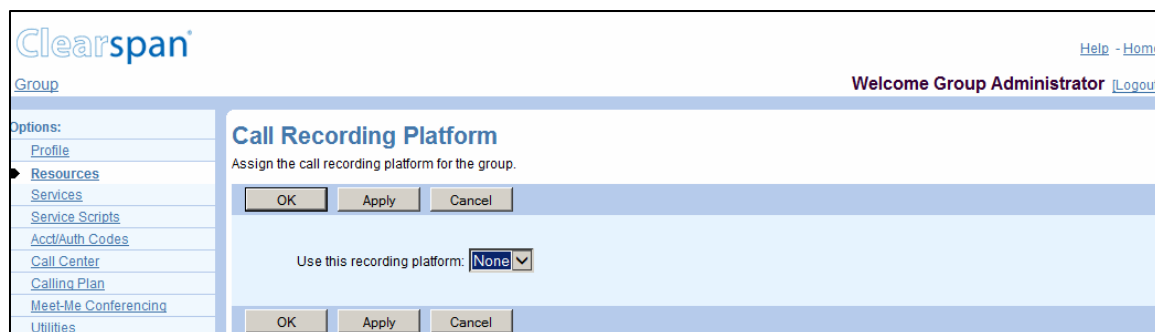


Figure 44 Group – Call Recording Platform

- 1) On the *Group – Resources* menu page, click **Call Recording Platform**. The *Group – Call Recording Platform* page appears.
- 2) Select a recording platform from the drop-down list.

NOTE: Once a recording platform is assigned, you cannot clear the selection. You can only assign a different platform to the group. Only when the Call Recording service is unauthorized, the platform is cleared.

- 3) Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

5.3 Group Paging Targets Capacity

The *Group – Group Paging Targets Capacity* page displays the maximum number of target users a paging group is allowed to have. Target users are users who are paged when a call is made to the paging group.

5.3.1 View Group Paging Targets Capacity

Use this item on the *Group – Resources* menu page to view the maximum number of target users in a paging group allowed for your group.



Figure 45 Group – Group Paging Targets Capacity

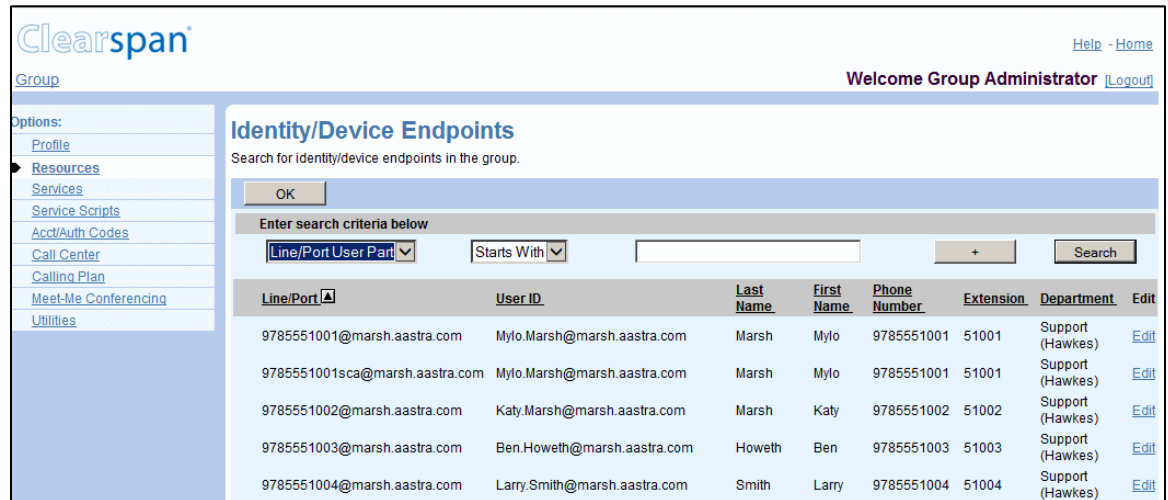
- 1) On the *Group – Resources* menu page, click **Group Paging Targets Capacity**. The *Group – Group Paging Targets Capacity* page appears.
- 2) To display the previous page, click **OK**.

5.4 Identity/Device Endpoints

Use this item on the *Group – Resources* menu page to list the identity/device endpoints for your group.

5.4.1 List Identity/Device Endpoints

The *Group – Identity/Device Endpoints* page displays identity/device endpoints for your group.



Line/Port	User ID	Last Name	First Name	Phone Number	Extension	Department	Edit
9785551001@marsh.aastra.com	Mylo.Marsh@marsh.aastra.com	Marsh	Mylo	9785551001	51001	Support (Hawkes)	Edit
9785551001sca@marsh.aastra.com	Mylo.Marsh@marsh.aastra.com	Marsh	Mylo	9785551001	51001	Support (Hawkes)	Edit
9785551002@marsh.aastra.com	Katy.Marsh@marsh.aastra.com	Marsh	Katy	9785551002	51002	Support (Hawkes)	Edit
9785551003@marsh.aastra.com	Ben.Howeth@marsh.aastra.com	Howeth	Ben	9785551003	51003	Support (Hawkes)	Edit
9785551004@marsh.aastra.com	Larry.Smith@marsh.aastra.com	Smith	Larry	9785551004	51004	Support (Hawkes)	Edit

Figure 46 Group – Identity/Device Endpoints

- 1) On the *Group – Resources* menu page, click **Identity/Device Endpoints**. The *Group – Identity/Device Endpoints* page appears.
- 2) To display all the identity/device endpoints for your group, click **Search**.

To display specific identity/device endpoints, enter your search criteria and click **Search**. You can search by *Line/Port User Part*, *Line/Port Domain*, *User ID*, *Last Name*, *First Name*, *Phone Number*, *Extension*, and *Department*. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.

- 3) To display the previous page, click **OK**.

5.5 Identity/Device Profiles

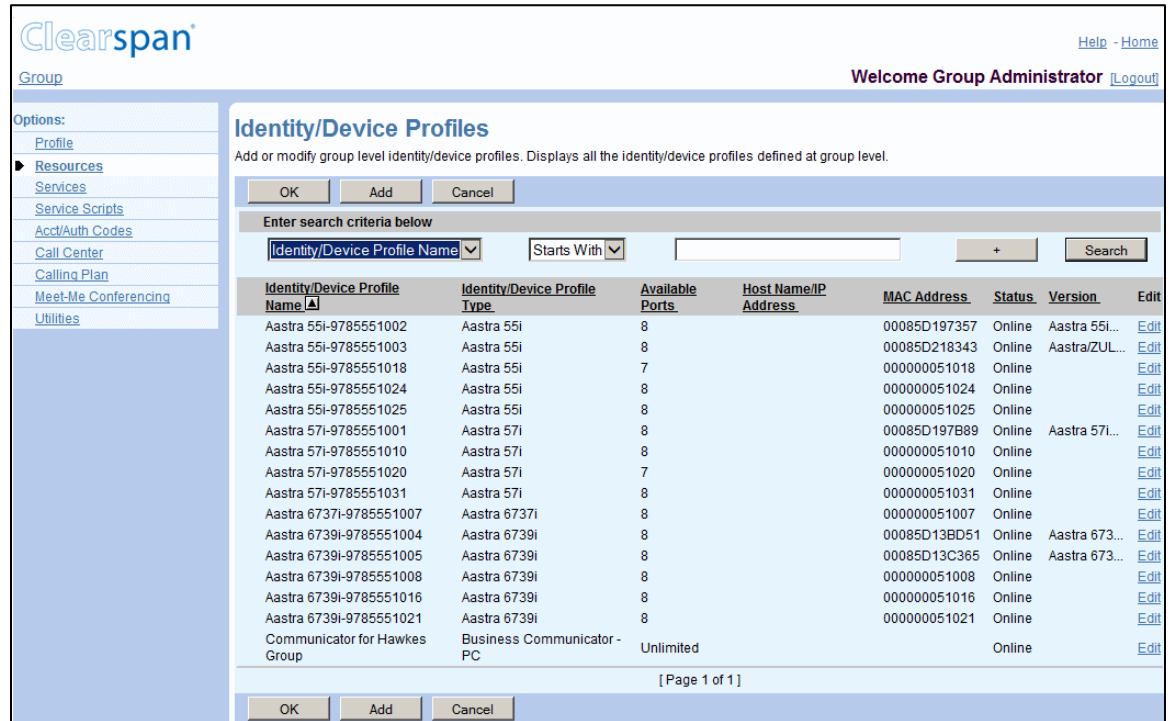
Use this item on the *Group – Resources* menu page to:

- [List Identity/Device Profile](#)
- [Add Identity/Device Profile](#)
- [Modify Identity/Device Profile](#)
- [Delete Identity/Device Profile](#)

When you create or modify an identity/device profile, the information you need to provide depends on the selected identity/device profile type.

5.5.1 List Identity/Device Profile

Use the *Group – Identity/Device Profiles* page to list your group's identity/device profiles. From this page, you can add, modify, or delete an identity/device profile.



Clearspan [Help](#) - [Home](#)

[Group](#) **Welcome Group Administrator** [Logout](#)

Options:

- [Profile](#)
- [Resources](#)
- [Services](#)
- [Service Scripts](#)
- [Acct/Auth Codes](#)
- [Call Center](#)
- [Calling Plan](#)
- [Meet-Me Conferencing](#)
- [Utilities](#)

Identity/Device Profiles

Add or modify group level identity/device profiles. Displays all the identity/device profiles defined at group level.

Enter search criteria below

Identity/Device Profile Name	Identity/Device Profile Type	Available Ports	Host Name/IP Address	MAC Address	Status	Version	Edit
Aastra 55i-9785551002	Aastra 55i	8		00085D197357	Online	Aastra 55i...	Edit
Aastra 55i-9785551003	Aastra 55i	8		00085D218343	Online	Aastra/ZUL...	Edit
Aastra 55i-9785551018	Aastra 55i	7		000000051018	Online		Edit
Aastra 55i-9785551024	Aastra 55i	8		000000051024	Online		Edit
Aastra 55i-9785551025	Aastra 55i	8		000000051025	Online		Edit
Aastra 57i-9785551001	Aastra 57i	8		00085D197B89	Online	Aastra 57i...	Edit
Aastra 57i-9785551010	Aastra 57i	8		000000051010	Online		Edit
Aastra 57i-9785551020	Aastra 57i	7		000000051020	Online		Edit
Aastra 57i-9785551031	Aastra 57i	8		000000051031	Online		Edit
Aastra 6737i-9785551007	Aastra 6737i	8		000000051007	Online		Edit
Aastra 6739i-9785551004	Aastra 6739i	8		00085D13BD51	Online	Aastra 673...	Edit
Aastra 6739i-9785551005	Aastra 6739i	8		00085D13C365	Online	Aastra 673...	Edit
Aastra 6739i-9785551008	Aastra 6739i	8		000000051008	Online		Edit
Aastra 6739i-9785551016	Aastra 6739i	8		000000051016	Online		Edit
Aastra 6739i-9785551021	Aastra 6739i	8		000000051021	Online		Edit
Communicator for Hawkes Group	Business Communicator - PC	Unlimited			Online		Edit

[Page 1 of 1]

Figure 47 Group – Identity/Device Profiles

- 1) On the *Group – Resources* menu page, click **Identity/Device Profiles**. The *Group – Identity/Device Profiles* page with search criteria boxes appears.
- 2) To display the list of identity/device profiles, click **Search**. The list of identity/device profiles appears.

For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.

- 3) To display the previous page, click **OK** or **Cancel**.

5.5.2 Add Identity/Device Profile

Use the *Group – Identity/Device Profile Add* page to add a new identity/device profile for the group.

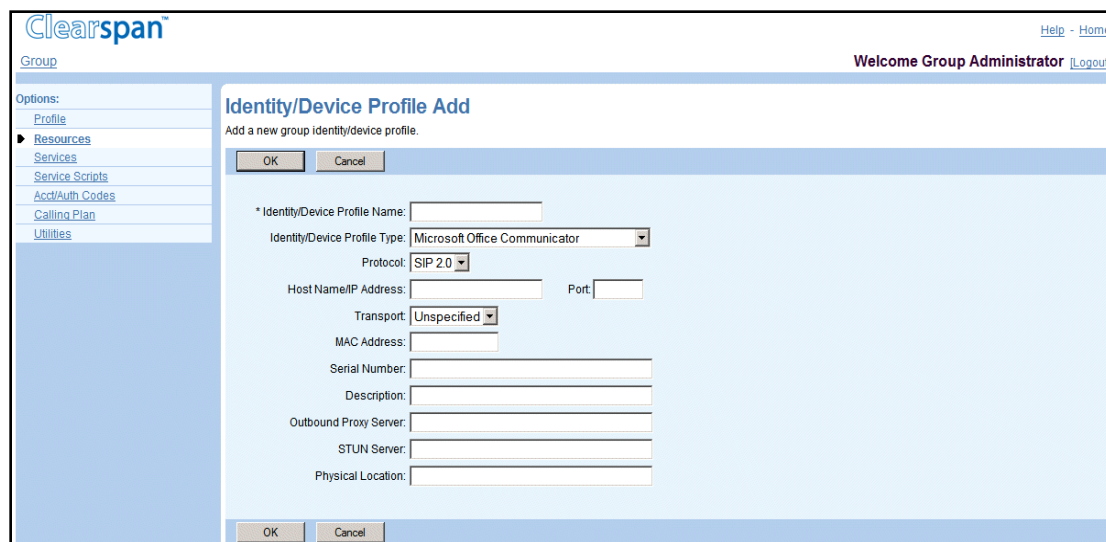


Figure 48 Group – Identity/Device Profile Add (Managed Device)

- 1) On the *Group – Resources* menu page, click **Identity/Device Profiles**. The *Group – Identity/Device Profiles* page appears.
- 2) Click **Add**. The *Group – Identity/Device Profile Add* page appears.
- 3) Type or select information for the identity/device profile. Required data is indicated by an asterisk (*).

Text Box Name	Required?	Description	Example
Identity/Device Profile Name *	Yes	The name of the new identity/device profile.	CyberGroupIAD1
Identity/Device Profile Type	Yes	The type of identity/device profile used for the new identity/device profile.	Cisco 2421-16 Cisco 2421-24
Protocol	No	The communication protocol used by the identity/device profile.	MGCPIETF 1.0
Host Name/IP Address	Yes	The host name or IP address of the identity/device profile. Optional for some identity/device profiles, such as IP phones.	host1.broadsoft.com 111.1.11.1
Port	No	The communication port used by the identity/device profile. This field is dependent on the type of Identity/Device Profile Type selected.	1234
MAC Address	No	The unique Media Access Control (MAC) address of the network hardware used by the new identity/device profile.	21A1423f23d2
Serial Number	No	The serial number of the identity/device profile.	123AB-C-456

Text Box Name	Required?	Description	Example
Description	No	A brief text description of the identity/device profile, such as an internal reference, manufacturer name, or other internal feature.	Bldg. 3 Device
Outbound Proxy Server	No	The host name or IP address of the proxy server to be used by this identity/device profile.	proxy1.broadsoft.com 101.45.3.65
STUN Server	No	The host name or IP address of the Simple Traversal of UDP through NAT (STUN) server to be used by this identity/device profile.	stunServ1.broadsoft.com 101.45.3.69
Physical Location	No	The physical location of the identity/device profile.	Office number and address

- 4) If applicable, configure the authentication information as follows:
 - To use the credentials defined for the identity/device profile type, check *Use Identity/Device Profile Type Credentials*. Alternatively, to use custom credentials, check *Use Custom Credentials*.
 - If you have selected *Use Custom Credentials*, enter your device access user name and password.
- 5) Save your changes. Click **OK**. The previous page appears.
To exit without saving, click **Cancel** or select another page.

5.5.3 Modify Identity/Device Profile

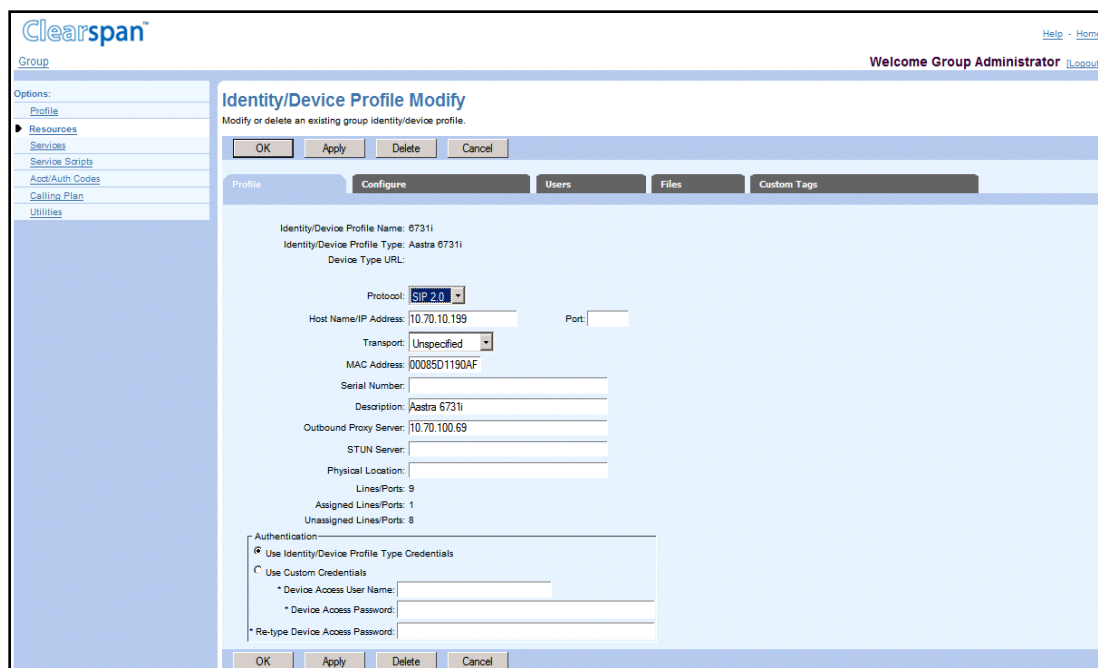
Use the *Group – Identity/Device Profiles Modify* page to modify and configure an identity/device profile, and to list the users to whom an identity/device profile has been assigned.

The tabs available on this page depend on the type of device management supported by the device.

- [Profile Tab \(All Devices\)](#)
- [Configure Tab \(Legacy Devices\)](#)
- [Users Tab \(All Devices\)](#)
- [Files Tab \(Managed Devices\)](#)
- [Custom Tags Tab \(Managed Devices\)](#)

5.5.3.1 Profile Tab (**All Devices**)

Use the *Profile* tab on the *Group – Identity/Device Profile Modify* page to modify the profile information for an identity/device profile.



Clearspan Help - Home

Group Welcome Group Administrator [Logout]

Options:

- Profile
- Resources
- Services
- Service Scripts
- Acct/Auth Codes
- Call Center
- Calling Plan
- Utilities

Identity/Device Profile Modify

Modify or delete an existing group identity/device profile.

OK Apply Delete Cancel

Profile **Configure** Users Files Custom Tags

Identity/Device Profile Name: 67311
 Identity/Device Profile Type: Aastra 6731i
 Device Type URL:

Protocol: SIP 2.0
 Host Name/IP Address: 10.70.10.199 Port:
 Transport: Unspecified
 MAC Address: 00085D1190AF
 Serial Number:
 Description: Aastra 6731i
 Outbound Proxy Server: 10.70.100.69
 STUN Server:
 Physical Location:
 Lines/Ports: 9
 Assigned Lines/Ports: 1
 Unassigned Lines/Ports: 8

Authentication:

☒ Use Identity/Device Profile Type Credentials
☐ Use Custom Credentials

* Device Access User Name:
 * Device Access Password:
 * Re-type Device Access Password:

OK Apply Delete Cancel

Figure 49 Group – Identity/Device Profile Modify – Profile (Managed Device)



Clearspan Help - Home

Group Welcome Group Administrator [Logout]

Options:

- Profile
- Resources
- Services
- Service Scripts
- Acct/Auth Codes
- Call Center
- Calling Plan
- Meet-Me Conferencing
- Utilities

Identity/Device Profile Modify

Modify or delete an existing group identity/device profile.

OK Apply Delete Cancel

Profile **Configure** Users

Identity/Device Profile Name: Aastra 571-9785551020
 Identity/Device Profile Type: Aastra 571
 Device Type URL:

Protocol: SIP 2.0
 Host Name/IP Address: Port:
 Transport: Unspecified
 MAC Address: 000000051020
 Serial Number:
 Description:
 Outbound Proxy Server:
 STUN Server:
 Physical Location: Bldg 8 <ERL>
 Lines/Ports: 9
 Assigned Lines/Ports: 2
 Unassigned Lines/Ports: 7
 Version:

OK Apply Delete Cancel

Figure 50 Identity/Device Profile Modify – Profile (Legacy Device)

Figure 51 Group – Identity/Device Profile Modify – Profile Tab

- 1) On the *Group – Resources* menu page, click **Identity/Device Profiles**. The *Group – Identity/Device Profiles* page with search criteria boxes appears.
- 2) To display the list of identity/device profiles, click **Search**.

This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.

- 3) Click **Edit** or any item in the row for the identity/device profile to edit. The *Group – Identity/Device Profile Modify* page appears showing the *Profile* tab by default.
- 4) Edit the identity/device profile information. Required information is indicated with an asterisk. For more information about the identity/device profile information settings, see section [5.5.2 Add Identity/Device Profile](#).

The following read-only data is displayed:

Text Box Name	Description	Example
Identity/Device Profile Name	The name of the new identity/device profile.	SipPhone4
Identity/Device Profile Type	The type of identity/device profile used for the identity/device profile. Device types with the same name but different capabilities are differentiated by following the name with the number of available ports.	Cisco ATA186, Polycom Soundpoint IP 500

Text Box Name	Description	Example
Device Type URL	The URL of the device type.	http://dms/Polycom_Soundpoint_IP_500
Lines/Ports	The number of lines/ports on the device.	Unlimited
Assigned Lines Ports	The number of assigned line/ports.	2
Unassigned Lines/Ports	The number of line/ports still available to be assigned.	Unlimited
Version	The software version of the identity/device type. It is only displayed for SIP devices.	X-Lite release 1104o stamp 56125

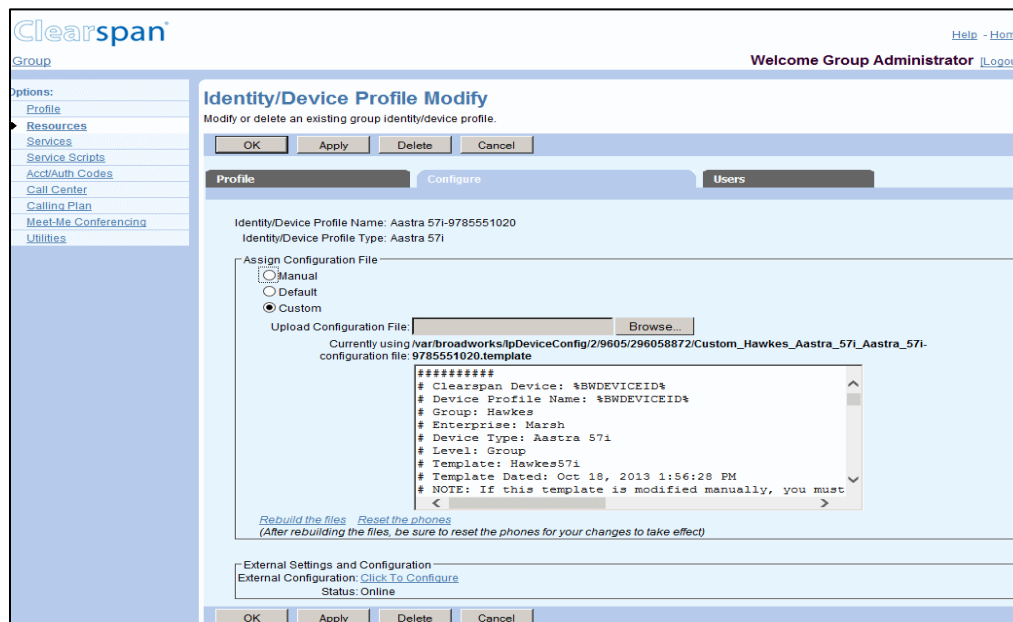
- 5) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

5.5.3.2 Configure Tab (Legacy Devices)

Use the *Configure* tab on the *Group – Identity/Device Profile Modify* page to modify the configuration information for an identity/device profile. This tab is only available for legacy devices.

NOTE: A configuration file contains IP phone attributes, for example, proxy address/port, and user-specific attributes, for example, calling line identity, calling name, authentication username, and authentication password.



Clearspan®

Group

Welcome Group Administrator [Logout]

Options: Profile, Resources, Services, Service Scripts, Acct/Auth Codes, Call Center, Calling Plan, Meet-Me Conferencing, Utilities

Identity/Device Profile Modify

Modify or delete an existing group identity/device profile.

OK Apply Delete Cancel

Profile Configure Users

Identity/Device Profile Name: Aastra 57i-9785551020
Identity/Device Profile Type: Aastra 57i

Assign Configuration File

☐ Manual
☐ Default
☒ Custom

Upload Configuration File:

Currently using /var/broadworks/ipDeviceConfig/2/9605/296058872/Custom_Hawkes_Aastra_57i_Aastra_57i-configuration file: 9785551020.template

```

#####
# Clearspan Device: $SWDEVICEID#
# Device Profile Name: $SWDEVICEID#
# Group: Hawkes
# Enterprise: Marsh
# Device Type: Aastra 57i
# Level: Group
# Template: Hawkes57i
# Template Dated: Oct 18, 2013 1:56:28 PM
# NOTE: If this template is modified manually, you must
  
```

[Rebuild the files](#) [Reset the phones](#)
(After rebuilding the files, be sure to reset the phones for your changes to take effect)

External Settings and Configuration
External Configuration: [Click To Configure](#)
Status: Online

OK Apply Delete Cancel

Figure 52 Group – Identity/Device Profile Modify – Configuration

- 1) On the *Group – Profile* menu page, click **Identity/Device Profiles**. The *Group – Identity/Device Profiles* page appears.
- 2) To display the list of identity/device profiles, click **Search**.

This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.

- 3) Click **Edit** or any item in the row for the identity/device profile. The *Group – Identity/Device Profile Modify* page appears.
- 4) Click the **Configuration** tab.
- 5) Specify the type of configuration file. Click a button to select the type of configuration.

Manual: The identity/device profile is to be physically configured by the group administrator.

Default: The identity/device profile uses default parameters that are uploaded at the system and group level and that act as the default settings for all identity/device profiles at these levels. The default parameters are combined with the subscriber profile attributes to configure the phone for a subscriber.

The Default system configuration file is configured and uploaded to the system using the command line interface (CLI). For more information, see the *Clearspan Application Server Command Line Interface Administration Guide*.

Custom: The identity/device profile uses a custom configuration file uploaded by the administrator. The custom file may or may not override the system parameters, and, if the group configuration file is used, the custom file overrides the group file. If a parameter exists both in the system file and the custom file, the custom file has precedence over the system file.

- 6) If you selected *Manual* or *Default*, save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.
- 7) To upload a custom file, select *Custom* and click **Browse** to find and open the file on your computer.

When you return to the *Identity/Device Profile Modify* page the custom file name appears in the *Currently using configuration file* box, and the file is displayed.

- If you change the configuration file, click **Rebuild the files**.

The configuration file is regenerated and transmitted to the File Server. The rebuild operation is completed even when there has not been a change to the configuration file.

- 8) To modify the external configuration of an identity/device profile, click **Click to Configure**.

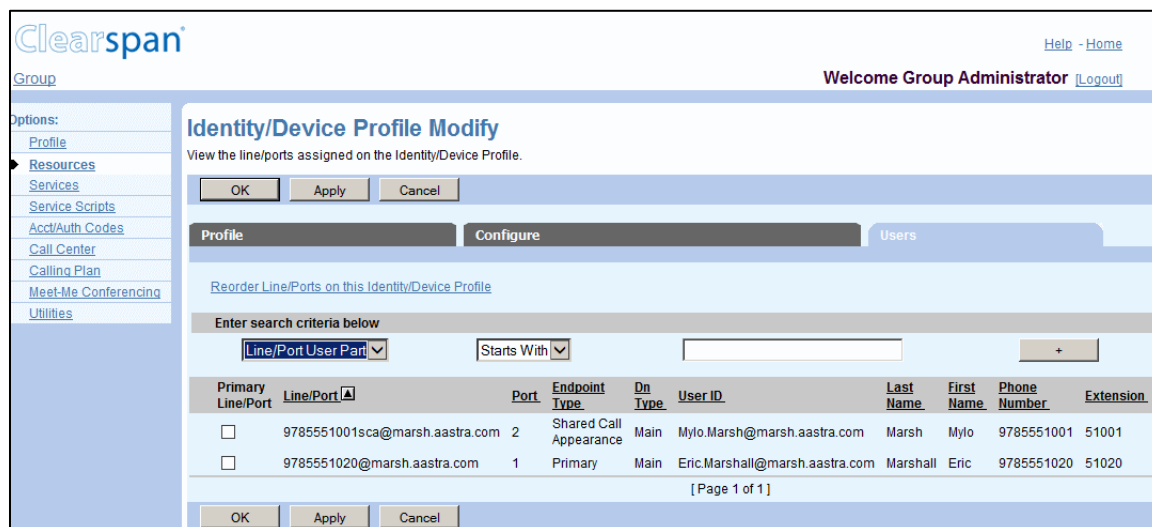
NOTE: External configuration may not be available for all identity/device profile types.

- 9) To save your changes, click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, click **Cancel** or select another page.

5.5.3.3 Users Tab (All Devices)

Use the *Users* tab on the *Group – Identity/Device Profile Modify* page to list the user accounts that have been assigned the selected identity/device profile, and to reorder the line/ports in use for the identity/device profile.



Clearspan®

Group

Welcome Group Administrator [Logout]

Options:

- Profile
- Resources
- Services
- Service Scripts
- Acct/Auth Codes
- Call Center
- Calling Plan
- Meet-Me Conferencing
- Utilities

Identity/Device Profile Modify

View the line/ports assigned on the Identity/Device Profile.

OK Apply Cancel

Profile Configure Users

Reorder Line/Ports on this Identity/Device Profile

Enter search criteria below

Line/Port User Part Starts With +

Primary Line/Port	Line/Port	Port	Endpoint Type	On Type	User ID	Last Name	First Name	Phone Number	Extension
<input type="checkbox"/>	9785551001sca@marsh.aastra.com	2	Shared Call Appearance	Main	Mylo.Marsh@marsh.aastra.com	Marsh	Mylo	9785551001	51001
<input type="checkbox"/>	9785551020@marsh.aastra.com	1	Primary	Main	Eric.Marshall@marsh.aastra.com	Marshall	Eric	9785551020	51020

[Page 1 of 1]

OK Apply Cancel

Figure 53 Group – Identity/Device Profile Modify – Users

- 1) On the *Group – Resources* menu page, click **Identity/Device Profiles**. The *Group – Identity/Device Profiles* page appears.
- 2) To display the list of identity/device profiles, click **Search**.

This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.

- 3) Click **Edit** or any item in the row for the identity/device profile. The *Group – Identity/Device Profile Modify* page appears.
- 4) Click the **Users** tab.
- 5) To display the list of users with the selected identity/device profile assigned, click **Search**.

You can search for users by *Line/Port User Part*, *Line/Port Domain*, (In *Public Identity User Part* and *Public Identity Domain*), *Endpoint Type*, *User ID*, *Last Name*, *First Name*, *Phone Number*, *Extension*, or **Port**. The Edit link takes you to the user/virtual subscriber *Profile* menu page.

NOTE: The *Primary Line/Port* and the *Port* columns are empty for trunk users. The Port search criterion does not apply to trunk users.

To reorder the line/ports in use for the identity/device profile, click **Reorder Line/Ports on this Identity/Device Profile**. The *Devices Modify - Reorder Users* page appears. For more information, see section [5.5.3.3.1 Change Order of Line/Ports](#).

NOTE: The Reorder Line/Ports on this Identity/Device Profile link appears only when more than one line/port has been assigned to users and when the static line ordering option is disabled for the identity device/profile type.

- 6) To modify a user account in the list, click **Edit** or any item in the row corresponding to that user. The *User – Profile* page appears.
- 7) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, click **Cancel** or select another page or click **Cancel** to display the previous page.

5.5.3.3.1 Change Order of Line/Ports

Use the *Group – Devices Modify – Reorder Users* page to change the order of the line/ports assigned to a device.

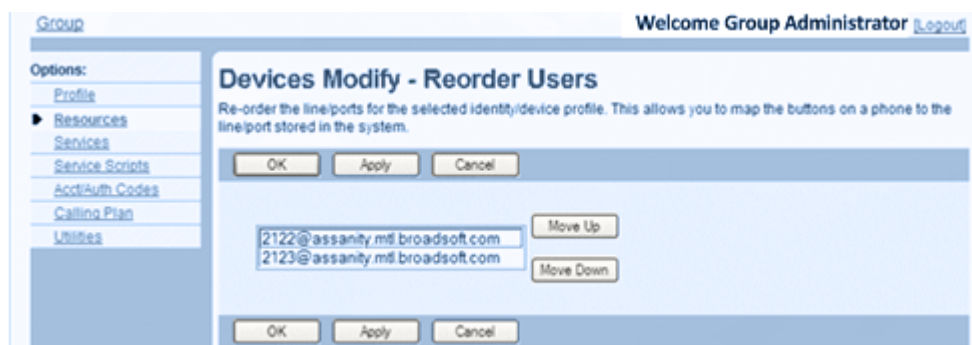


Figure 54 Group – Devices Modify – Reorder Users

- 1) On the *Group – Profile* menu page, click **Identity/Device Profiles**. The *Group – Identity/Device Profiles* page appears.
- 2) Click **Edit** or any item in the row for the device. The *Group – Identity/Device Profiles Modify* page appears.
- 3) Click the **Users** tab and then click **Reorder Line/Ports on this Device**. The *Group – Devices Modify – Reorder Users* page appears.

NOTE: The Reorder Line/Ports on this Identity/Device Profile link appears only when more than one line/port has been assigned to users and when the static line ordering option is disabled for the identity device/profile type.

- 4) To change the order of a line/port, select it and click **Move Up** or **Move Down**.
- 5) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, click **Cancel** or select another page.

5.5.3.4 Files Tab (**Managed Devices**)

Use the *Files* tab on the *Identity/Device Profile Modify* page to manage files for the identity/device profile.

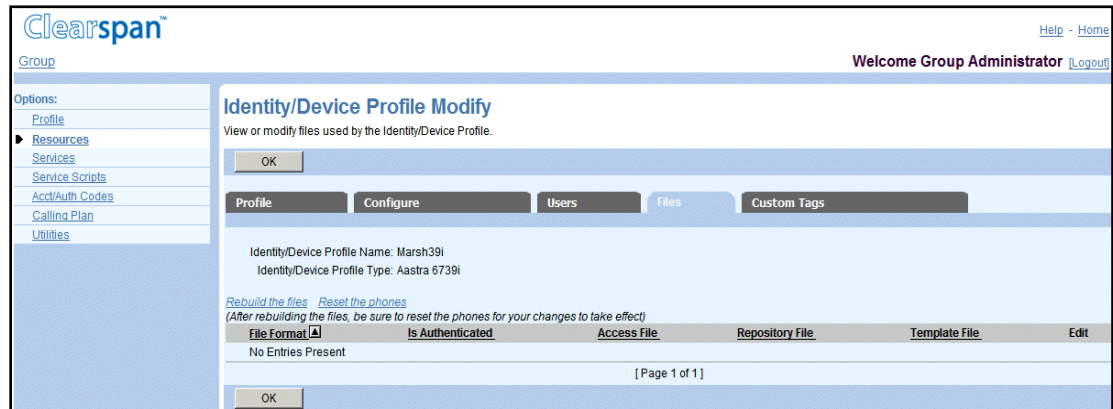


Figure 55 Group – Identity/Device Profile Modify – Files

5.5.3.4.1 Manage Identity/Device Profile Files

- 1) On the *Group – Identity/Device Profile Modify* page, click the **Files** tab.
- 2) For IP phones, click **Rebuild the files** to regenerate and transmit the configuration files to the file server.
- 3) For IP phones that support a remote reset display, to instruct the phones to reload their configuration files, click **Reset the phones**.
- 4) To test file access, click the link in the *Access Link* column and the row for the file you want to test. The browser imitates a device access for the file. If the operation is successful, a new browser window is open displaying the file. If it is not successful, you are presented with an error message.
- 5) To download a repository file, click the **Download** link in the *Repository File* column and the row for the file to download, and then follow your browser's instructions.
- 6) To download a template file, click the **Download** link in the *Template File* column and the row for the file whose template you want to download, and then follow your browser's instructions.
- 7) To download the extended file capture, click the link in the *Extended Capture* column and the row for the file whose extended file capture you want to download, and then follow the instructions of your browser.
- 8) Click **OK**. OK displays the previous page.

5.5.3.4.2 Modify File for Identity/Device Profile

Use the *Identity/Device Profile File Modify* page to modify an existing identity/device profile file. You can also load a new identity/device profile file.

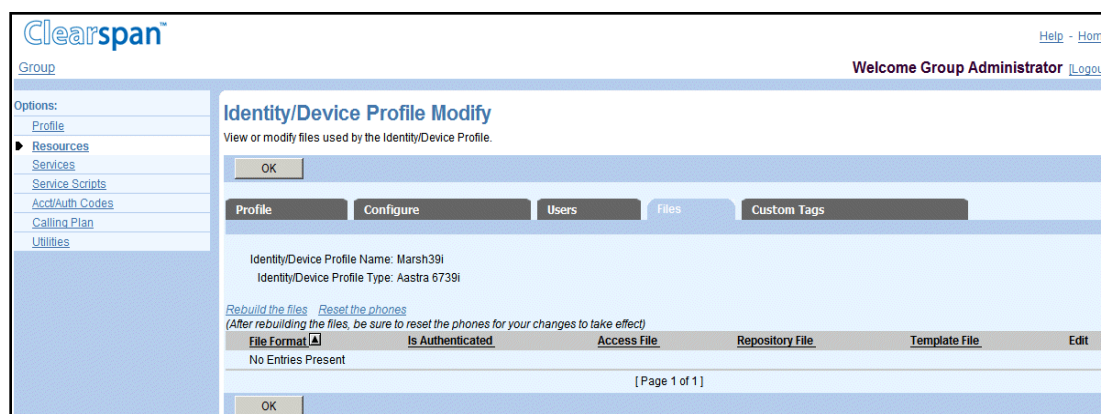


Figure 56 Group – Identity/Device Profile Modify – File Modify

- 1) On the *Group – Identity/Device Profile Modify* page, click the *Files* tab.
- 2) Click **Edit** on the row containing the file you would like to modify. The *Identity/Device Profile File Modify* page appears.
- 3) To test file access, click the link next to *Access File*. The browser imitates a device access for the file. If the operation is successful, a new browser window is open displaying the file. If it is not successful, you are presented with an error message.
- 4) To download a repository file, click the **Download** link next to *Repository File*, and then follow your browser's instructions.
- 5) To download a template file, click the **Download** link next to *Template File*, and then follow your browser's instructions.
- 6) To enable extended file capture, check the *Enable Extended File Capture* box.
- 7) To download the extended file capture, click the **Download** link, and then follow your browser's instructions. This link only appears when the *Enable Extended File Capture* option is enabled.
- 8) To specify the type of file to assign, select from the following:
 - *Manual* means that the Provisioning Server does not generate the file for this device profile. It is manually generated and saved onto the file repository.
 - *Default* specifies that the device profile does not use a custom template. Instead, the Provisioning Server uses the corresponding file/template defined at the device-type level to build the resulting file for the device profile.
 - *Custom* means that the device profile has its own file/template for this file.
- 9) If you have selected a custom file, click **Browse** to add the file to the *Upload File* text box. The uploaded file remains on your local computer.
- 10) For IP phones, click **Rebuild the File** to regenerate and transmit the configuration file to the file server.
- 11) For IP phones that support a remote reset display, to instruct the phone to reload its configuration file, click **Reset the Phone(s)**.

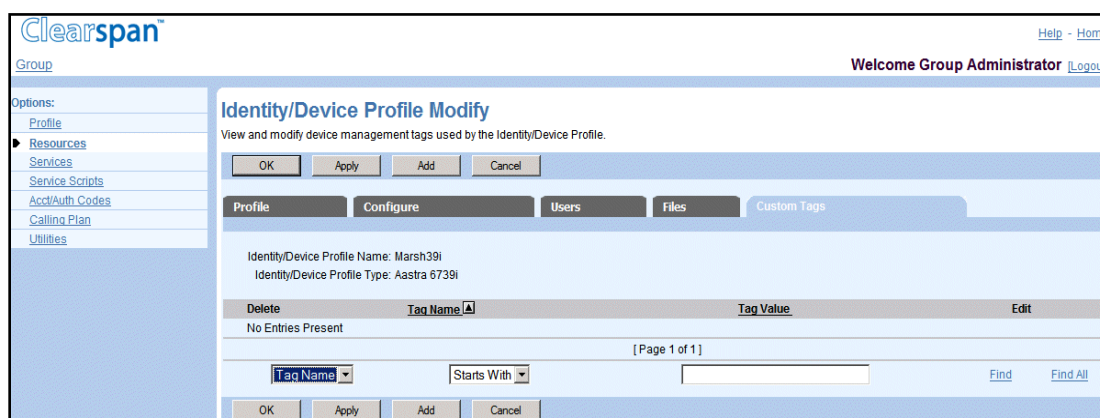
- 12) Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

5.5.3.5 Custom Tags Tab (**Managed Devices**)

Use the Custom Tags tab on the *Group – Identity/Device Profile Modify* page to modify, add, or delete custom tags for the identity/device profile. This tab is only available for managed devices with custom tags enabled.

This page is a list page that allows you to search several different ways. You can click the headings of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.



The screenshot shows the Clearspan web interface. On the left is a navigation menu with options like Profile, Resources, Services, Service Scripts, Acc/Auth Codes, Calling Plan, and Utilities. The main content area is titled 'Identity/Device Profile Modify' and includes a sub-header 'View and modify device management tags used by the Identity/Device Profile.' Below this are buttons for OK, Apply, Add, and Cancel. A tabbed interface shows 'Custom Tags' as the active tab. The main area displays a table with columns: Delete, Tag Name, Tag Value, and Edit. The table is empty, with the text 'No Entries Present' below it. At the bottom, there are search filters for 'Tag Name' and 'Starts With', along with 'Find' and 'Find All' buttons. The page footer indicates '[Page 1 of 1]'.

Figure 57 Group – Identity/Device Profile Modify – Custom Tags

- 1) To delete a tag, select the check box in the row of the tag and then click **Apply**. The custom tag is removed from the identity/device profile.
- 2) To add a custom tag, click **Add**. The *Identity/Device Profile Custom Tag Add* page appears. For information on adding a custom tag, see section [5.5.3.6 Add Custom Tag](#).
- 3) To modify a custom tag, click **Edit** on the row for the desired tag. The *Identity/Device Profile Custom Tag Modify* page appears. For more information on modifying custom tags, see section [5.5.3.7 Modify Custom Tag](#).

5.5.3.6 Add Custom Tag

Use the *Group – Identity/Device Profile Custom Tag Add* page to add a custom tag for an identity/device profile.

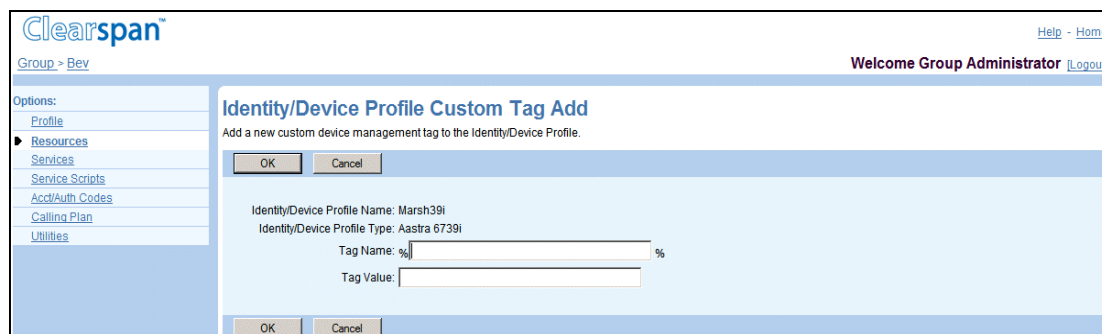


Figure 58 Group – Identity/Device Profile Modify – Custom Tags Add

- 1) On the Group – Identity/Device Profile Modify page, click the Custom Tags tab.
- 2) Click **Add**. The Identity/Device Profile Custom Tag Add page appears.
- 3) In the *Tag Name: %* text box, enter the name for the tag.
- 4) In the *Tag Value: %* text box, enter the value for the tag.
- 5) Click **OK**. OK saves your changes and displays the previous page.

To exit without saving, click **Cancel** or select another page.

5.5.3.7 Modify Custom Tag

Use the *Group – Identity/Device Profile Custom Tag Modify* page to modify a custom tag for an identity/device profile.

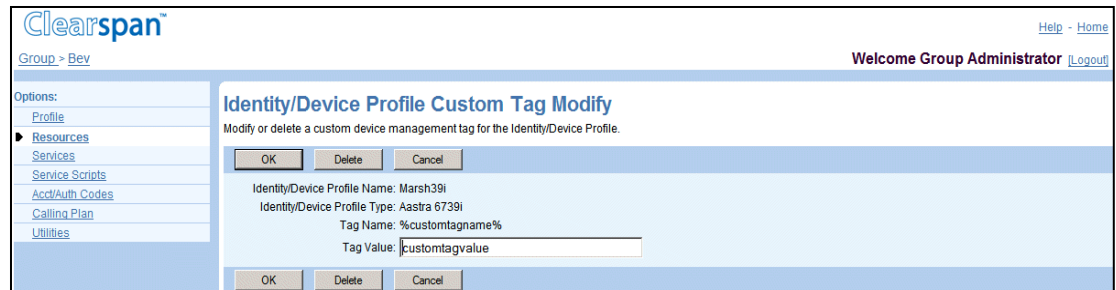


Figure 59 Group – Identity/Device Profile Modify – Custom Tags Modify

- 1) On the Group – Identity/Device Profile Modify page, click the Custom Tags tab.
- 2) Click **Edit** on the row of the tag you would like to modify. The Identity/Device Profile Custom Tag Modify page appears. The Tag Name cannot be edited.
- 3) Click **Delete** to delete this tag from the identity/device profile.
- 4) In the Tag Value: % text box, enter the new value for the tag.
- 5) Click **OK**. OK saves your changes and displays the previous page.

To exit without saving, click **Cancel** or select another page.

5.5.4 Delete Identity/Device Profile

Use the *Group – Identity/Device Profile Modify* page to delete an identity/device profile from the system.

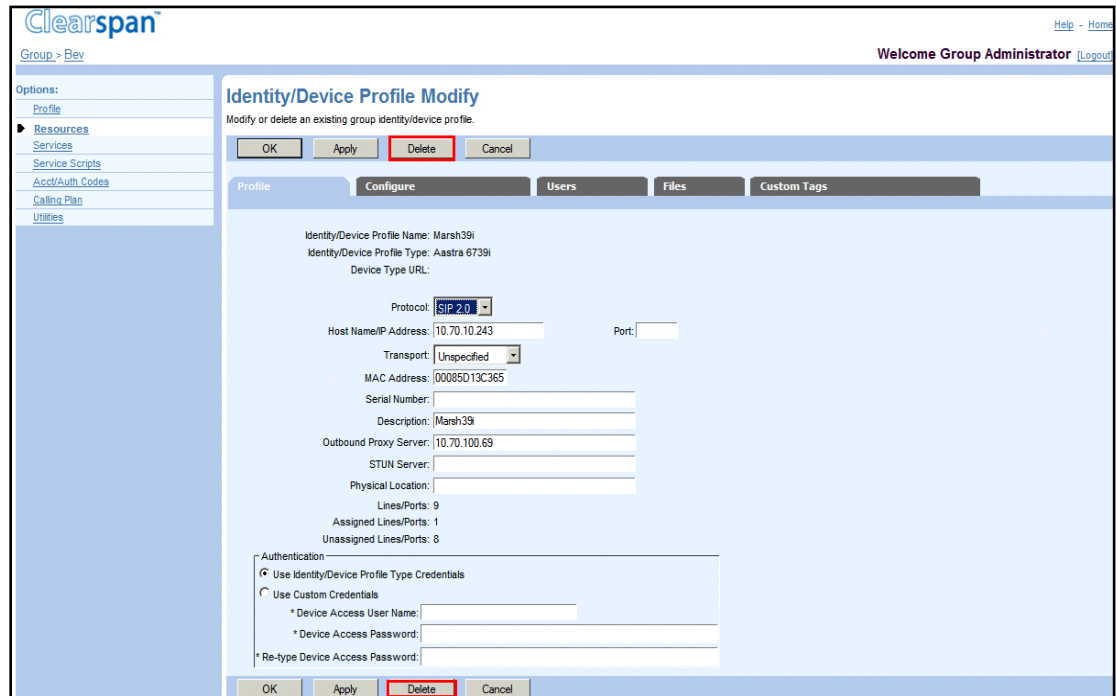


Figure 60 Group – Identity/Device Profile Modify

- 1) On the *Group – Resources* menu page, click **Identity/Device Profiles**. The *Group – Identity/Device Profiles* page appears.
- 2) Click **Edit** or any item in the row for the identity/device profile. The *Group – Devices Modify* page appears.
- 3) Click **Delete**. The *Group – Identity/Device Profiles* page appears.

To exit without saving, select another page or click **Cancel** to display the previous page.

WARNING: The Delete function cannot be undone. Once you click **Delete**, your deletion is final. You can press **Cancel** before you click **Delete** to avoid a deletion.

NOTE: Identity/device profiles assigned to users cannot be deleted.

5.6 Domains

Use this item on the *Group – Resources* menu page to:

- [List Domains](#)
- [List Users Assigned to Domain](#)

5.6.1 List Domains

Use the *Group – Domains* page to list the domains assigned to your group. From this page, you can modify the profile of a user assigned to a domain.

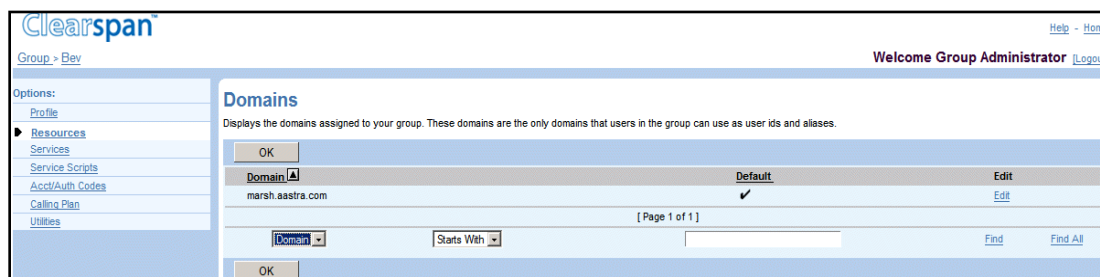


Figure 61 Group – Domains

- 1) On the *Group – Profile* menu page, click **Domains**. The *Group – Domains* page appears.

This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.

- 2) To display the previous page, click **OK**.

5.6.2 List Users Assigned to Domain

Use the *Group – Domains Users* page to list the users assigned to a domain.

NOTE: You cannot change the domain assigned to a user (or the users assigned to a domain).

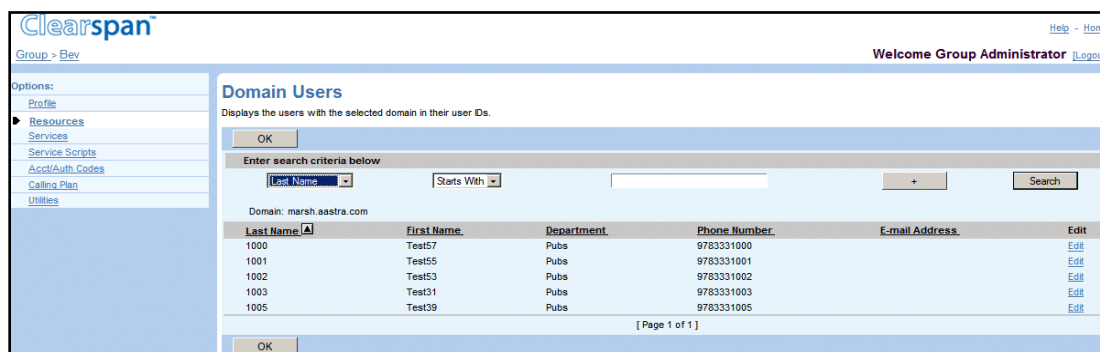


Figure 62 Group – Domain Users

- 1) On the *Group – Resources* menu page, click **Domains**. The *Group – Domains* page appears.
- 2) Click **Edit** or any item in the row for the domain. The *Group – Domain Users* page with search criteria boxes appears.
- 3) To display the list of users for the domain, click **Search**. To display specific users for the domain, enter search criteria and click **Search**. You can search by *User ID, Last Name, First Name, Phone Number, and Extension*.

For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.

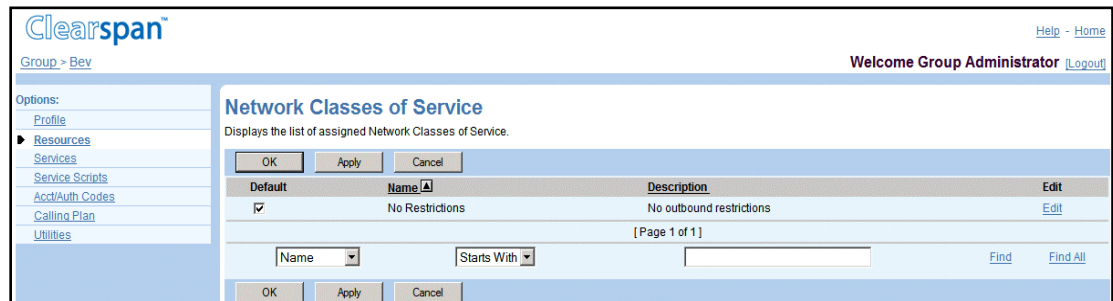
- 4) To edit the profile of a user listed on this page, click **Edit** or any item in the row for the user. For more information, see the *Clearspan Application Server Group Web Interface Administration Guide – Part 2*.
- 5) To display the previous page, click **OK**.

5.7 Network Classes of Service

Use this item on the *Groups – Resources* menu page to view the network classes of services for the group and the users assigned to them.

5.7.1 List Network Classes of Service

Use the *Group - Network Classes of Service* page to display the list of the network classes of service assigned to your group.



The screenshot shows the 'Clearspan' web interface. On the left is a navigation menu with options like Profile, Resources, Services, Service Scripts, Acct/Auth Codes, Calling Plan, and Utilities. The main content area is titled 'Network Classes of Service' and displays a table of assigned network classes. The table has columns for 'Default', 'Name', 'Description', and 'Edit'. The first row shows 'No Restrictions' for both Name and Description. Below the table are search filters for 'Name' and 'Starts With', and buttons for 'OK', 'Apply', and 'Cancel'.

Figure 63 Group – Network Classes of Service

- 1) On the *Group – Resources* menu page, click **Network Classes of Service**. The *Group – Network Classes of Service* page appears displaying the network classes of service assigned to your group.

This page is a list page that contains an advanced search. List pages allow you to present the data several different ways. For example, you can click the headings of a column to change the sort order of items in the column. The advanced search lets you define specific search criteria to narrow your search and display a manageable list. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.

- 2) Click **OK** to return to the previous page.

5.7.2 List Assigned Users

Use the *Group – Network Classes of Service* page to list the users assigned to a specific class of service.

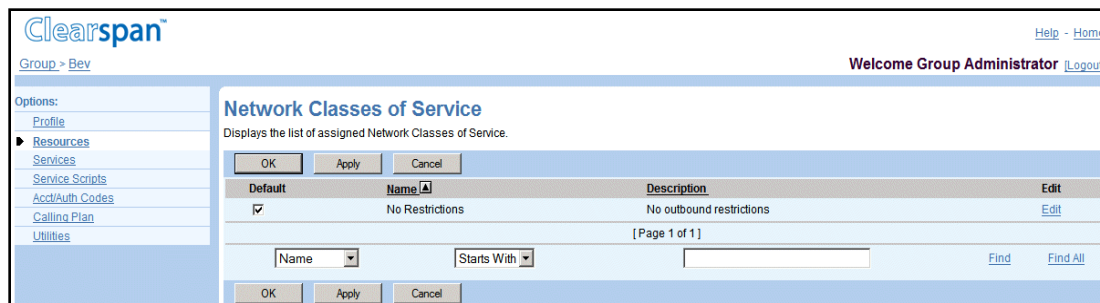


Figure 64 Group – Network Classes of Service

- 1) On the *Group – Resources* menu page, click **Network Classes of Service**. The *Group – Network Classes of Service* page appears displaying the network classes of service assigned to your group.
- 2) Click **Edit** or any item in the row for the network class of service you want to view. The *Group – Network Class of Service* page appears.
- 3) Click **OK** to return to the previous page.

5.8 Office Zones

Use this item on the *Group – Resources* page to view the office zones assigned to your group and to view the users assigned to those office zones.

Office zones are used to configure location-based calling restrictions for the users.

5.8.1 List Office Zones

Use the *Group – Office Zones* page to view the office zones assigned to your group.

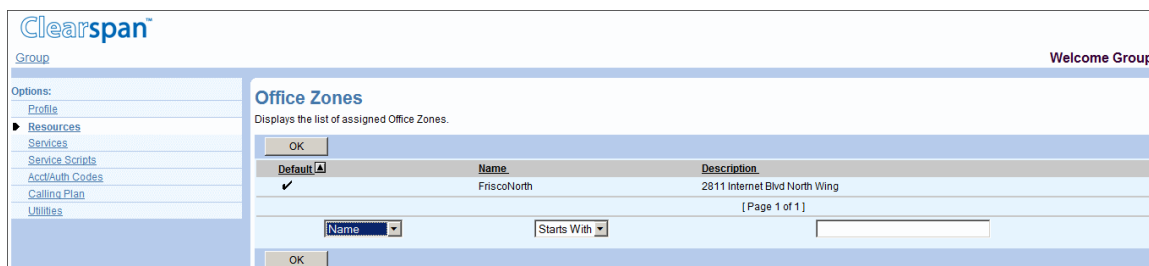


Figure 65 Group – Office Zones

- 1) On the *Group - Resources* menu page, click **Office Zones**. The *Group – Office Zones* page appears.

This page is a list page that contains an advanced search. Depending on the number of pages of data in a list, list pages allow you to present the data several different ways. You can click the headings of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Find** or **Find All**. The advanced search lets you define specific search criteria to narrow your search and display a manageable list. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.

- 2) To display specific office zones, select your search criteria and click **Search**.
- 3) To return to the previous page, click **OK**.

5.8.2 List Assigned Users

Use the *Group – Office Zones* page to list the user assigned an office zone.

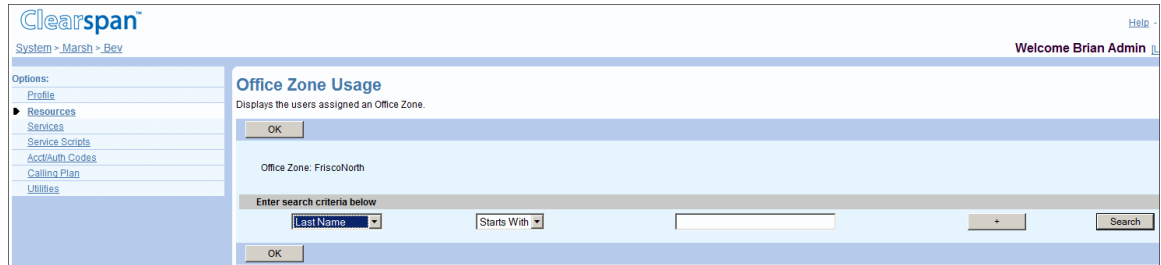


Figure 66 Group – Office Zones

- 1) On the *Group - Resources* menu page, click **Office Zones**. The *Group – Office Zones* page appears.
- 2) Click **Edit** in the row for the zone whose assigned users you want to view. The *Group – Office Zone Usage* page appears displaying the users that have been assigned the zone you selected.
- 3) To access the profile of a selected user, click **Edit** in the row for the user.
- 4) Click **OK** to return to the previous page.

5.9 Numbers

Use this item on the *Group – Resources* menu page to:

- [List Assigned Numbers](#)
- [Change Department Assignments of Numbers](#)

5.9.1 List Assigned Numbers

Use the *Group – Numbers* page to list the phone numbers assigned to your group, the departments to which numbers and number ranges have been assigned (if any), the users to whom individual numbers have been assigned, and the activation status of the number. You can also modify the department to which a phone number or number range is assigned.

Assigning phone numbers to departments offers an optional way to organize and categorize the numbers available to your group. The department to which a given phone number is assigned does not need to match the department of the user to whom the number is assigned.

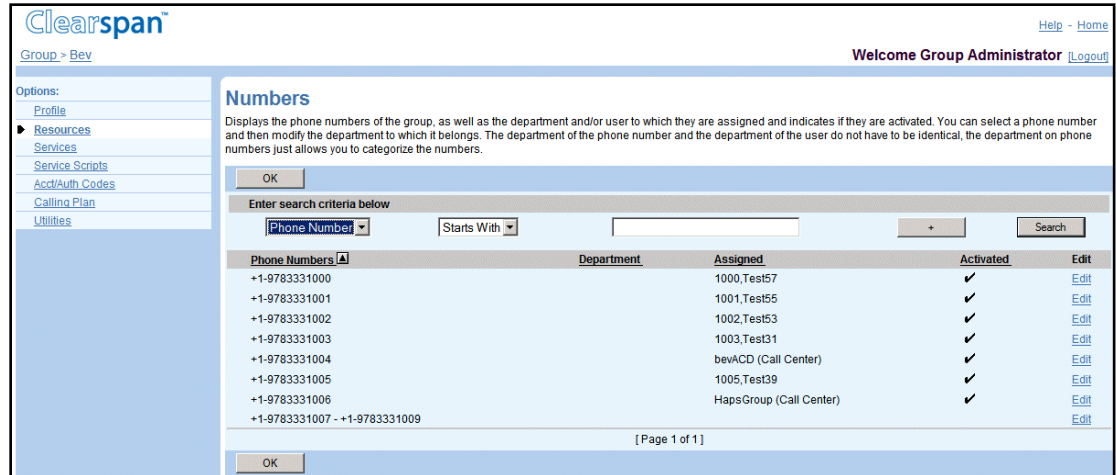


Figure 67 Group – Numbers

The *Groups – Numbers* page is a list page that contains an advanced search. Depending on the number of pages of data in a list, list pages allow you to present the data several different ways. You can click the headings of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. The advanced search lets you define specific search criteria to narrow your search and display a manageable list. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.

- 1) On the *Group – Resources* menu page, click **Numbers**. The *Group – Numbers* page appears.
- 2) To display all the numbers assigned to your group, click **Search**. Or to display specific numbers, enter search criteria and click **Search**. You can search by *Phone Number*, *User ID*, *Last Name*, *First Name*, *Extension*, *Department*, and *Activated* status.

The list of phone numbers that satisfies your search criteria appears. The *Phone Number*, *User ID*, *Last Name*, *First Name*, *Extension*, *Department*, and *Activated* status are displayed for each phone number.

- 3) To display the previous page, click **OK**.

5.9.2 Change Department Assignments of Numbers

Use the *Group – Assign Numbers Modify* page to modify the assignments of numbers to departments.

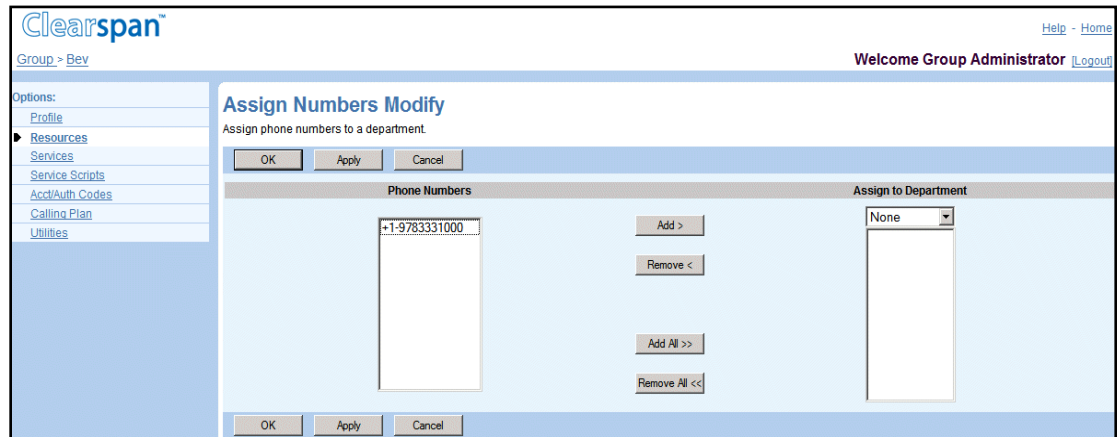


Figure 68 Group – Assign Numbers Modify

- 1) On the *Group – Resources* menu page, click **Numbers**. The *Group – Numbers* page appears.
- 2) Click **Edit** or any item in the row for the number or number range. The *Group – Assign Numbers Modify* page appears.
- 3) In the *Phone Numbers* column, select the number or range of numbers.
- 4) To move the selected items to the *Assign to Department* column, click **Add >**. To move all items, click **Add All >>**.
- 5) Select the department or “None” from the drop-down list.
- 6) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

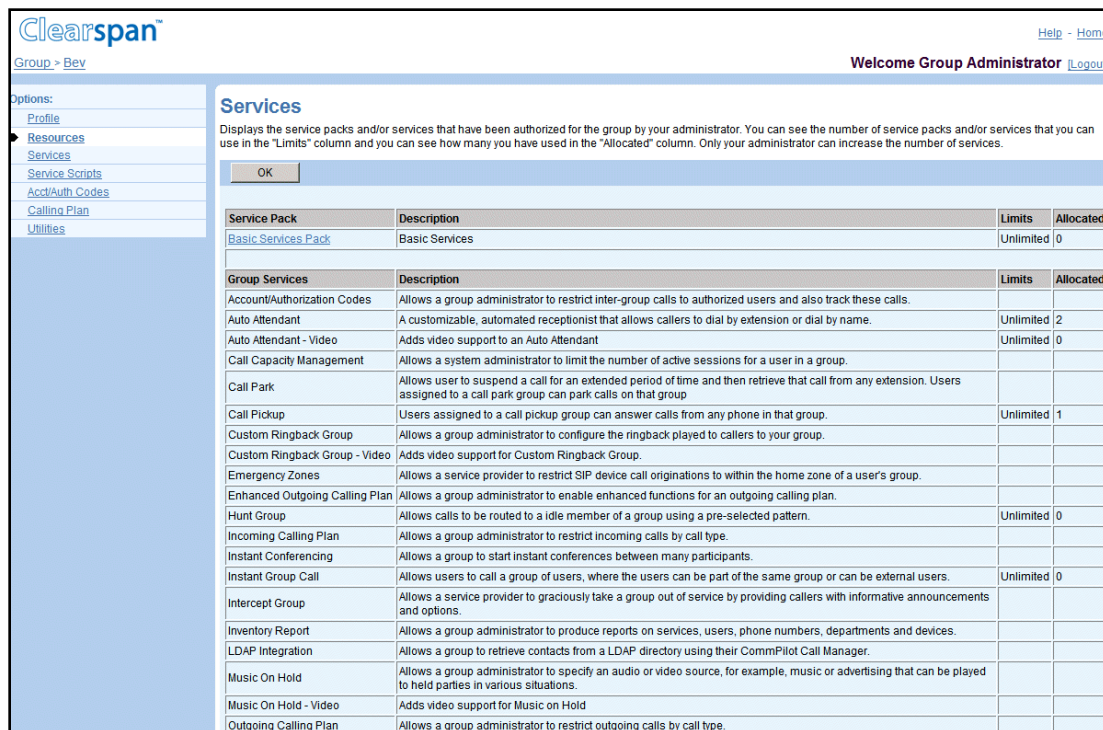
5.10 Services

Use this menu item on the *Group – Resources* menu page to:

- [List Services](#)
- [List Service Pack Details](#)

5.10.1 List Services

Use the *Group – Services* page to list the service packs, group services, and user services assigned to your group.



Clearspan™ [Help](#) - [Home](#)

Group > Bev Welcome Group Administrator [Logout](#)

Options:

- Profile
- Resources
- Services**
- Service Scripts
- Acct/Auth Codes
- Calling Plan
- Utilities

Services

Displays the service packs and/or services that have been authorized for the group by your administrator. You can see the number of service packs and/or services that you can use in the "Limits" column and you can see how many you have used in the "Allocated" column. Only your administrator can increase the number of services.

Service Pack	Description	Limits	Allocated
Basic Services Pack	Basic Services	Unlimited	0

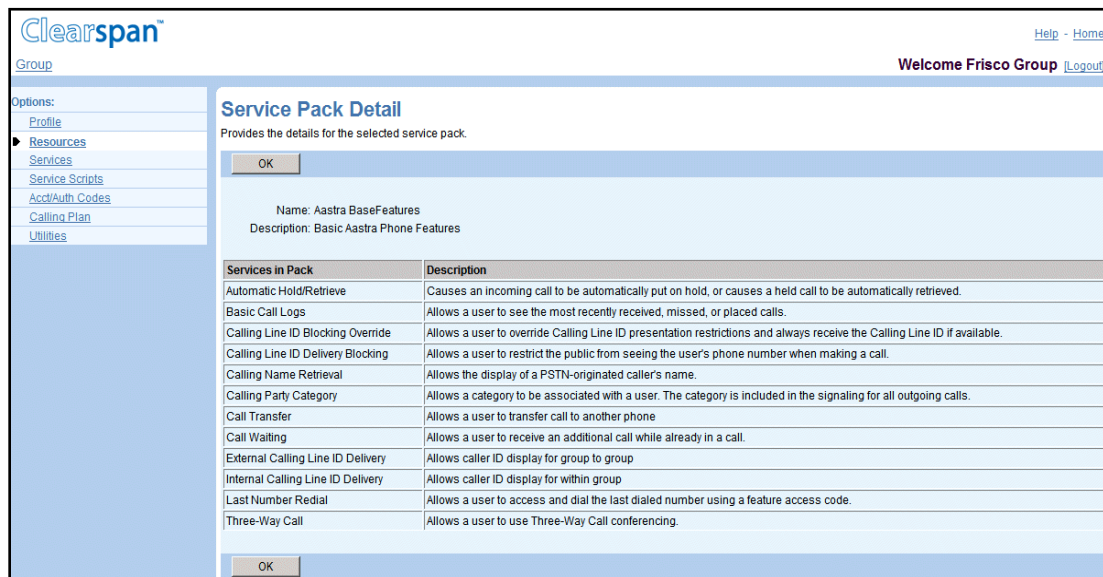
Group Services	Description	Limits	Allocated
Account/Authorization Codes	Allows a group administrator to restrict inter-group calls to authorized users and also track these calls.		
Auto Attendant	A customizable, automated receptionist that allows callers to dial by extension or dial by name.	Unlimited	2
Auto Attendant - Video	Adds video support to an Auto Attendant	Unlimited	0
Call Capacity Management	Allows a system administrator to limit the number of active sessions for a user in a group.		
Call Park	Allows user to suspend a call for an extended period of time and then retrieve that call from any extension. Users assigned to a call park group can park calls on that group		
Call Pickup	Users assigned to a call pickup group can answer calls from any phone in that group.	Unlimited	1
Custom Ringback Group	Allows a group administrator to configure the ringback played to callers to your group.		
Custom Ringback Group - Video	Adds video support for Custom Ringback Group.		
Emergency Zones	Allows a service provider to restrict SIP device call originations to within the home zone of a user's group.		
Enhanced Outgoing Calling Plan	Allows a group administrator to enable enhanced functions for an outgoing calling plan.		
Hunt Group	Allows calls to be routed to a idle member of a group using a pre-selected pattern.	Unlimited	0
Incoming Calling Plan	Allows a group administrator to restrict incoming calls by call type.		
Instant Conferencing	Allows a group to start instant conferences between many participants.		
Instant Group Call	Allows users to call a group of users, where the users can be part of the same group or can be external users.	Unlimited	0
Intercept Group	Allows a service provider to graciously take a group out of service by providing callers with informative announcements and options.		
Inventory Report	Allows a group administrator to produce reports on services, users, phone numbers, departments and devices.		
LDAP Integration	Allows a group to retrieve contacts from a LDAP directory using their CommPilot Call Manager.		
Music On Hold	Allows a group administrator to specify an audio or video source, for example, music or advertising that can be played to held parties in various situations.		
Music On Hold - Video	Adds video support for Music on Hold		
Outgoing Calling Plan	Allows a group administrator to restrict outgoing calls by call type.		

Figure 69 Group – Services (Top of Page)

- 1) On the *Group – Resources* menu page, click **Services**. The *Group – Services* page appears.
- 2) To display the previous page, click **OK**.

5.10.2 List Service Pack Details

Use the *Group – Service Pack Detail* page to list the services in a service pack assigned to the group.



Clearspan™ [Help](#) - [Home](#)

Group Welcome Frisco Group [Logout](#)

Options:

- Profile
- Resources
- Services**
- Service Scripts
- Acct/Auth Codes
- Calling Plan
- Utilities

Service Pack Detail

Provides the details for the selected service pack.

Name: Aastra BaseFeatures
Description: Basic Aastra Phone Features

Services in Pack	Description
Automatic Hold/Retrieve	Causes an incoming call to be automatically put on hold, or causes a held call to be automatically retrieved.
Basic Call Logs	Allows a user to see the most recently received, missed, or placed calls.
Calling Line ID Blocking Override	Allows a user to override Calling Line ID presentation restrictions and always receive the Calling Line ID if available.
Calling Line ID Delivery Blocking	Allows a user to restrict the public from seeing the user's phone number when making a call.
Calling Name Retrieval	Allows the display of a PSTN-originated caller's name.
Calling Party Category	Allows a category to be associated with a user. The category is included in the signaling for all outgoing calls.
Call Transfer	Allows a user to transfer call to another phone
Call Waiting	Allows a user to receive an additional call while already in a call.
External Calling Line ID Delivery	Allows caller ID display for group to group
Internal Calling Line ID Delivery	Allows caller ID display for within group
Last Number Redial	Allows a user to access and dial the last dialed number using a feature access code.
Three-Way Call	Allows a user to use Three-Way Call conferencing.

Figure 70 Group – Service Pack Detail (Top of Page)

- 1) On the *Group – Resources* menu page, click **Services**. The *Group – Services* page appears.
- 2) Click the name of the service pack. The *Service Pack Detail* page appears.
- 3) To display the previous page, click **OK**.

5.11 Trunking Call Capacity

Use this menu item on the *Group – Resources* menu page to list trunking call capacity.

5.11.1 View Trunking Call Capacity

Use the *Group – Services* page to view the trunking call capacity settings for your group.

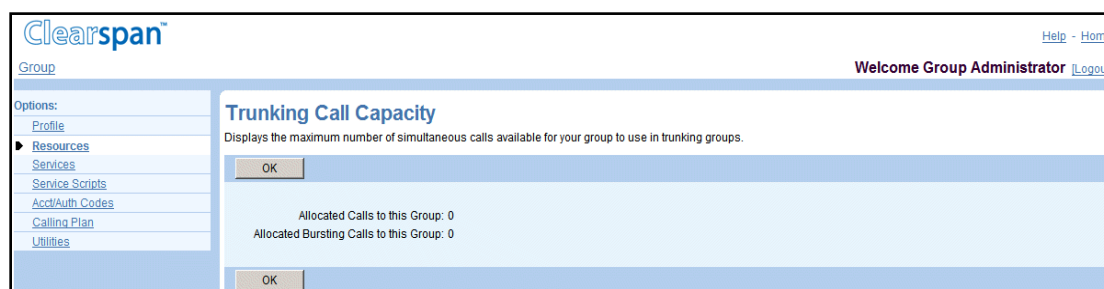


Figure 71 Enterprise Group – Trunking Call Capacity

For an enterprise group this page displays the maximum capacity that any trunk group in your group can have and the number of bursting calls allocated to your group that can be distributed among the trunk groups.

NOTE: The *Maximum Capacity for any Trunk Group* setting specifies the maximum number of simultaneous active calls over a trunk group but does not guarantee that that many calls can be established. The total allowed number of simultaneous calls over all trunk groups in your enterprise is determined by the number of business trunking license units allocated to your enterprise. One trunk call uses one license unit. When a call is released, the license unit is freed and becomes available for another call.

The number of business trunking license units determines the maximum number of simultaneous calls allowed over all trunk groups in your group. One trunk call uses one license unit. When a call is released, the license unit is freed and becomes available for another call.

- 1) On the *Group – Resources* menu page, click **Trunking Call Capacity**. The *Trunking Call Capacity* page appears.
- 2) To display the previous page, click **OK**.

5.12 Session Admission Control Capacity

The Session Admission Control (SAC) feature allows the system administrator to restrict the number of simultaneous sessions allowed for the group.

Use this item on the *Group – Resources* menu to view the SAC capacity settings for your group.

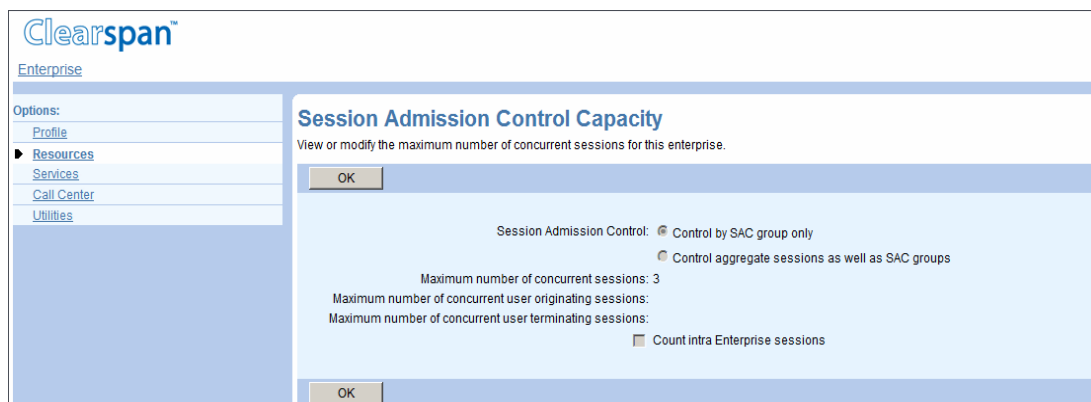


Figure 72 Group – Session Admission Control Capacity

- 1) On the *Group - Resources* menu page, select **Session Admission Control Capacity**. The *Group - Session Admission Control Capacity* page appears.
- 2) To return to the previous page, click **OK**.

The following table lists the parameters displayed on this page and provides a description for each.

Name	Description
<i>Session Admission Control</i>	This parameter specifies whether the number of concurrent subscriber sessions is controlled for the group. When <i>Control by SAC group only</i> is checked, no limits are imposed on the number of concurrent subscriber sessions. When <i>Control aggregate sessions as well as SAC groups</i> is checked, the maximum allowed number of concurrent subscriber sessions for the group is as defined by the <i>Maximum number of concurrent sessions</i> parameter.
<i>Maximum number of concurrent sessions</i>	This number represents the maximum number of simultaneous subscriber sessions allowed for the group. When the maximum number is reached, creating new sessions is denied. This parameter takes effect only when <i>Session Admission Control</i> is set to <i>Control aggregate sessions as well as SAC groups</i> .
<i>Maximum number of concurrent user originating sessions</i>	This number represents the maximum number of simultaneous originating sessions allowed for the group. When the maximum number is reached, creating new originating sessions is denied.
<i>Maximum number of concurrent user terminating sessions</i>	This number represents the maximum number of simultaneous terminating sessions allowed for the group. When the maximum number is reached, creating new terminating sessions is denied.
<i>Count intra Service Provider sessions</i>	This parameter determines whether calls made within the group count toward the total number of sessions.

5.13 Activate Numbers

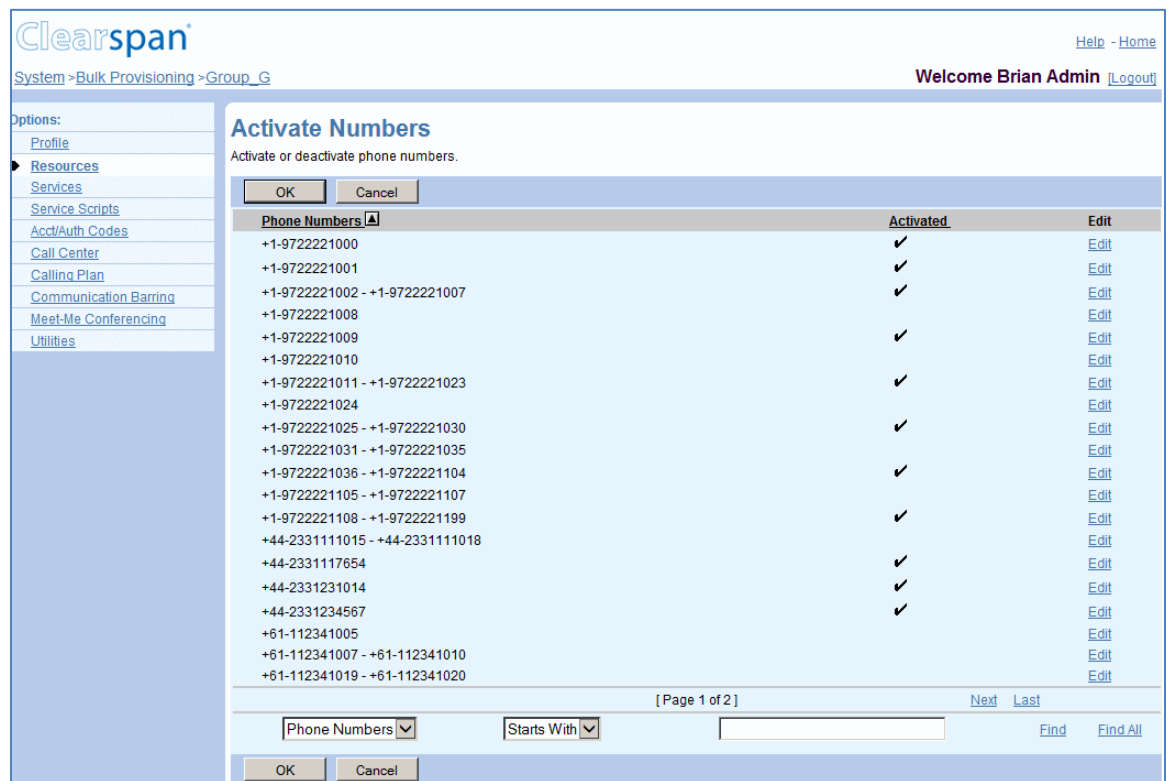
Use this item on the *Group – Resources* menu to:

- [List Assigned Phone Numbers](#)
- [Activate or Deactivate Assigned Phone Numbers](#)

This item is available only if the Number Activation feature has been activated in your system. Otherwise, numbers are activated as soon as they are assigned.

5.13.1 List Assigned Phone Numbers

Use the *Group – Activate Numbers* page to list the phone numbers assigned to users and services in your group.



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System > Bulk Provisioning > Group_G Welcome Brian Admin [Logout](#)

Options:

- [Profile](#)
- [Resources](#)
- [Services](#)
- [Service Scripts](#)
- [Acct/Auth Codes](#)
- [Call Center](#)
- [Calling Plan](#)
- [Communication Barring](#)
- [Meet-Me Conferencing](#)
- [Utilities](#)

Activate Numbers
Activate or deactivate phone numbers.

Phone Numbers	Activated	Edit
+1-9722221000	✓	Edit
+1-9722221001	✓	Edit
+1-9722221002 - +1-9722221007	✓	Edit
+1-9722221008	✓	Edit
+1-9722221009	✓	Edit
+1-9722221010	✓	Edit
+1-9722221011 - +1-9722221023	✓	Edit
+1-9722221024	✓	Edit
+1-9722221025 - +1-9722221030	✓	Edit
+1-9722221031 - +1-9722221035	✓	Edit
+1-9722221036 - +1-9722221104	✓	Edit
+1-9722221105 - +1-9722221107	✓	Edit
+1-9722221108 - +1-9722221199	✓	Edit
+44-2331111015 - +44-2331111018	✓	Edit
+44-2331117654	✓	Edit
+44-2331231014	✓	Edit
+44-2331234567	✓	Edit
+61-112341005	✓	Edit
+61-112341007 - +61-112341010	✓	Edit
+61-112341019 - +61-112341020	✓	Edit

[Page 1 of 2] [Next](#) [Last](#)

Phone Numbers Starts With [Find](#) [Find All](#)

Figure 73 Group – Activate Numbers

- 1) On the *Group – Resources* menu page, click **Activate Numbers**. The *Group – Activate Numbers* page appears.
- 2) To display the previous page, click **OK** or **Cancel**.

5.13.2 Activate or Deactivate Assigned Phone Numbers

Use the *Group – Activate Numbers Modify* page to activate or deactivate phone numbers assigned to users and services in your group.

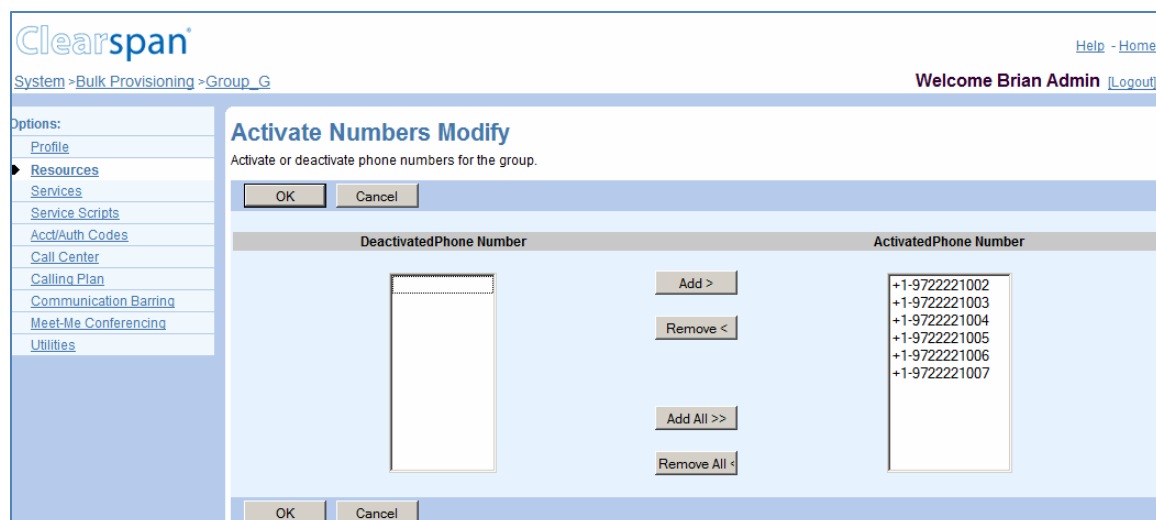


Figure 74 Group – Activate Numbers Modify

- 1) On the *Group – Resources* menu page, click **Activate Numbers**. The *Group – Activate Numbers* page appears.
- 2) Click anywhere in the row for the number or number range to modify. The *Group – Activate Numbers Modify* page appears.
- 3) To activate a number or numbers, select the number(s) in the *Deactivated Phone Number* column and click **Add >**. Alternatively, to activate all numbers, click **Add All >>**.
- 4) To deactivate a number or numbers, select the number(s) in the *Activated Phone Number* column and click **Remove <**. Alternatively, to deactivate all numbers, click **Remove All <<**.
- 5) To save your changes, click **OK**. OK saves your changes and returns to the previous page.

To exit without saving, click **Cancel** or select another page.

5.14 Assign Group Services

Use this item on the *Group – Resources* menu page to:

- [List Assigned Group Services](#)
- [Assign or Unassign Group Services](#)

5.14.1 List Assigned Group Services

Use the *Group – Assign Group Services* page to list the group services assigned to your group by the service provider administrator.

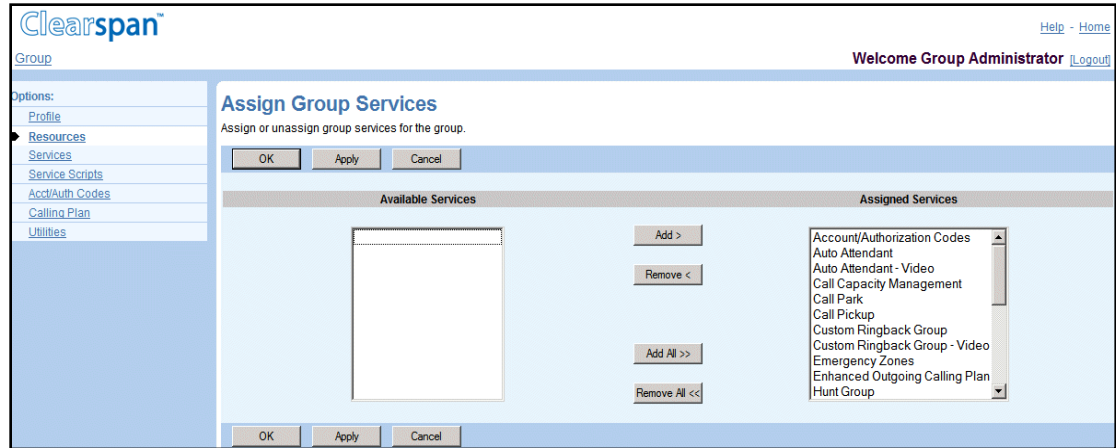


Figure 75 Group – Assign Group Services

- 1) On the *Group – Resources* menu page, click **Assign Group Services**. The *Group – Assign Group Services* page appears.
- 2) To display the previous page, click **OK** or **Cancel**.

5.14.2 Assign or Unassign Group Services

Use the *Group – Assign Group Services* page to assign group services to or unassign group services from your group.

NOTE: Only services authorized to your group appear.

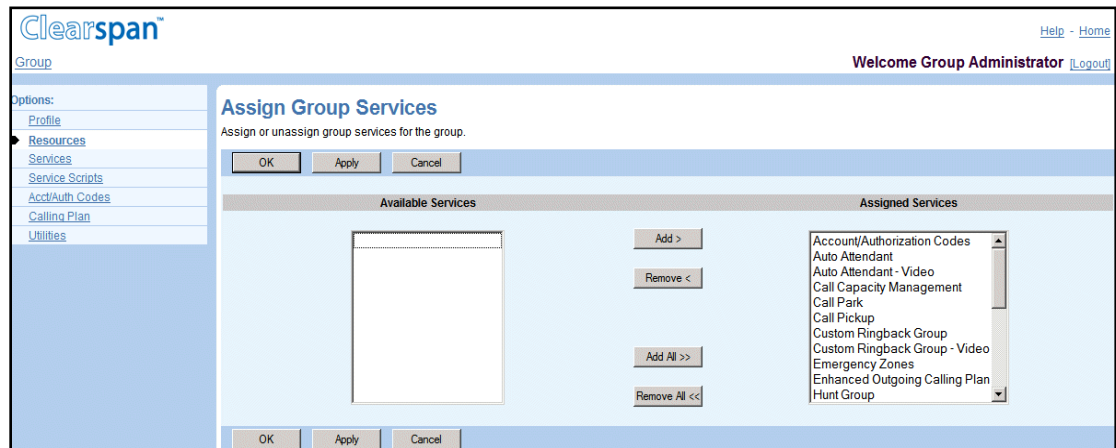


Figure 76 Group – Assign Group Services

- 1) On the *Group – Resources* menu page, click **Assign Group Services**. The *Group – Assign Group Services* page appears.
- 2) Assign Group Services:
 - In the *Available Services* column, select the services to be assigned. You can select some or all of the items in a column. Item names are listed in alphabetical order. To select several items in sequential order, click the first name, hold down the SHIFT key on the keyboard, and click the last name. To select several items,

but not in a particular order, click the names while holding down the CTRL key on the keyboard.

- To assign the selected services, click **Add >**. To assign all services (unselected) at once, click **Add All >>**.

3) Unassign services:

In the *Assigned Services* column, select the services and click **Remove <**. To unassign all services (unselected) at once, click **Remove All <<**.

4) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

5.15 New User Services Template

Use this item on the *Group – Resources* menu page to assign or unassign service packs or user services.

The system uses this template to assign service packs and user services automatically when a user is added.

5.15.1 Assign or Unassign Service Packs or User Services

Use the *Group – New User Services Template* page to assign service packs or user services to or unassign from the template for new users.

NOTE: Only services authorized to your group appear on this page.

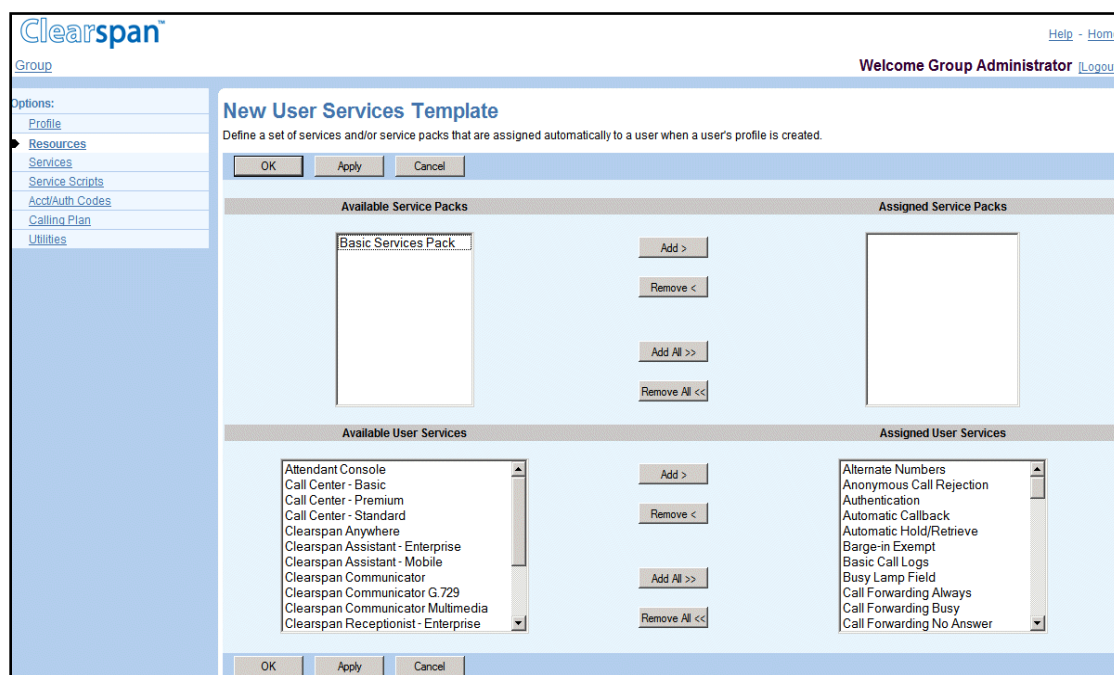


Figure 77 Group – New User Services Template

- 1) On the *Group – Resources* menu page, click **New User Services Template**. The *Group – New User Services Template* page appears.
- 2) Assign or unassign service packs:
 In the *Available Service Packs* or *Available User Services* column, select the items to be assigned. You can select some or all of the items in a column. Item names are listed in alphabetical order. To select several items in sequential order, click the first name, hold down the SHIFT key on the keyboard, and click the last name. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.
 To assign the selected services, click **Add >**. To assign all services (unselected) at once, click **Add All >>**.
- 3) Unassign user services:
 In the *Assigned Service Packs* or *Assigned User Services* column, select the items and click **Remove <**. To unassign all services (unselected) at once, click **Remove All <<**.
- 4) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.
 To exit without saving, select another page or click **Cancel** to display the previous page.

5.16 Existing User Services

Use this item on the *Group – Resources* menu page to assign or unassign service packs or user services.

5.16.1 Assign or Unassign Service Packs or User Services

Use the *Group – Existing User Services* page to assign service packs or user services to or unassign from all existing (current) users in the group.

Only services authorized to your group appear. The *Number Assigned* column identifies the number of instances of services assigned to all users in the group or assigned individually to users.

Clearspan™

[Help](#) - [Home](#)

Group

Options:

[Profile](#)
[Resources](#)
[Services](#)
[Service Scripts](#)
[Acct/Auth Codes](#)
[Calling Plan](#)
[Utilities](#)

Welcome Group Administrator [Logout](#)

Existing User Services

Assign or unassign services and service packs from all existing users. Note that when a service is removed from an existing user, the configuration data saved for that user is also removed. When executing this action, all assignments will take place then the unassignments. This will allow the configuration data to be maintained when changing from individual services to service packs and vice versa. If there is a failure in any assignment, the remaining assignments will occur but the unassignments will not prevent loss of configuration data.

OK

Apply

Cancel

Assign to All Users	Service Pack	Unassign from All Users	Number Assigned
<input type="checkbox"/>	Basic Services Pack	<input type="checkbox"/>	0

Assign to All Users	User Services	Unassign from All Users	Number Assigned
<input type="checkbox"/>	Alternate Numbers	<input type="checkbox"/>	7(View Users)
<input type="checkbox"/>	Anonymous Call Rejection	<input type="checkbox"/>	7(View Users)
<input type="checkbox"/>	Attendant Console	<input type="checkbox"/>	0
<input type="checkbox"/>	Authentication	<input type="checkbox"/>	5(View Users)
<input type="checkbox"/>	Automatic Callback	<input type="checkbox"/>	5(View Users)
<input type="checkbox"/>	Automatic Hold/Retrieve	<input type="checkbox"/>	5(View Users)
<input type="checkbox"/>	Barge-In Exempt	<input type="checkbox"/>	5(View Users)
<input type="checkbox"/>	Basic Call Logs	<input type="checkbox"/>	7(View Users)
<input type="checkbox"/>	Busy Lamp Field	<input type="checkbox"/>	5(View Users)

Figure 78 Group – Existing User Services (Top of Page)

- 1) On the *Group – Resources* menu page, click **Existing User Services**. The *Group – Existing User Services* page appears.
- 2) Assign service packs and user services. For each item to be assigned, check the *Assign to All Users* box.
- 3) Unassign service packs and user services. For each item to be unassigned, check the *Unassign from All Users* box.
- 4) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

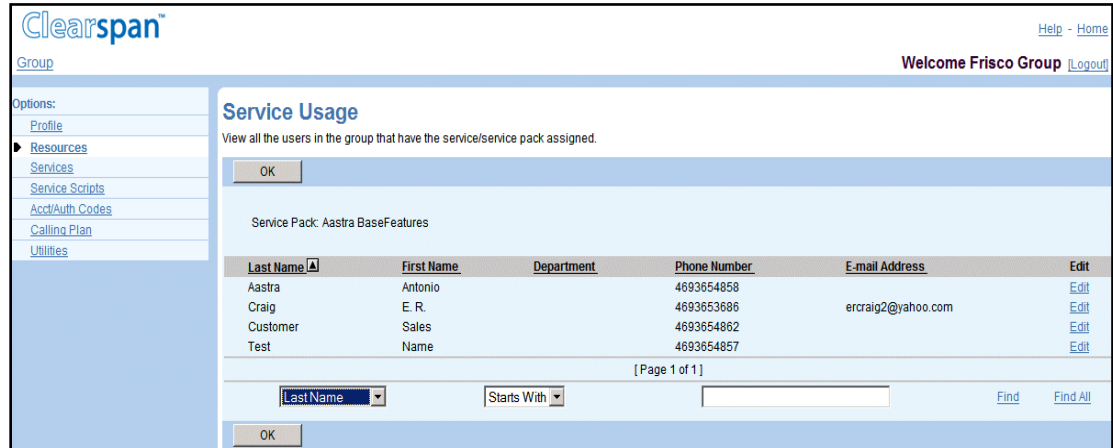
To exit without saving, select another page or click **Cancel** to display the previous page.

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5.16.2 View Service Usage

Use the *Group – Service Usage* page to view the users currently assigned a service or service pack. The following is an example of service usage for the Fax Messaging service.



Clearspan™

Group

Options:

- Profile
- Resources
- Services
- Service Scripts
- Acct/Auth Codes
- Calling Plan
- Utilities

Service Usage

View all the users in the group that have the service/service pack assigned.

OK

Service Pack: Aastra BaseFeatures

Last Name ▲	First Name	Department	Phone Number	E-mail Address	Edit
Aastra	Antonio		4693654858		Edit
Craig	E. R.		4693653686	ercraig2@yahoo.com	Edit
Customer	Sales		4693654862		Edit
Test	Name		4693654857		Edit

[Page 1 of 1]

Last Name Starts With Find Find All

OK

Figure 79 Group – Service Usage (For Fax Messaging Service)

- 1) On the *Group – Resources* menu page, click **Existing User Services**. The *Group – Existing User Services* page appears.
- 2) To view the users who have a service assigned, click the **View Users** link on the line for the service. The *Group – Service Usage* page appears.
- 3) To display specific users, enter search criteria and click **Find**.
- 4) To return to the *Group – Existing User Services* page, click **OK**.

5.17IMRNs

Use this item on the *Group – Resources* menu page to assign or unassign numbers to your group's IP Multimedia Routing Number (IMRN) pool.

You assign numbers to the IMRN pool from the unassigned numbers in your group's phone numbers. Once a number is assigned to the IMRN pool it is removed from your group's pool of numbers and cannot be assigned to a user or service.

5.17.1 List IMRNs

Use the *Group – IMRNs* page view the numbers in your group's IMRN pool.

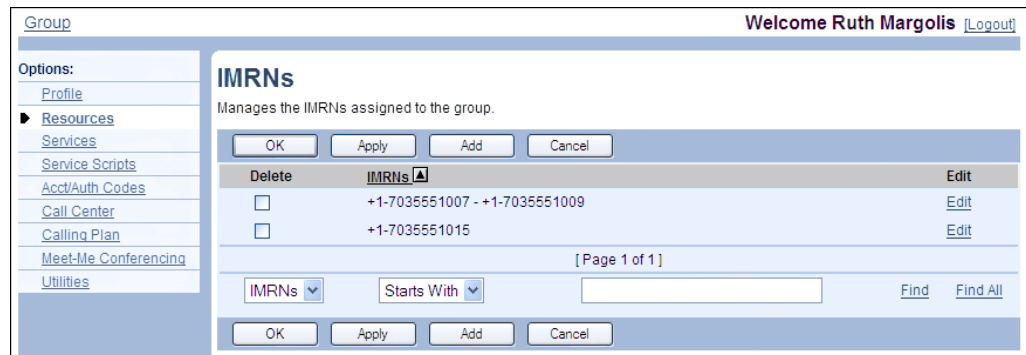


Figure 80 Group – IMRNs

- 1) On the *Group – Resources* menu page, click **IMRNs**. The *Group – IMRNs* page appears.
- 2) To display specific numbers, enter search criteria and click **Find**.
- 3) Click **OK** to return to the previous page.

5.17.2 Assign IMRNs

Use the *Group – Assign IMRNs* page to assign phone numbers to your group's IMRN pool. You can assign phone numbers in your group's number pool that are unassigned to any user or service. The available numbers are the unassigned numbers in the pool of your group's phone numbers.

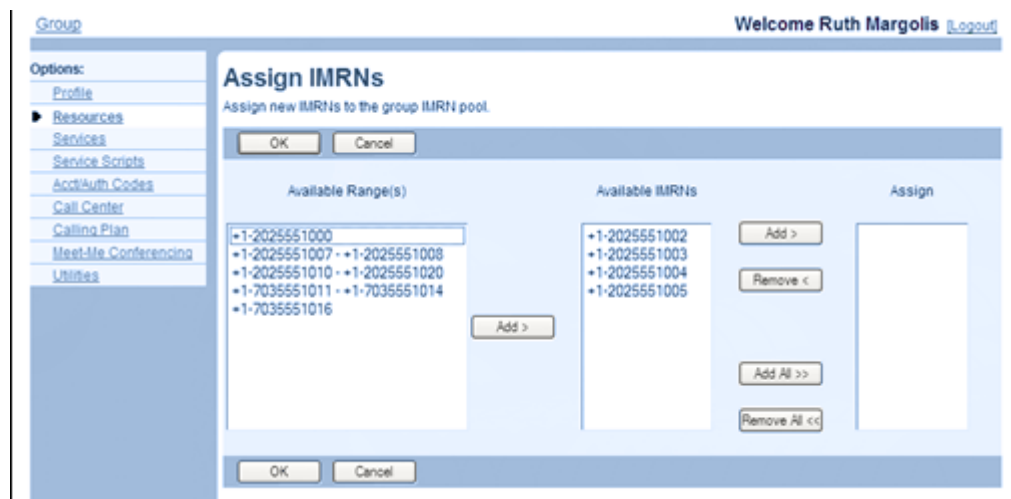


Figure 81 Group – Assign IMRNs

- 1) On the *Group – Resources* menu page, click **IMRNs**. The *Group – IMRNs* page appears.
- 2) Click **Add**. The *Group – Assign IMRNs* page appears.
- 3) Select the ranges from which you want to assign numbers in the *Available Range(s)* column and then click **Add >**. The numbers appear in the *Available IMRNs* column.
- 4) Select the number or numbers to assign in the *Available IMRNs* column and click **Add >**.

You can select some or all of the items in a column. Items are listed in numerical order. To select several items in sequential order, click the first item, hold down the SHIFT key on the keyboard, and click the last item. To select several items, but not in a particular order, click the items while holding down the CTRL key on the keyboard.

To assign all the available numbers, click **Add All >>**.

Assigned phone numbers appear in the *Assign* column.

- 5) To remove some numbers from the *Assign* column, select the numbers and click **Remove <**.

To remove all numbers, click **Remove All <<**.

- 6) To save your changes and display the previous page, click **OK**.

To exit without saving, select another page or click **Cancel**.

5.17.3 Unassign IMRNs

You use the *Group – IMRNs* page to unassign a range of numbers from your group's IMRN pool.

You use the *Group – Unassign IMRNs* page to unassign some numbers from a range of numbers in your group's IMRN pool.

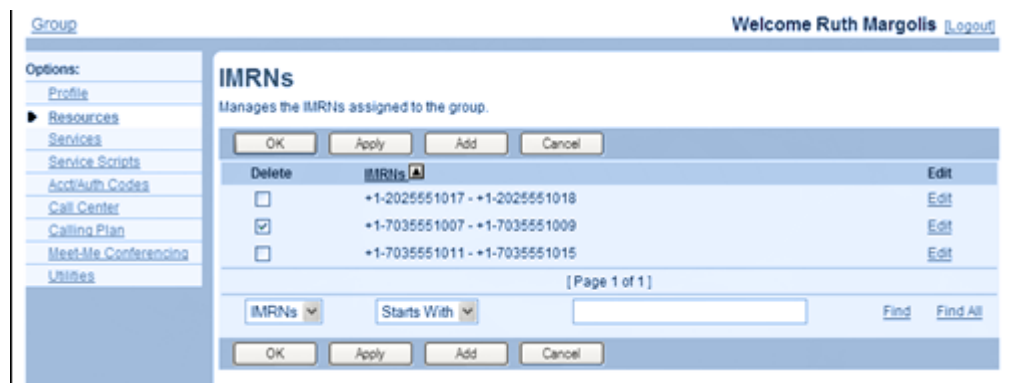


Figure 82 Group – IMRNs (Unassign IMRN Range)

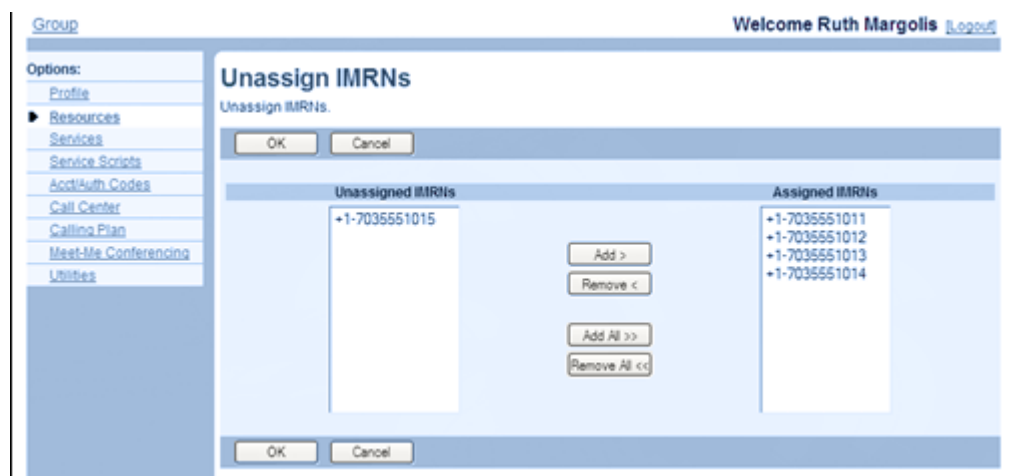


Figure 83 Group – Unassign IMRNs

- 1) On the *Group – Resources* menu page, click **IMRNs**. The *Group – IMRNs* page appears.

To unassign a range of numbers:

- 2) Check the *Delete* box in the row of the number range to unassign and click **Apply**.

To unassign some numbers in a range:

- 3) Click **Edit** in the row of the range. The *Group – Unassign IMRNs* page appears.
- 4) In the *Assigned IMRNs* column, select numbers to unassign and click **Remove <**. The numbers are moved to the *Unassigned IMRNs* column.

To move all numbers to the *Unassigned IMRNs* column, click **Remove All <<**.

- 5) Click **OK**. OK saves your changes and displays the previous page.

To exit without saving, click **Cancel** or select another page.

6 Services Menu

This chapter contains sections that correspond to items on the *Group – Services* menu page, except for items related to managing services as virtual users.

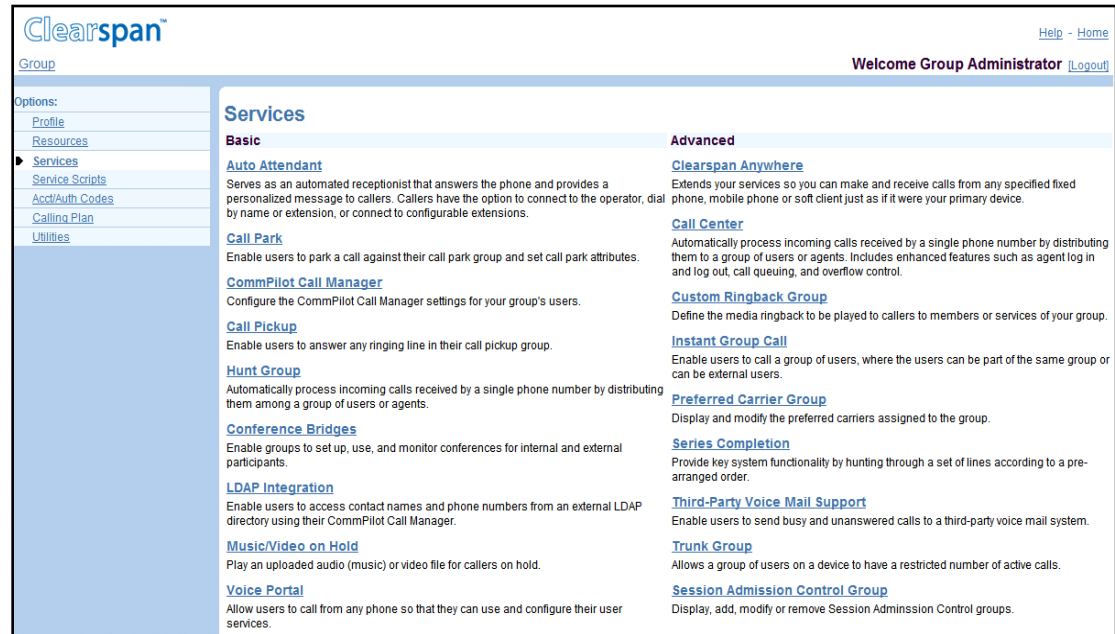


Figure 84 Group – Services Menu (Top of Page)

The following items on the *Group – Services* menu page are covered in this chapter:

- Basic menu

This menu displays the items that all group administrators can use:

- LDAP Integration
- Music/Video On Hold
- Pre-alerting Announcement
- Exchange Integration
- Voice Messaging
- Voice Portal

- Advanced menu

This menu displays the items that group administrators can use only if such functions have been assigned to them:

- Clearspan Anywhere
- Custom Ringback Group
- Enterprise Trunk
- Group Night Forwarding
- Polycom Phone Services
- Group Night Forwarding

NOTE: For information about management of all Clearspan user administration functions provided by the menu items for virtual users, see the *Clearspan Application Server Group Web Interface Administration Guide – Part 2*.

6.1 Access the Group – Services Menu

Use the items on the *Group – Services* menu page to configure services (other than those that you configure as virtual users, for example, one or more Auto Attendants or call centers), and configure special functions, such as a user's ability to access an external directory and series completion.

On your Home page, on the *Options* list, click **Services**. The *Group – Services* menu page appears.

6.2 LDAP Integration

Use this menu item on the *Group – Services* menu page to enable or disable Lightweight Directory Access Protocol (LDAP) integration.

6.2.1 Turn On or Off

Use the *LDAP Integration* page to turn on or off user access to a Lightweight Directory Access Protocol (LDAP) directory.

NOTE: Before you turn LDAP Integration on, configure the LDAP server. For more information, see section [12.14.1 Select LDAP Directory Type and Configure Group LDAP Directory](#).

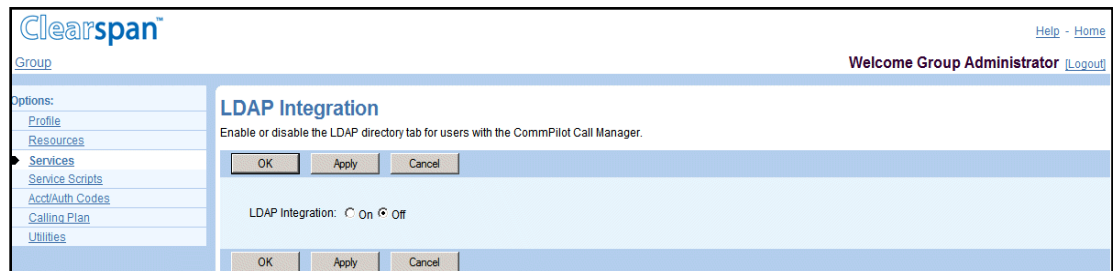


Figure 85 Group – LDAP Integration

- 1) On the *Group – Services* menu page, click **LDAP Integration**. The *Group – LDAP Integration* page appears.
- 2) Click the LDAP Integration button you want: “On” to enable the service or “Off” to disable the service.
- 3) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

6.3 Music/Video On Hold

Use this menu item on the *Group – Services* menu page to:

- [List Music/Video On Hold Settings Entries](#)
- [Add Music/Video On Hold Settings for Department](#)
- [Modify Music/Video On Hold Settings for Group or Department](#)
- [Delete Music/Video On Hold Settings for Department](#)

Use the *Music/Video On Hold* page to manage Music/Video On Hold settings for the group and departments. You can individually enable or disable playing Music/Video On Hold for the Call Hold, Call Park, and Busy Camp On services for the group or department and select a source file to play.

If a department has its own Music/Video On Hold settings, group settings do not apply. For example, if Music/Video On Hold is not enabled for a department, the caller does not hear any Music/Video On Hold. The group source is not played even if it is selected and enabled.

NOTE: A department administrator can modify the settings for their department.

6.3.1 List Music/Video On Hold Settings Entries

Use the *Group – Music/Video On Hold* page to view the departments that have custom Music/Video On Hold settings. The page always includes the group in this list.

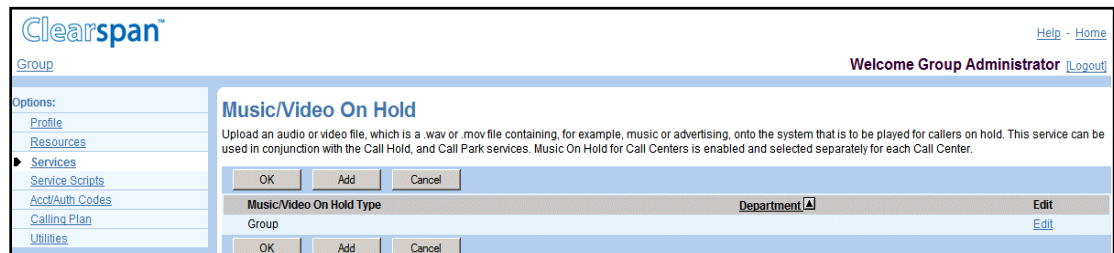


Figure 86 Group – Music/Video On Hold

- 1) On the *Group – Services* menu page, click **Music/Video On Hold**. The *Group – Music/Video On Hold* page appears.
- 2) To display the previous page, click **OK** or **Cancel**.

6.3.2 Add Music/Video On Hold Settings for Department

Use the *Group – Music/Video On Hold Add* page to customize Music/Video On Hold service for a department.

You can enable or disable the playing of Music/Video On Hold for specific services and select the audio source for these services. You can select an external identity/device profile as the audio source for Music/Video On Hold.

NOTE: The maximum allowed length of .WAV and .MOV files is 10 minutes.

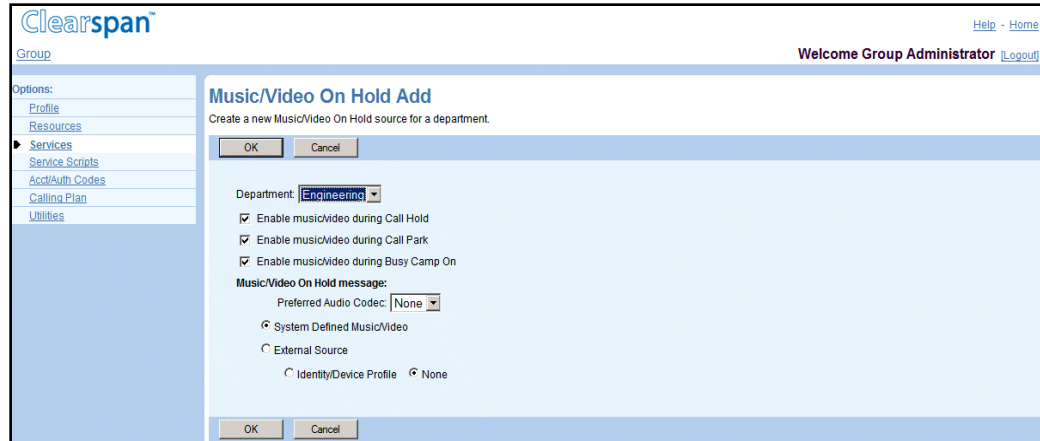


Figure 87 Group – Music/Video On Hold Add (Department)

- 1) On the Group – *Services* menu page, click **Music/Video On Hold**. The *Group – Music/Video On Hold* page appears.
- 2) Click **Add**. The *Group – Music/Video On Hold Add* page appears
- 3) From the Department drop-down list, select the department for which you want to define custom settings.

The list box displays all departments within your group that do not have custom Music/Video On Hold settings defined. If your group is part of an enterprise, the box also displays departments created for the enterprise. If you select an enterprise-level department, your Music/Video On Hold configuration changes will only apply to users in that department that exist within your group.

- 4) Enable or disable Music/Video On Hold for individual services:
 - *Enable music/video during Call Hold* to play the Music/Video On Hold message for held callers.
 - *Enable music/video during Call Park* to play Music/Video On Hold message for parked callers.
 - *Enable music/video during Busy Camp On* to play the Music/Video On Hold message for camped callers.

NOTE: If Music/Video On Hold is disabled for a service, no Music/Video On Hold is played for that service. (Group Music/Video On Hold is not played.)

- 5) From the *Preferred Audio Codec* drop-down list, select an audio codec.

NOTE: It is not recommended to use high compression rate codecs, such as G.729 and AMR when pure music is being streamed because of the loss of quality.

- 6) Select the source of the message to play.
 - To play music defined at the system level, check *System Defined Music/Video*.
 - To play music from an external source, check *External Source*.

- To play music from a custom file, check *System Defined Music/Video* for now. When you save your changes and return to the *Music/Video On Hold* page, select this department on the list to modify its Music/Video On Hold settings. You can then upload your custom file using the *Music/Video On Hold Modify* page that appears.

If you checked *External Source*, select one of the following options:

- Select *Identity/Device Profile* to specify an identity/device profile as the external Music/Video On Hold source. The *Identity/Device Profile* area appears where you can specify the identity/device profile to use.

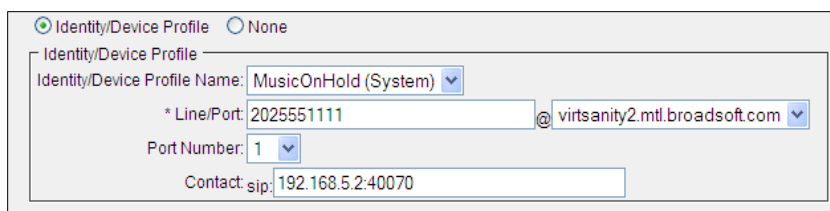


Figure 88 Music/Video On Hold Modify – Identity/Device Profile Option

Field	Description
Identity/Device Profile Name	The name of the identity/device profile. Only identity/device profiles that support Music On Hold appear on the list.
Line/Port	The line, port number, or SIP address, depending on the type of the identity/device profile you selected.
Port Number	The device port number used for the external Music/Video On Hold source. You can select the port number from the list of ports available on the device. Note that the field is only displayed when static line ordering is enabled for the identity/device profile type.
Contact	A SIP contact address, for example: 192.168.5.2:40070. Only available for identity/device profile types that allow static registrations.

You can also reconfigure the identity/device profile by clicking *Configure Identity/Device Profile*, if shown. The *Identity/Device Profile Modify* page appears.

- Select *None* to define no identity/device profile.
- 7) Save your changes. Click **OK**. OK saves your changes and displays the previous page.
To exit without saving, click **Cancel** or select another page.

6.3.3 Modify Music/Video On Hold Settings for Group or **Department**

Use the *Group – Music/Video On Hold Modify* page to modify the Music/Video On Hold settings for the group or for a selected department.

You can select a different Music/Video On Hold source for internal calls.

NOTE: The maximum length allowed for .WAV and .MOV files is 10 minutes.

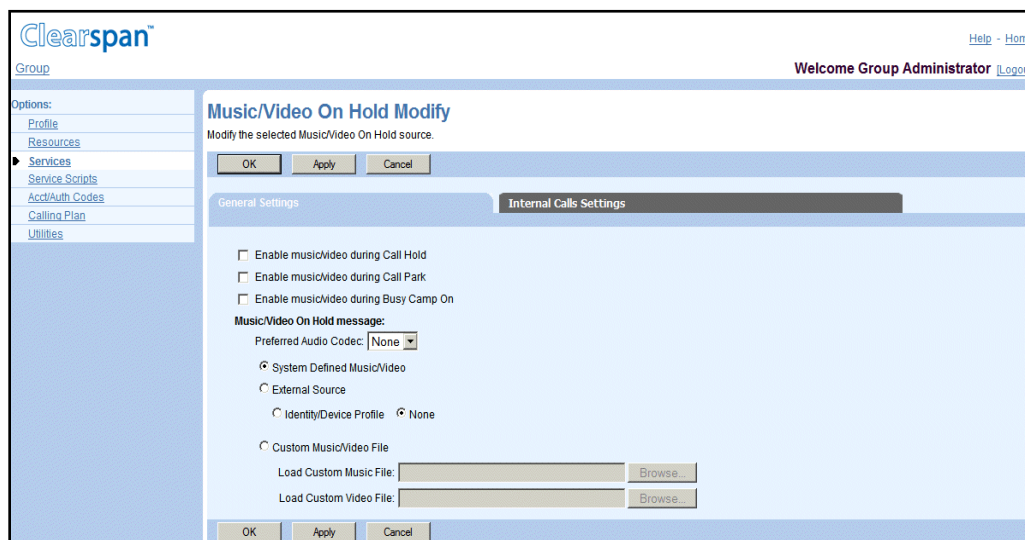


Figure 89 Group – Music/Video On Hold Modify (Group)

6.3.3.1 General Settings Tab

- 1) On the *Group – Services* menu page, click **Music/Video On Hold**. The *Group – Music/Video On Hold* page appears.
- 2) Click **Edit** or any item in the row for the group or a department. The *Group – Music/Video On Hold Modify* page for the group or selected department appears. The *General Settings* tab is displayed by default.
- 3) Enable or disable Music/Video On Hold for individual services as follows:
 - *Enable music/video during Call Hold* to play the Music/Video On Hold message for held callers.
 - *Enable music/video during Call Park* to play Music/Video On Hold message for parked callers.
 - *Enable music/video during Busy Camp On* to play the Music/Video On Hold message for camped callers.
- 4) From the *Preferred Audio Codec* drop-down list, select an audio codec. The default is “None”.

NOTE: It is not recommended to use high compression rate codecs, such as G.729 and AMR when pure music is being streamed (because of the loss of quality).

- 5) Select the source of the Music/Video On Hold message from the following options:

- Check *System Defined Music/Video* to use the message defined at the system level.
 - Check *External Source* to download the audio and/or video file from an external source.
 - Check *Custom Music/Video File* to download a custom file.
- 6) If you selected *External Source*:
- Select *Identity/Device Profile* to specify an identity/device profile as the external Music/Video On Hold source. When you click this button, a new area of controls appears, allowing you to specify the identity/device profile.

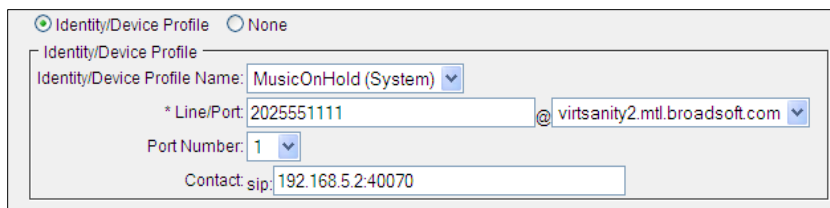


Figure 90 Music/Video On Hold Modify – Identity/Device Profile Option

Field	Description
Identity/Device Profile Name	The name of the identity/device profile. Only identity/device profiles that support Music On Hold appear on the list.
Line/Port	The line, port number, or SIP address, depending on the type of the identity/device profile you selected.
Port Number	The device port number used for the external Music/Video On Hold source. You can select the port number from the list of ports available on the device. Note that the field is only displayed when static line ordering is enabled for the identity/device type.
Contact	A SIP contact address, for example: 192.168.5.2:40070. Only available for identity/device profile types that allow static registrations.

You can also re-configure the identity/device profile by clicking *Configure Identity/Device Profile*, if shown. The *Identity/Device Profile Modify* page appears.

- Select *None* to assign no identity/device profile.
- 7) If you selected *Custom Music/Video File*, select and upload the file or files to play from your computer.
- Select a file with your greeting from the *Audio* drop-down list.
 - If your Music/Video On Hold service has video support enabled, you can also select a file from the *Video* drop-down list.
- 8) To define a different source for internal calls, select the *Internal Calls Settings* tab. This saves your current changes.
- 9) To save your changes, click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, click **Cancel** or select another page.

6.3.3.2 Internal Calls Settings

You use *Internal Calls Settings* tab on the *Group – Music/Video On Hold Modify* page to specify Music/Video On Hold settings for internal calls.

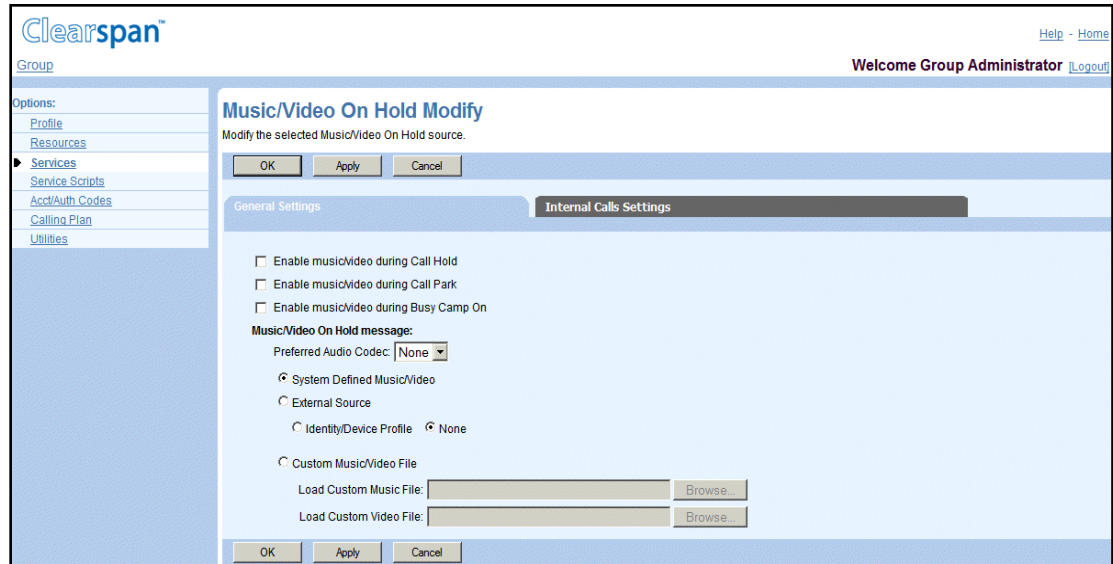


Figure 91 Group – Music/Video On Hold Modify Internal Calls Settings

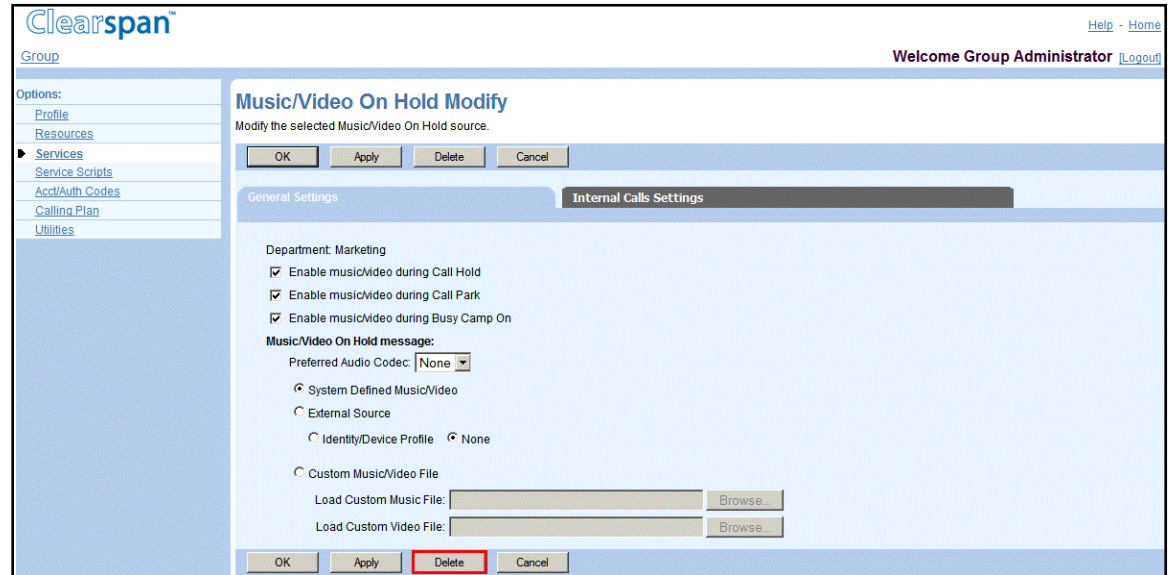
- 1) Check *Use Alternate Source for Internal Calls* to use the Music On Hold under the *Internal Calls Settings* tab for internal calls. When unchecked, the *Music On Hold* under the *General Settings* tab is used for internal calls.
- 2) Specify the source for internal calls. For information about the settings available on this tab, see section [6.3.3.1 General Settings Tab](#).
- 3) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

6.3.4 Delete Music/Video On Hold Settings for Department

Use the *Group – Music/Video On Hold Modify* page to delete the Music/Video On Hold settings for a department.

When there are no Music/Video On Hold settings for a department, the group settings are used.



The screenshot shows the 'Music/Video On Hold Modify' page for the 'Marketing' department. The 'General Settings' tab is active. The page includes a sidebar with navigation links like 'Profile', 'Resources', 'Services', 'Service Scripts', 'Acct/Auth Codes', 'Calling Plan', and 'Utilities'. The main content area has a title bar with 'OK', 'Apply', 'Delete', and 'Cancel' buttons. Below this, there are sections for 'General Settings' and 'Internal Calls Settings'. Under 'General Settings', there are checkboxes for 'Enable music/video during Call Hold', 'Enable music/video during Call Park', and 'Enable music/video during Busy Camp On'. There is also a section for 'Music/Video On Hold message' with a 'Preferred Audio Codec' dropdown set to 'None', and radio buttons for 'System Defined Music/Video', 'External Source', 'Identity/Device Profile', and 'None'. At the bottom, there are fields for 'Load Custom Music File' and 'Load Custom Video File', each with a 'Browse...' button. The 'Delete' button at the bottom of the page is highlighted with a red box.

Figure 92 Group – Music/Video On Hold Modify (General Settings Tab)

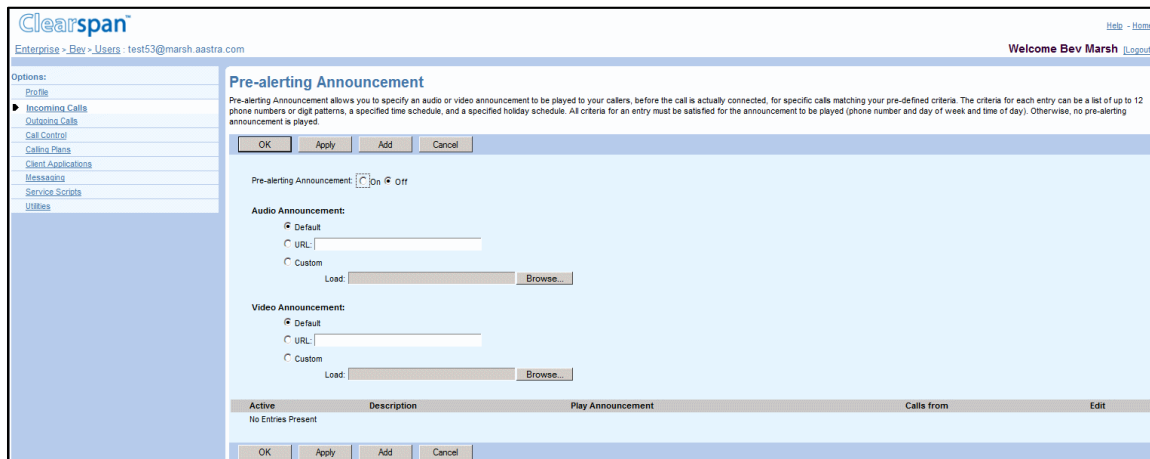
- 1) On the *Group – Services* menu page, click **Music/Video On Hold**. The *Group – Music/Video On Hold* page appears.
- 2) Click **Edit** on any item in the row for the department. The *Group – Music/Video On Hold Modify* page for the department appears. The *General Settings* tab is displayed by default.
- 3) To delete Music/Video On Hold for the department, click **Delete**. The previous page appears.

NOTE: A department administrator cannot delete Music/Video On Hold settings.

6.4 Pre-alerting Announcement

The Pre-alerting Announcement service allows users to play a message to callers before ringing the user's phone.

Use this menu item on the *Group – Services* menu page to configure pre-alerting announcement settings for the group.



The screenshot shows the 'Pre-alerting Announcement' configuration page in the Clearspan web interface. The page has a sidebar on the left with navigation links: Profile, Incoming Calls, Outgoing Calls, Call Control, Call Plans, Client Applications, Messages, Service Scripts, and Utilities. The main content area is titled 'Pre-alerting Announcement' and includes a description of the service. Below the description are controls for enabling the service (On/Off), selecting an audio or video announcement (Default, URL, or Custom), and a table for managing announcement entries. The table has columns for Active, Description, Play Announcement, Calls from, and Edit. The bottom of the page has OK, Apply, Add, and Cancel buttons.

Figure 93 Group – Pre-alerting Announcement

- 1) On the *Group – Services* menu page, click **Pre-alerting Announcement**. The *Group – Pre-alerting Announcement* page appears.
- 2) Specify whether the announcement can be interrupted by the caller, and if yes, how. Select from the following:
 - *Do not allow*
 - *Interrupt with any digit*
 - *Interrupt with digit sequence*, and specify the sequence
- 3) For the *Audio Announcement* or *Video Announcement* settings, select from the following:
 - *None*
 - *URL*, and enter the URL address where the announcement is stored
 - *Custom*, and select a custom announcement file from the drop-down list.
- 4) Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and returns to the previous page.

To cancel your changes and return to the previous page, click **Cancel**.

6.5 Exchange Integration

The Exchange Integration service integrates Microsoft Exchange Calendar with the Receptionist Enterprise and Receptionist Small Business services.

Use the Exchange Integration menu item on the *Group – Services* menu page to configure the Exchange Integration settings.

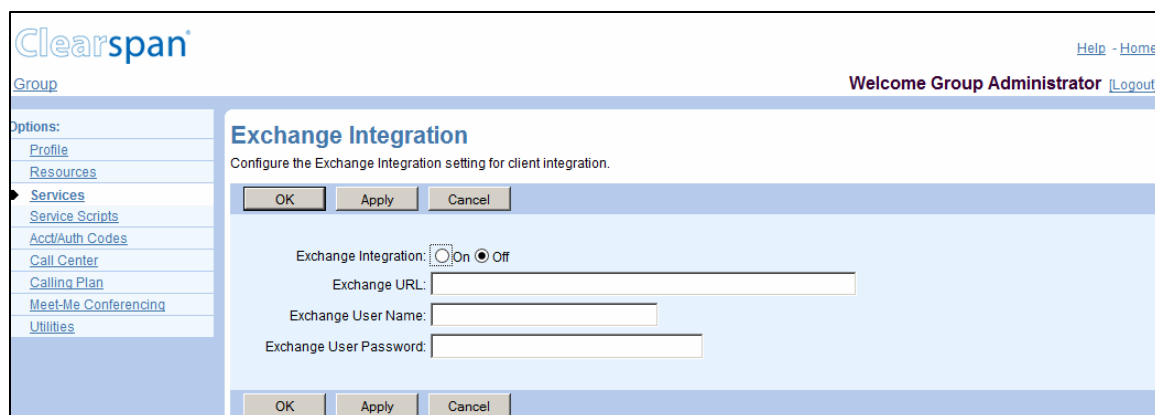


Figure 94 Group – Exchange Integration

- 1) On the *Group – Services* menu page, click **Exchange Integration**. The *Group – Exchange Integration* page appears.
- 2) For *Exchange Integration*, select *On* to enable the service, or select *Off* to disable the service.
- 3) In the *Exchange URL* text box, type the URL of the Microsoft Exchange server to use. This information is required when the Exchange Integration service is turned on.
- 4) In the *Exchange User Name* and *Exchange User Password* text boxes provide the user name and password for the Exchange server. This information is required when the Exchange Integration service is turned on.
- 5) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

6.6 Voice Messaging

Use this menu item on the *Group – Services* menu page to configure voice messaging.

The Voice Messaging service allows a user to control their voice messaging attributes, for example, to provide a personalized greeting to callers and to record messages from a caller for calls that are not answered within a specified number of rings or for calls that receive busy treatment.

NOTE: Use this section to configure the Voice Messaging server that is integrated with the system.

6.6.1 Configure Voice Messaging

Use the *Group – Voice Messaging* page to determine the configuration to use for your group's voice-messaging server, to allow users to configure their own Advanced Settings for voice mail, and to enable sending voice messages to an entire group (when available).

NOTE: The phone number for the voice portal must be set for the Voice Messaging service to function. For more information, see section [6.7.1 Configure Voice Portal](#).

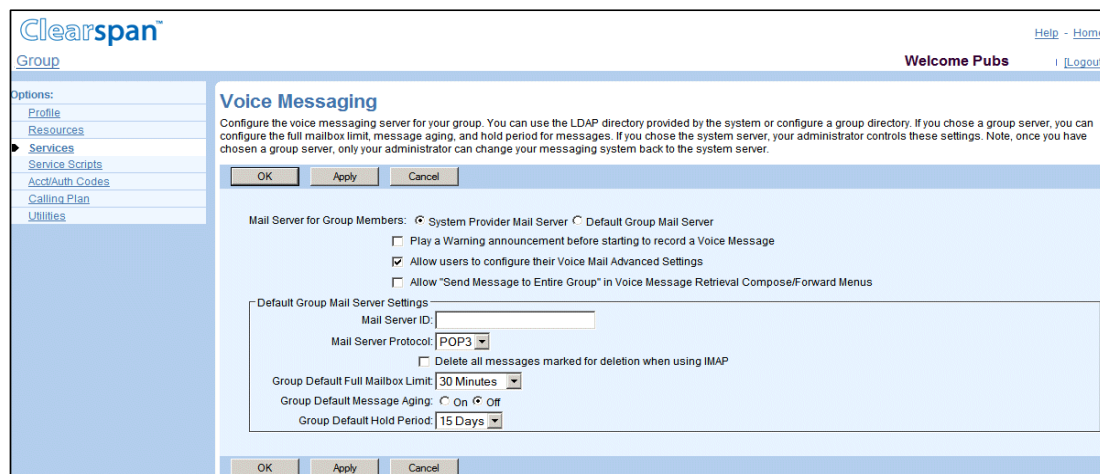


Figure 95 Group – Voice Messaging

- 1) On the *Group – Services* menu page, click **Voice Messaging**. The *Group – Voice Messaging* page appears.
- 2) Use the *Mail Server for Group Members* control to determine whether your group will use the mail server configured by your system provider, or another mail server that you specify on this page. If you choose the *System Provider Mail Server* option, you do not have to specify the information listed in the *Default Group Mail Server* area of the page.

NOTE: If you select *System Provider Mail Server* and save the selection, only your administrator can change the selection.

- 3) Check or uncheck the *Allow users to configure their Voice Mail Advanced Settings* box.
- 4) Check or uncheck the *Allow "Send Message to Entire Group" in Voice Message Retrieval Compose/Forward Menus* box. This control only appears if your system provider administrator, service provider administrator, or enterprise administrator has limited the scope of the voice portal to the group level.
- 5) If you selected the *Default Group Mail Server* option above, configure the group mail server. In the *Default Group Mail Server Settings* area of the page, enter or select the following information.

NOTE: If you selected *System Provider Mail Server*, the information listed in the *Default Group Mail Server* area of the page has no effect and the system settings apply.

Field	Description
Mail Server ID	The IP address or name of the voice Mail Server.
Mail Server Protocol	The mail protocol used by the specified server.
Delete all messages marked for deletion when using IMAP	Eliminates all messages marked for deletion.

Field	Description
Group Default Full Mailbox Limit	The default size of the user's voice mailbox on the group's mail server. It can be overridden for individual users, if required.
Group Default Message Aging	"On" allows deletion of "expired" messages from the server. An expired message was saved by the user and has been stored on the server for more time than the period specified in the Hold Period input box but the user has not logged in to his/her voice mail since the message expired. When users log in to their voice mail, they can save any expired messages. The Hold Period begins again every time users save expired messages. Applies only if users have logged in to their voice mail and have not resaved the expired messages.
Group Default Hold Period	The number of days messages saved by a user, are stored on the server before they become "expired" messages. Applies only if Group Default Message Aging is set to "On" and the user has logged in to his/her voice mail and has not resaved the expired messages.

- 6) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

6.7 Voice Portal

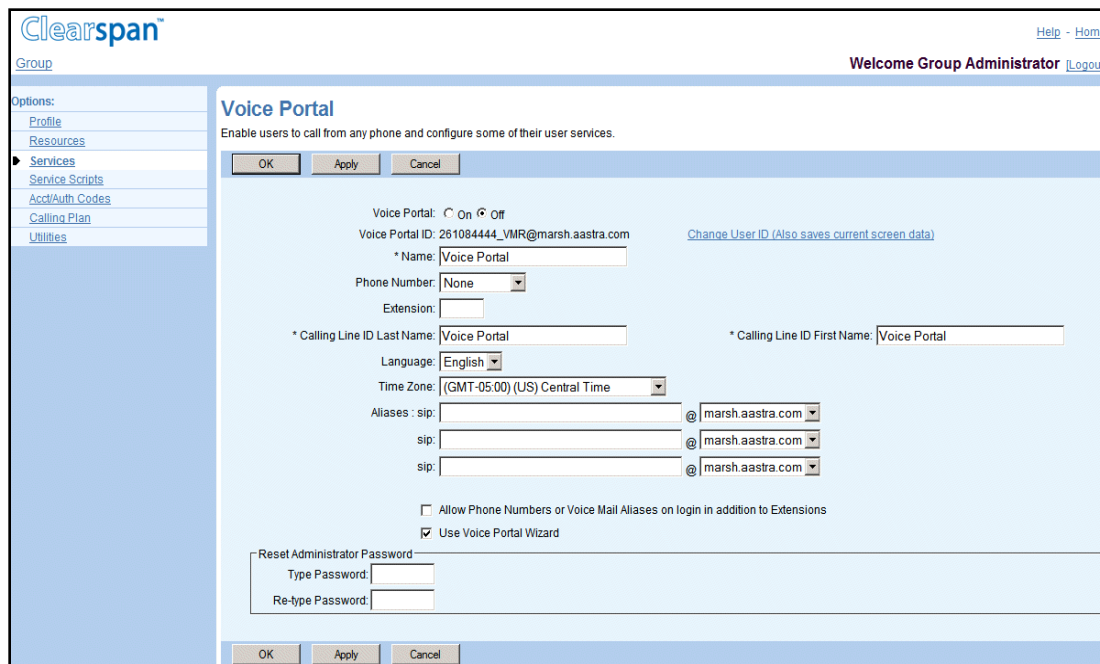
Use this item on the *Services* menu page to configure the voice portal.

6.7.1 Configure Voice Portal

Use the *Group – Voice Portal* page to enable or disable the use of the voice portal, to configure the voice portal, and to add or modify the password for voice portal administrators in the group. All voice portal administrators share the same password and can use their phone and the voice portal to change the announcements for Auto Attendants.

You can specify the phone number users without the Voice Messaging User service call to access Voice Messaging using the voice portal. One number is used for all services; if users do not have a service assigned, they do not hear options for that service in the menu when calling this number.

NOTE: The phone number (or extension) for the voice portal must be set for the Voice Messaging service to function.



Clearspan™ Help - Home

Group Welcome Group Administrator [Logout](#)

Options:

- Profile
- Resources
- Services
- Service Scripts
- Acct/Auth Codes
- Calling Plan
- Utilities

Voice Portal

Enable users to call from any phone and configure some of their user services.

OK Apply Cancel

Voice Portal: ☐ On ☒ Off

Voice Portal ID: 261084444_VMR@marsh.aastra.com [Change User ID \(Also saves current screen data\)](#)

* Name:

Phone Number:

Extension:

* Calling Line ID Last Name: * Calling Line ID First Name:

Language:

Time Zone:

Aliases : sip: @

sip: @

sip: @

☐ Allow Phone Numbers or Voice Mail Aliases on login in addition to Extensions

☒ Use Voice Portal Wizard

Reset Administrator Password

Type Password:

Re-type Password:

OK Apply Cancel

Figure 96 Group – Voice Portal

- 1) On the *Group – Services* menu page, click **Voice Portal**. The *Group – Voice Portal* page appears.
- 2) To change the voice portal ID, click **Change User ID**. The *Group – Change User ID* page appears. Enter the new voice portal ID, select the domain from the drop-down list, and then click **OK**. The *Group – Voice Portal* page appears.
- 3) Type or select information to configure the voice portal. The input boxes include the following:
 - **Voice Portal:** Select On to activate the portal; select Off to deactivate it.
 - **Name:** This is the name of the voice portal.
 - **Phone Number:** Users dial this number to access Voice Messaging and other services. The activation status of the assigned phone number is displayed to the right of the number under the Activated column. The status is not shown if the phone number is set to "None".
 - **Extension:** The extension box populates automatically for the phone number you select. You can change the extension, but the new extension cannot be the same as another extension in the group. Extensions can vary in length within the limits configured for your group.
 - **Calling Line ID Phone Number:** This is the phone number to be displayed on lines with Caller ID. Note that this box only appears when the CLID policy in effect for the voice portal is to use a configurable CLID.
 - **Calling Line ID Last Name:** This is the last name to be displayed on lines with Caller ID.
 - **Calling Line ID First Name:** This is the first name to be displayed on lines with Caller ID.

- **Hiragana Last Name and Hiragana First Name:** Note that the Hiragana Last Name and Hiragana First Name input boxes are designed for specific markets. They do not appear unless configured by your system administrator.
- **Language:** The language for the initial greeting and login messages for calls to the voice portal from outside the group. After login has been completed, the user's language becomes the language of the call. For calls from inside the group, the caller's language is used throughout the call.

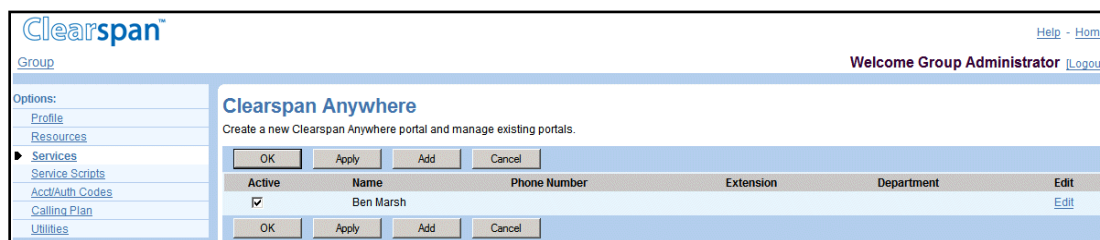
NOTE: A Language change is effective on the next new call to the voice portal.

- **Time zone:** The time zone of the voice portal.
 - **Network Class of Service:** This determines the type of calls allowed for the voice portal.
 - **Aliases:** Up to three alternative SIP addresses for the voice portal.
 - **Allow Phone Numbers or Voice Mail Aliases on login in addition to Extensions:** If this box is checked, users who do not call from their own extensions (or from a phone number defined as a Voice Messaging alias) are prompted for a mailbox ID instead of an extension. Validation is then made against extensions (as usual), phone numbers, and voice portal aliases.
 - **Use Voice Portal Wizard:** The Voice Portal Wizard forces users to record a personalized name the first time they log in to the voice portal, and disables the option to delete the personalized name within the voice portal.
- 4) To reset the administrator password for the voice portal, type and retype a numeric password, four through eight digits in length. The password is used by any group administrator to log in to the voice portal system to record Auto Attendant messages. You can change this password using the voice portal or this web page at any time.
 - 5) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

6.8 Clearspan Anywhere

Use this page to create a new Clearspan Anywhere portal and manage existing portals.



The screenshot shows the 'Clearspan Anywhere' web interface. On the left is a sidebar menu with 'Group' selected. The main content area is titled 'Clearspan Anywhere' and contains a table of portals. The table has columns for 'Active', 'Name', 'Phone Number', 'Extension', 'Department', and 'Edit'. One portal is listed with the name 'Ben Marsh' and a checked 'Active' box. Above the table are buttons for 'OK', 'Apply', 'Add', and 'Cancel'. Below the table are also buttons for 'OK', 'Apply', 'Add', and 'Cancel'.

Figure 97 Group – Clearspan Anywhere

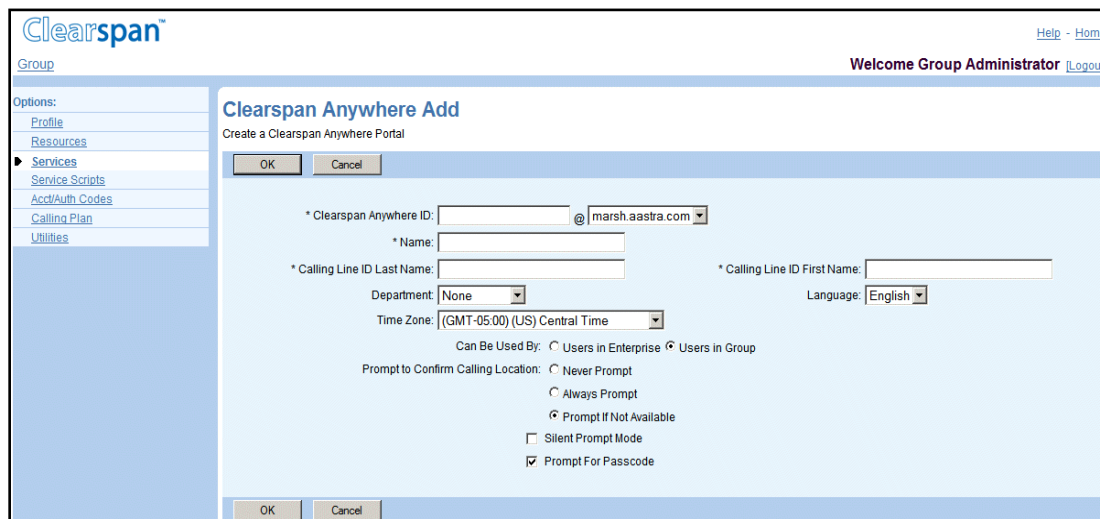
- 1) On the *Group – Services* menu page, click **Clearspan Anywhere**. The *Group – Clearspan Anywhere* page appears.
- 2) To activate the portal, select the check box in the *Active* row of the portal you would like to activate.

- 3) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

6.8.1 Add a Clearspan Anywhere Portal

Use this page to add a new Clearspan Anywhere portal.



The screenshot shows the 'Clearspan Anywhere Add' form within the 'Group' administration interface. The form is titled 'Clearspan Anywhere Add' and 'Create a Clearspan Anywhere Portal'. It includes a sidebar with navigation links: Options, Profile, Resources, Services (selected), Service Scripts, Acc/Auth Codes, Calling Plan, and Utilities. The form fields include:

- * Clearspan Anywhere ID: A text box followed by a domain dropdown menu showing '@marsh.aastra.com'.
- * Name: A text box.
- * Calling Line ID Last Name: A text box.
- * Calling Line ID First Name: A text box.
- Department: A dropdown menu with 'None' selected.
- Time Zone: A dropdown menu with '(GMT-05:00) (US) Central Time' selected.
- Language: A dropdown menu with 'English' selected.
- Can Be Used By: Radio buttons for 'Users in Enterprise' and 'Users in Group' (selected).
- Prompt to Confirm Calling Location: Radio buttons for 'Never Prompt', 'Always Prompt', and 'Prompt if Not Available' (selected).
- ☐ Silent Prompt Mode
- ☒ Prompt For Passcode

 There are 'OK' and 'Cancel' buttons at the top and bottom of the form.

Figure 98 Group – Clearspan Anywhere Add

- 1) On the *Group – Services* menu page, click **Clearspan Anywhere**. The *Group – Clearspan Anywhere* page appears.
- 2) Click **Add**. The *Clearspan Anywhere Add* page appears.
- 3) In the *Clearspan Anywhere ID* text box, type in the ID and select the domain from the domain drop-down list.
- 4) In the *Name* text box, type in a name for the Clearspan Anywhere portal.
- 5) In the *Calling Line ID Last Name* and *Calling Line ID First Name* text boxes, type in the display names.
- 6) In the *Department* drop-down list, select a department for the Clearspan Anywhere portal. Select "None" to assign the portal to the group.

NOTE: Assigning the Clearspan Anywhere portal to a department allows department administrators to modify it.

- 7) In the *Language* drop-down list, select the language in which service-specific messages are played during calls to the Clearspan Anywhere portal. The default language is English (U.S. English) unless configured otherwise.
- 8) In the *Time Zone* drop-down list, select the time zone.
- 9) Select who can use the Clearspan Anywhere portal:
 - *Users in Service Provider* allows all users configured in the same service provider as the portal can originate calls through the portal.

- *Users in Group* allows only users configured in the same group as the portal can originate calls through the portal.

NOTE: *Users in Service Provider* changes to *Users in Enterprise* when logged in as an Enterprise.

10) For *Prompt to Confirm Calling Location*, select from the following types of prompts to confirm the calling location:

- *Never Prompt*
- *Always Prompt*
- *Prompt If Not Available*
- Select *Silent Prompt Mode* to make the prompts for calling address, password, and destination address silent. The silent prompt mode is useful if the portal is expected to be accessed from devices that use automatic dialers, for example, Clearspan Assistant–Mobile.
- Select *Prompt for Passcode* to have the portal prompt for a password once the user is identified.

11) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

6.8.2 Modify a Clearspan Anywhere Portal

Use this page to modify a Clearspan Anywhere portal. This page displays menu items used for Clearspan Anywhere profile management. Click on the link to access the services that you would like to configure.

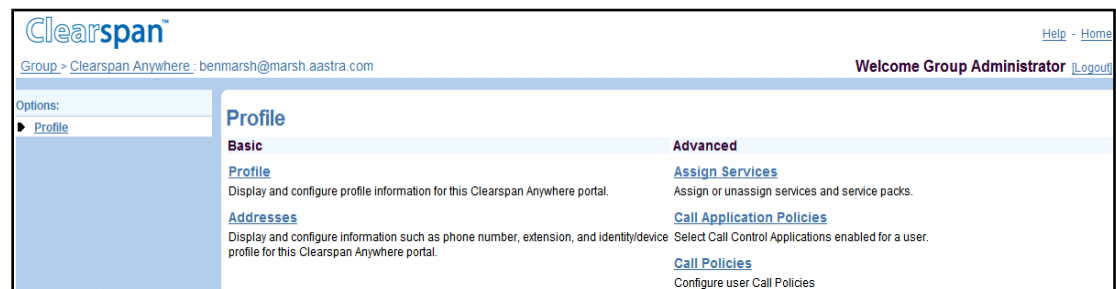


Figure 99 Group – Clearspan Anywhere Menu

6.8.2.1 Configure Clearspan Anywhere Addresses

Use this page to view and maintain your phone numbers and other identities that are used to make and receive calls.

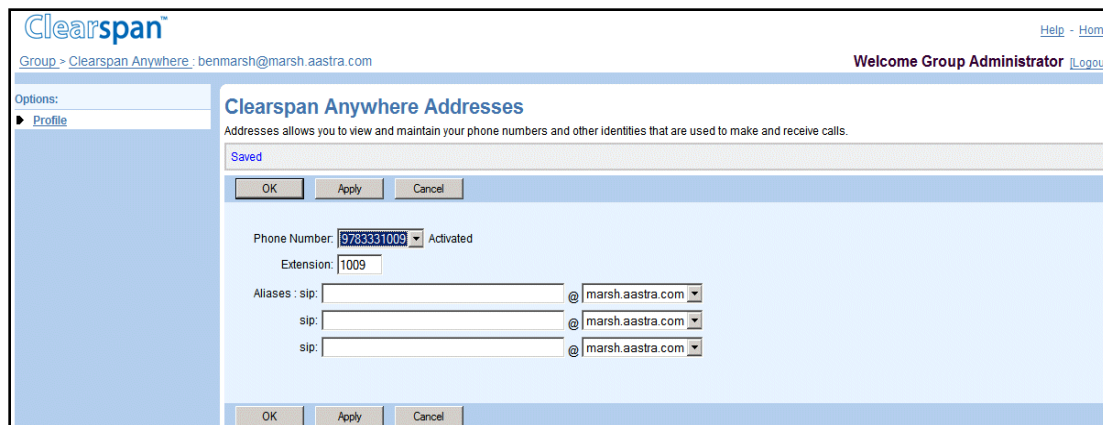


Figure 100 Group – Clearspan Anywhere Addresses

- 1) On the *Group – Services* menu page, click **Clearspan Anywhere**. The *Group – Clearspan Anywhere* page appears.
- 2) Click **Edit** on the row containing the portal you would like to modify. The *Clearspan Anywhere - Profile* page appears.
- 3) Click **Addresses**. The *Clearspan Anywhere Addresses* page appears.
- 4) In the *Phone Number* drop-down list, select a phone number for the current user.
Users must have phone numbers assigned to make calls, unless the group calling line ID number is set. If a phone number is selected from the drop-down list, its activation status appears beside the phone number.
- 5) In the *Extension* text box, enter an extension for the current user that meets the extension length requirements in effect for the group.
- 6) Specify the aliases for the Clearspan Anywhere portal. Use the *Aliases* text boxes and *address* drop-down lists to specify up to three additional SIP addresses to associate with the Clearspan Anywhere portal. Calls directed to any of these aliases are redirected to the assigned Clearspan Anywhere portal.
- 7) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.
To exit without saving, select another page or click **Cancel** to display the previous page.

6.9 Custom Ringback Group

Use this item on the *Services* menu page to configure custom ringback group.

A ringback is the ringing heard by the calling party when they have dialed a number but it has not yet been answered by the called party. Custom ringback tones are customizable clips of recorded music, video, or other personalized audio content that you can substitute for the default ringback. When someone calls you, instead of the default ringback, they hear the custom ringback you specified.

Clearspan allows you to specify both a custom audio ringback and custom video ringback, at both the user and group level. What the caller hears or sees depends on the capabilities of their phone, and which custom ringbacks the called party has configured.

Note that settings configured at the user level for the Custom Ringback User service override the settings for the Custom Ringback Group service.

For audio-only callers, the situation is straightforward. If you specify a custom audio ringback file, this is what they hear. Otherwise, they hear the system default ringback.

For video-enabled callers, the “default” setting plays the custom audio file, if configured, with no accompanying video component. If no custom audio file is configured, the caller is played the system default ringback file.

The following table summarizes the behavior:

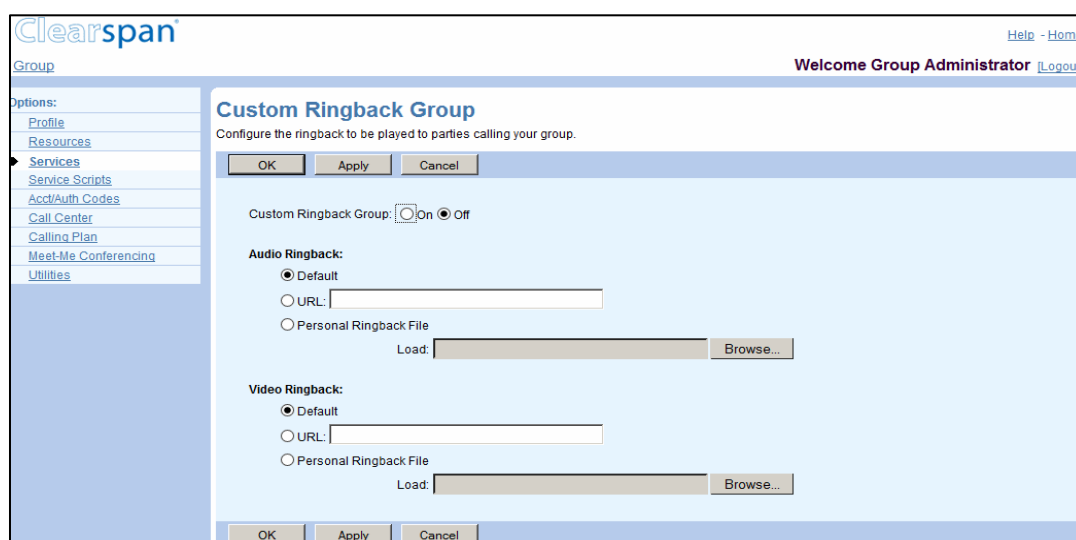
Audio Ringback File	Video Ringback File	Video-Capable Caller	Result
Y	N	N	Audio ringback is used.
		Y	Audio ringback is used.
	Y	N	Audio ringback is used.
		Y	Video ringback is used.
N	Y	N	Custom Ringback does not apply. System default ringback is played.
		Y	Video ringback is used.

6.9.1 Configure Custom Ringback Group

Use the *Group – Custom Ringback Group* page to turn the feature on or off, and to configure the custom ringback for the group.

The Custom Ringback Group allows you to specify the ringback files in audio and video format for the group. Ringback is the sound callers hear while they wait for a call to be picked up. You can select the system default, an URL, or a customized audio or video file.

NOTE: The maximum length allowed for .WAV and .MOV files is two minutes.



Clearspan®

Group

Welcome Group Administrator [Logout]

Options:

- Profile
- Resources
- Services
- Service Scripts
- Acc/Auth Codes
- Call Center
- Calling Plan
- Meet-Me Conferencing
- Utilities

Custom Ringback Group

Configure the ringback to be played to parties calling your group.

OK Apply Cancel

Custom Ringback Group: ☐ On ☒ Off

Audio Ringback:

- ☒ Default
- ☐ URL:
- ☐ Personal Ringback File

Load: Browse...

Video Ringback:

- ☒ Default
- ☐ URL:
- ☐ Personal Ringback File

Load: Browse...

OK Apply Cancel

Figure 101 Group – Custom Ringback Group

- 1) On the *Group – Services* menu page, click **Custom Ringback Group**. The *Group – Custom Ringback Group* page appears.
- 2) For *Custom Ringback Group*, select *On* to enable the service. Select *Off* to disable custom ringback for the group.
- 3) Specify the Audio Ringback.
 - Select *Default* to play the system default.
 - Select *URL* and type the URL address to play audio from an URL.
 - Select *Personal Ringback File* and select a file from the drop-down list to play a custom ringback.
- 4) Specify the Video Ringback.
 - Select *Default* to play the system default.
 - Select *URL* and type the URL address to play video from an URL.
 - Select *Personal Ringback File* and select a file from the drop-down list to play a custom ringback.
- 5) Save your changes. Click **Apply** or **OK**. **Apply** saves your changes. **OK** saves your changes and displays the previous page.
 To exit without saving, select another page or click **Cancel** to display the previous page.

6.10 Enterprise Trunk

NOTE: This applies only to groups that are part of a service provider. If your group belongs to an enterprise, the enterprise trunks are set up by your enterprise administrator.

An enterprise trunk combines multiple trunk groups and allows the trunk groups to work together to provide enhanced business trunking capabilities. You can assign subscribers to an enterprise trunk, rather than to a single trunk group. These enterprise trunk subscribers can originate or terminate calls through any of the trunk groups assigned to the enterprise trunk. Thus, an enterprise trunk provides routing flexibility and redundancy that is not possible with a single trunk group.

The *Group – Enterprise Trunk* page allows you to create enterprise trunks for your group. This capability is linked to the *Trunk Group* feature and is made available when the *Trunk Group* feature is assigned to your group.

Use the *Group – Enterprise Trunk* page to view and configure enterprise trunks for your group. You access this page by selecting the *Enterprise Trunk* menu item on the *Group – Services* menu page. The item is present only if the *Trunk Group* service is authorized for the group.

There are two types Enterprise Trunks: *Weighted Routing* and *Ordered Routing*. You create *Ordered Routing* enterprise trunks consisting of up to 10 trunk groups and *Weighted Routing* enterprise trunks consisting of up to 100 trunk groups..

Clearspan provides five different call routing policies:

- **Ordered Load Balancing policy:** The trunk groups are ordered and the Application Server selects each trunk group in turn following a round-robin algorithm.

- **Overflow policy:** The trunk groups are ordered and the Application Server selects the first trunk group that has available capacity for a new terminating call. For example, the Application Server does not choose the second trunk group until the first trunk group has reached its capacity or is unreachable. The first trunk group on the list is always selected unless it is not available to route the call.
- **Most Idle policy:** The Application Server always selects the trunk group that has the fewest number of current originating or terminating calls and has available capacity for a new terminating call.
- **Least Idle policy:** The Application Server always selects the trunk group that has the greatest number of current originating or terminating calls and has available capacity for a new terminating call.
- **Weighted Overflow policy:** Each trunk group is provisioned with a priority and a weight. Starting with the trunk groups that have the highest priority (the lowest numerical value), the Application Server selects a trunk group at that priority according to a weighted random pick. A trunk group that has reached its capacity may not be selected. If all trunk groups at a particular priority have reached their capacity, then the Application Server applies the weights to randomly select a trunk group at the next lower priority.

6.10.1 View Enterprise Trunks

Use the *Group – Enterprise Trunk* page to view the available enterprise trunks for the group.

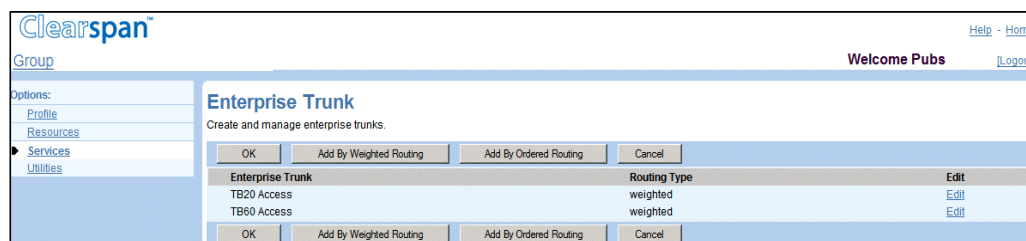


Figure 102 Group – Enterprise Trunk

- 1) On the *Group – Services* menu page, click **Enterprise Trunk**. The *Group – Enterprise Trunk* page appears.
- 2) Click **OK**, to return to the previous page.

6.10.2 Create Enterprise Trunk

To create an enterprise trunk, perform the following steps:

- 1) [Add Enterprise Trunk](#)
- 2) [Assign Trunk Groups](#)
- 3) [Assign Priorities](#) (This step is optional and applies only to Weighted Routing trunks.)
- 4) [Add Users](#)

6.10.2.1 Add Enterprise Trunk

Depending on the routing you want for your enterprise trunk to use, you have to use a different page to create the enterprise trunk.

- To create an enterprise trunk that will use the weighted routing algorithm, use the *Add Enterprise Trunk using Weighted Routing* page.
- To create an enterprise trunk that will use any other routing policy use the *Add Enterprise Trunk using Ordered Routing* page.

6.10.2.1.1 Add Enterprise Trunk using Weighted Routing

Use the *Enterprise – Add Enterprise Trunk using Weighted Routing* page to add a new enterprise trunk using weighted routing.

- 1) On the *Group – Services* menu page, click **Enterprise Trunk**. The *Group – Enterprise Trunk* page appears.
- 2) Click **Add by Weighted Routing**. The *Group - Add Enterprise Trunking using Weighted Routing* page appears.

The page has four tabs: *Assign Trunk Groups*, *Assign Priorities*, *Add Users*, and *Assigned Users*. By default, the *Assign Trunk Groups* tab is appears.

NOTE: When you select another tab on this page, the Enterprise Trunk information is saved.

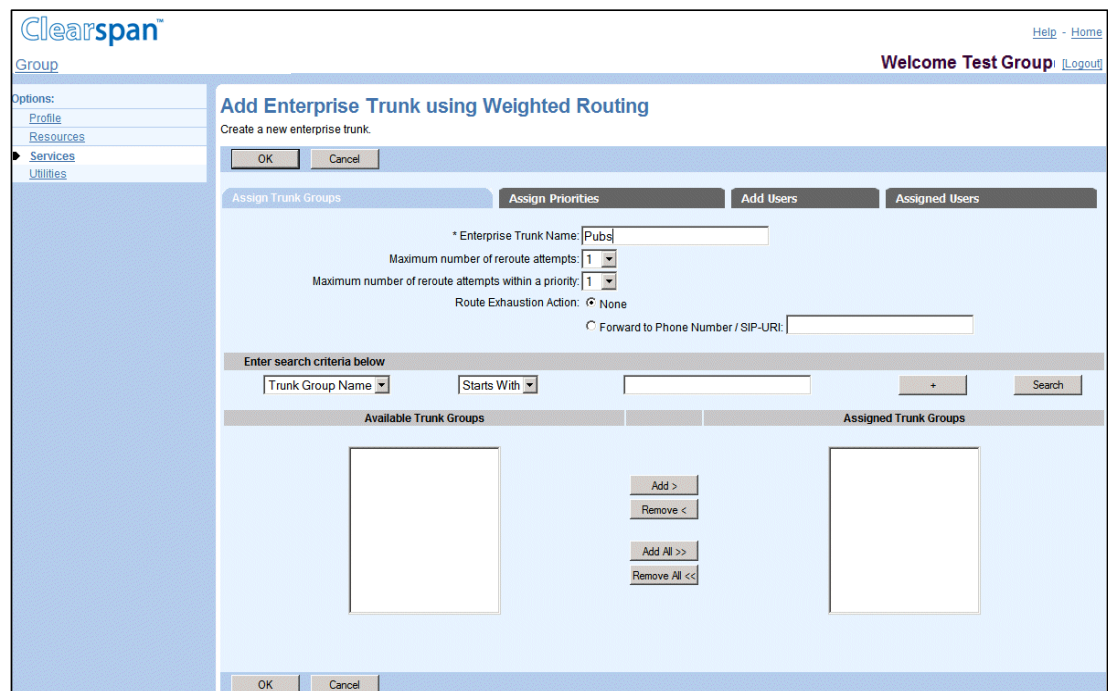


Figure 103 Group – Add Enterprise Trunk using Weighted Routing

- 1) Type a name for the new enterprise trunk. This information is mandatory.
- 2) From the drop-down list, select the Maximum number of reroute attempts.
- 3) From the drop-down list, select the Maximum number of reroute attempts within a priority.
- 4) For the *Route Exhaustion Action* option, either:

- Select *None*

-or-

- Select *Forward to Phone Number/SIP-URI* and type the phone number or SIP URI where you want to reroute the calls in case of route exhaustion.

- 5) To save your changes, click **OK**. To save your changes and go to another tab, click the tab you want. To exit without saving, click **Cancel**.

6.10.2.1.2 Add Enterprise Trunk using Ordered Routing

Use the *Group – Add Enterprise Trunk using Ordered Routing* page to add a new ordered routing enterprise trunk for the group.

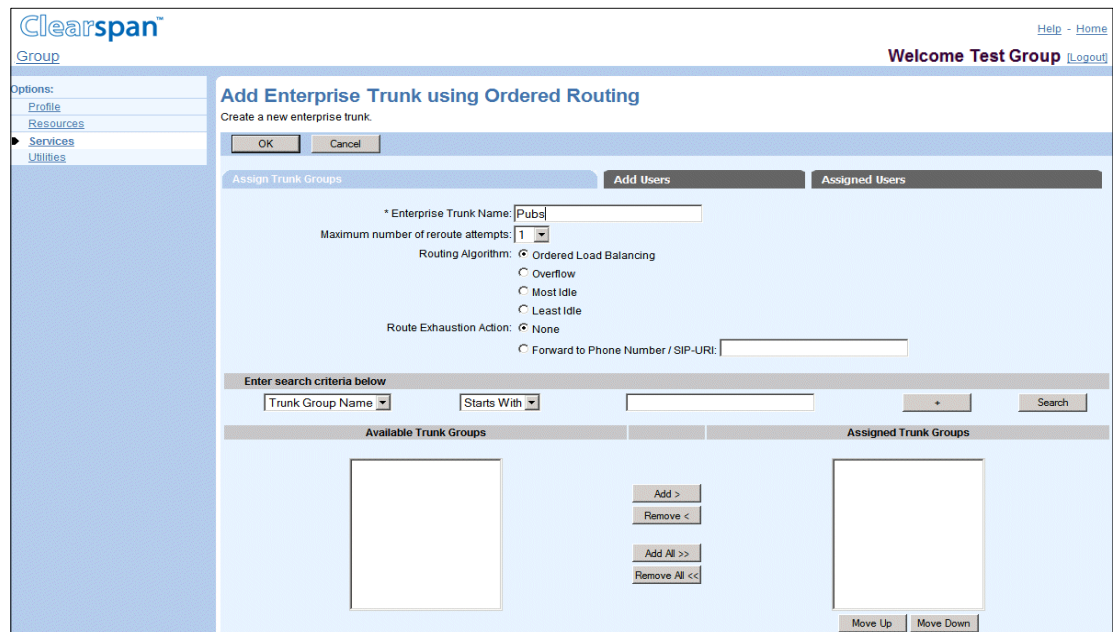


Figure 104 Group – Add Enterprise Trunk using Ordered Routing

- 1) On the *Group – Services* menu page, click **Enterprise Trunk**. The *Group – Enterprise Trunk* page appears.
- 2) Click **Add by Ordered Routing**. The *Group - Add Enterprise Trunking using Ordered Routing* page appears. The page has three tabs: *Assign Trunk Groups*, *Add Users*, and *Assigned Users*. The *Assign Trunk Groups* tab is displayed by default.

NOTE: When you select another tab on this page, the Enterprise Trunk information is saved.

- 1) Type a name for the new enterprise trunk. This information is mandatory.
- 2) From the drop-down list, select the *Maximum number of reroute attempts*.
- 3) To select the routing algorithm, click one of the following: *Ordered Load Balancing*, *Overflow*, *Most Idle*, or *Least Idle*.
- 4) For the *Route Exhaustion Action* option, either:
 - Select *None*

-OR-

- Select *Forward to Phone Number/SIP-URI* and type the phone number or SIP URI where you want to reroute the calls in case of route exhaustion.
- 5) To save your changes, click **OK**. To save your changes and go to another tab, click the tab you want. To exit without saving, click **Cancel**.

6.10.2.2 Assign Trunk Groups

Use the *Assign Trunk Groups* tab to assign trunk groups to an enterprise trunk.

Figure 105 Group – Enterprise Trunk Assign Trunk Groups Tab

- 1) On the Add Enterprise Trunk using Weighted Routing or Add Enterprise Trunk using Ordered Routing page, click the Assign Trunk Group tab.
- 2) Enter trunk group search criteria and click **Search** to display trunk groups that satisfy your criteria, all just click **Search** to display all the trunk groups created for your group.
- 3) In the Available Trunk Groups column, select the trunk groups you want to add to the enterprise trunk. Select some or all of the trunk groups. Trunk groups are listed in alphabetical order.
- 4) To select several trunk groups listed in consecutive order, click the first trunk group name you want and, while holding down the SHIFT key on the keyboard, click the last trunk group name you want to select.
- 5) To select more than one non-consecutive trunk group, use your mouse to click the trunk group names while holding down the CTRL key on the keyboard.
- 6) Click **Add >** to transfer selected trunk groups to the Assigned Trunk Groups column. Or, to move all trunk groups, click **Add All >>**.
- 7) To save your changes, click **OK**. To exit without saving, click **Cancel**. To save your changes and go to the next tab, select the tab you want.

NOTE: You can assign a maximum of 100 trunk groups to an enterprise trunk.

6.10.2.3 Assign Priorities

Use the *Enterprise Trunk - Assign Priorities* tab to assign priorities and weights to trunk groups in an Enterprise Trunk. The trunk groups shown in this tab are those assigned to the Enterprise Trunk using the *Assign Trunk Groups* tab.

NOTE: This applies only to Weighted Routing type trunks and is optional. By default all trunk groups have the same priority and weight.

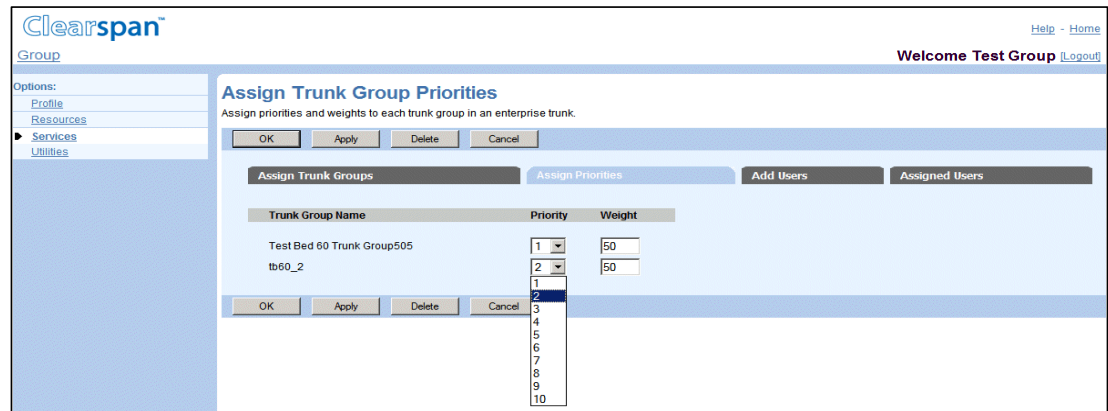


Figure 106 Enterprise Trunk – Assign Trunk Group Priorities Tab

- 1) On the *Add Enterprise Trunk using Weighted Routing* click the *Assign Priorities* tab.
- 2) Next to each trunk group, select the priority from the *Priority* drop-down list. “1” denotes the highest priority and “10” (default) the lowest. Enter the weight you want to assign to each trunk group. The weight must be an integer from 1 through 65536 (the default value is “50”). The higher the weight, the higher the probability of that trunk group being selected for call termination within its priority when using the Weighted Overflow routing policy.
- 3) To save your changes, click **Apply**. To save your changes and display the previous page, click **OK**. To exit without saving, click **Cancel**. To save your changes and go to the next tab, select the tab you want.

6.10.2.4 Add Users

Use the *Enterprise Trunk – Assign Users* page to assign users to an enterprise trunk. The *Available Users* column is a searchable list that lists all trunk users in the enterprise that are not assigned to any Enterprise Trunk. The *Users to be Assigned* column shows the users that are to be assigned.

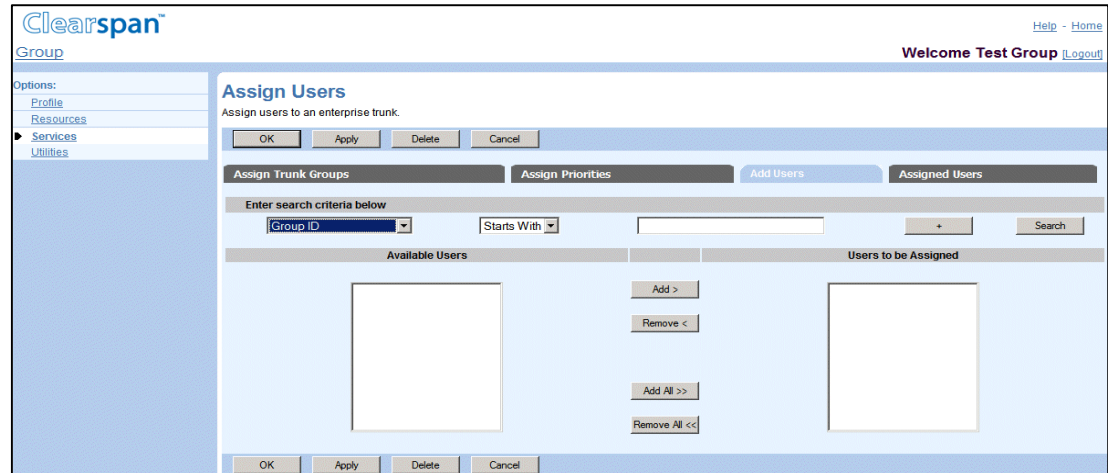
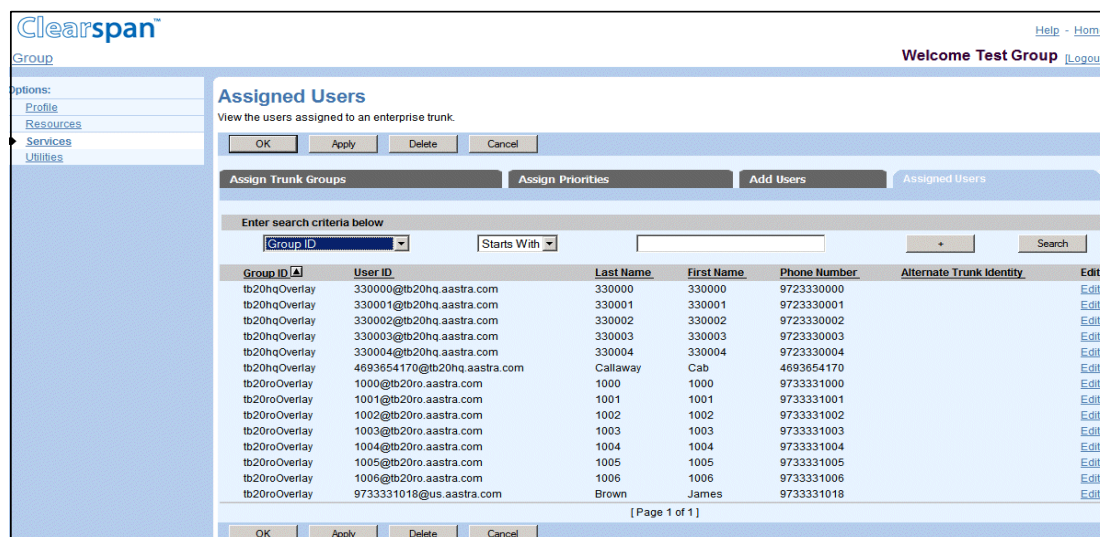


Figure 107 Enterprise Trunk – Add Users Tab

- 1) On the *Add Enterprise Trunk using Weighted Routing* page or *Add Enterprise Trunk using Ordered Routing* page, click the **Add Users** tab. The *Enterprise Trunk – Assign Users* page appears.
- 2) In the *Available Users* column, select the users you want to add to the enterprise trunk. Select some or all users. Users are listed in alphabetical order.
- 3) To select several users listed in consecutive order, click the first user name you want and, while holding down the SHIFT key on the keyboard, click the last user name you want to select.
- 4) To select more than one non-consecutive user, use your mouse to click the user names while holding down the CTRL key on the keyboard.
- 5) Click **Add >** to transfer selected users to the *Users to be Assigned* column. Or, to move all users, click **Add All >>**.
- 6) To save your changes, click **Apply**. To save your changes and go to another tab, click the tab you want. To save your changes and display the previous page, click **OK**. To exit without saving, click **Cancel**.

6.10.3 Assigned Users

Use the *Enterprise Trunk – Assigned Users* tab to view, modify, or delete users assigned to the enterprise trunk.



Assigned Users
View the users assigned to an enterprise trunk.

OK Apply Delete Cancel

Assign Trunk Groups Assign Priorities Add Users Assigned Users

Enter search criteria below

Group ID Starts With + Search

Group ID	User ID	Last Name	First Name	Phone Number	Alternate Trunk Identity	Edit
tb20hqOverlay	330000@tb20hq.aastra.com	330000	330000	9723330000		Edit
tb20hqOverlay	330001@tb20hq.aastra.com	330001	330001	9723330001		Edit
tb20hqOverlay	330002@tb20hq.aastra.com	330002	330002	9723330002		Edit
tb20hqOverlay	330003@tb20hq.aastra.com	330003	330003	9723330003		Edit
tb20hqOverlay	330004@tb20hq.aastra.com	330004	330004	9723330004		Edit
tb20hqOverlay	4693654170@tb20hq.aastra.com	Callaway	Cab	4693654170		Edit
tb20roOverlay	1000@tb20ro.aastra.com	1000	1000	9733331000		Edit
tb20roOverlay	1001@tb20ro.aastra.com	1001	1001	9733331001		Edit
tb20roOverlay	1002@tb20ro.aastra.com	1002	1002	9733331002		Edit
tb20roOverlay	1003@tb20ro.aastra.com	1003	1003	9733331003		Edit
tb20roOverlay	1004@tb20ro.aastra.com	1004	1004	9733331004		Edit
tb20roOverlay	1005@tb20ro.aastra.com	1005	1005	9733331005		Edit
tb20roOverlay	1006@tb20ro.aastra.com	1006	1006	9733331006		Edit
tb20roOverlay	9733331018@us.aastra.com	Brown	James	9733331018		Edit

OK Apply Delete Cancel

[Page 1 of 1]

Figure 108 Enterprise Trunk – Assigned Users Tab

6.10.3.1 View Assigned Users

Users can be searched based on *User ID*, *Last Name*, *First Name*, *Phone Number*, *Extension*, *Department*, and *Alternate Trunk Identity*.

To view users assigned to an enterprise trunk:

- 1) On the *Add Enterprise Trunk using Weighted Routing*, *Add Enterprise Trunk using Ordered Routing*, *Modify Enterprise Trunk using Weighted Routing*, or *Modify Enterprise Trunk using Ordered Routing* page, click the *Assigned Users* tab. The *Enterprise Trunk – Assigned Users* page appears.
- 2) Enter the search criteria you want and click **Search** to display the users satisfying your search criteria. Or to display all users assigned to this enterprise trunk, just click **Search**.
- 3) To display the previous page, click **OK** or **Cancel**.

6.10.3.2 Modify User Information

- 1) On the *Add Enterprise Trunk using Weighted Routing*, *Add Enterprise Trunk using Ordered Routing*, *Modify Enterprise Trunk using Weighted Routing*, or *Modify Enterprise Trunk using Ordered Routing* page, click the *Assigned Users* tab. The *Enterprise Trunk – Assigned Users* page appears.
- 2) Use the **Search** tool to display the enterprise trunk users.
- 3) Click **Edit** in the row for the user whose information you want to modify. The selected user's Profile Menu appears.
- 4) Modify user information as required.

For more information on modifying user information, see the *Clearspan Application Server Group Web Interface Administration Guide – Part 2*.

6.10.3.3 Delete User from Enterprise Trunk

- 1) On the *Add Enterprise Trunk using Weighted Routing*, *Add Enterprise Trunk using Ordered Routing*, *Modify Enterprise Trunk using Weighted Routing*, or *Modify Enterprise Trunk using Ordered Routing* page, click the **Assigned Users** tab. The *Enterprise Trunk – Assigned Users* page appears.
- 2) Use the **Search** tool to display the enterprise trunk users.
- 3) Select the row for the user you want to delete and click **Delete**.
- 4) To exit the page without deleting the user, click **Cancel**.

NOTE: The Delete function cannot be undone. Once you click Delete, your deletion is final. Press **Cancel** before you click **Delete** to avoid a deletion.

6.10.4 Modify Enterprise Trunk

Use the *Group – Modify Enterprise Trunk using Weighted Routing* or *Group – Modify Enterprise Trunk using Ordered Routing* to modify enterprise trunk information.

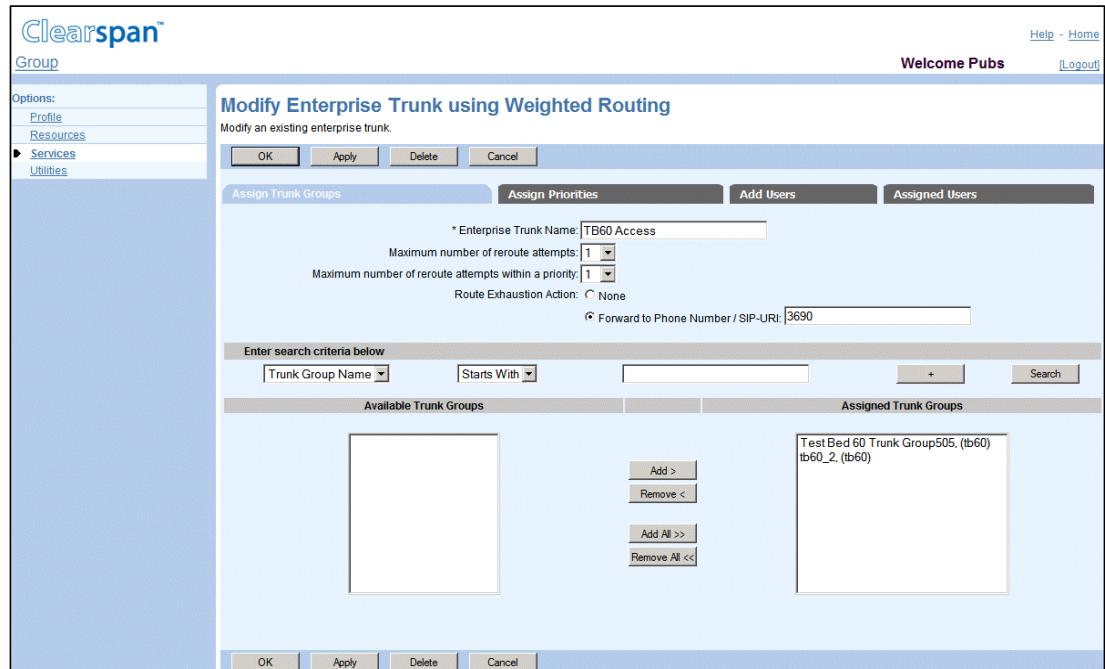


Figure 109 Group – Modify Enterprise Trunk using Weighted Routing

- 1) On the *Group – Resources* menu page, click **Enterprise Trunk**. The *Group – Trunk* page appears.
- 2) Click **Edit** or any item in the row for the enterprise trunk to edit. Depending on the trunk type, the *Group – Modify Enterprise Trunk using Weighted Routing* or *Group – Modify Enterprise Trunk using Ordered Routing* page appears.

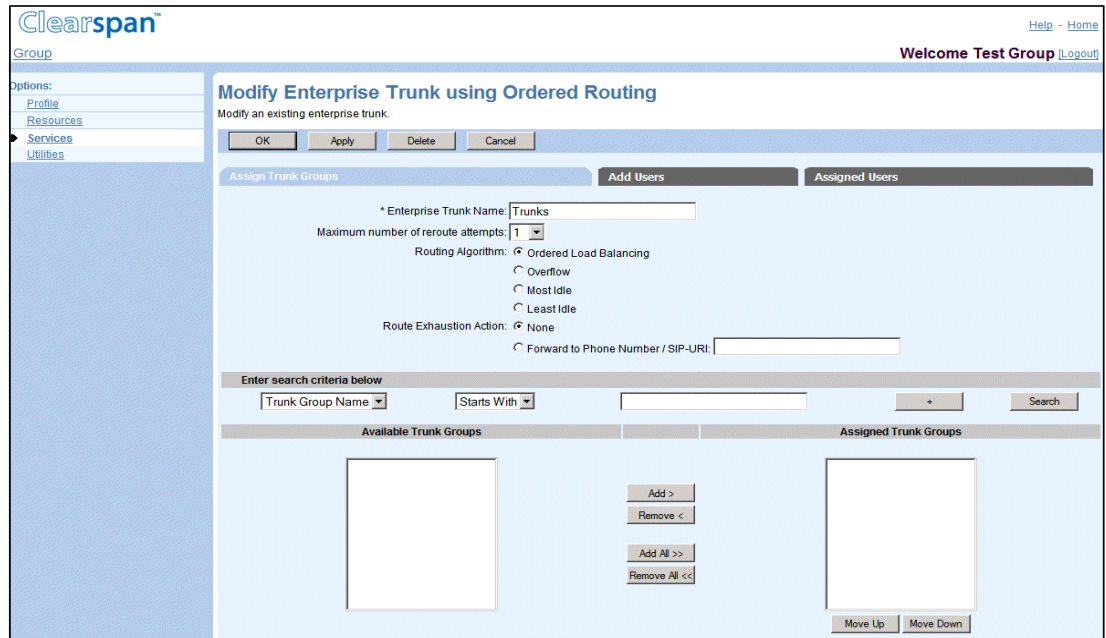


Figure 110 Enterprise – Modify Enterprise Trunk using Ordered Routing Page

- 1) Edit the enterprise trunk information.
For more information about the enterprise trunk attributes, see section [6.10.2 Create Enterprise Trunk](#).
- 2) To save your changes, click **Apply**. To save your changes and go to another tab, click the tab you want. To save your changes and display the previous page, click **OK**. To exit without saving, click **Cancel**.

NOTE: Selecting a different tab saves the current enterprise trunk information.

6.10.5 Delete Enterprise Trunk

Use the *Group – Modify Enterprise Trunk using Weighted Routing* or *Group – Modify Enterprise Trunk using Ordered Routing* page to delete an enterprise trunk.

- 1) On the *Group – Resources* menu page, click **Enterprise Trunk**. The *Group – Trunk* page appears.
- 2) Click **Edit** or any item in the row for the enterprise trunk to edit. Depending on the trunk type, the *Group – Modify Enterprise Trunk using Weighted Routing* or *Group – Modify Enterprise Trunk using Ordered Routing* page appears.
- 3) Click **Delete**. The *Group – Enterprise Trunk* page appears.
To exit the page without deleting the enterprise trunk, click **Cancel**.

NOTE: The Delete function cannot be undone. Once you click Delete, your deletion is final.

6.11 Group Night Forwarding

Use the *Group – Group Night Forwarding* page to configure the Group Night Forwarding service for your group.

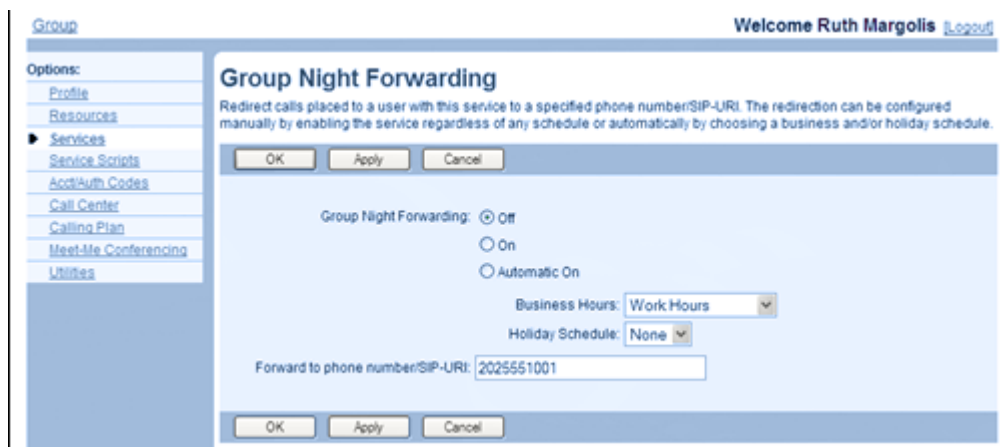


Figure 111 Group – Group Night Forwarding

- 1) On the *Group – Services* menu page, click **Group Night Forwarding**. The *Group – Group Night Forwarding* page appears.
- 2) Click *On* to activate the service, click *Off* to deactivate the service, or click *Automatic On* to enable automatic activation.
- 3) If you selected automatic activation, select a time schedule and/or a holiday schedule when the service should be automatically activated.
- 4) In the *Forward to phone number/SIP-URI* text box, enter a phone number or SIP-URI to redirect calls to. For example, you can decide to redirect calls to an Auto Attendant or a voice mailbox.

Extensions and feature access codes (FACs) are also allowed as a redirecting number. When you enter a feature access code, call processing after redirection depends on the services assigned to the caller.

- 5) To save your changes, click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

6.12 Polycom Phone Services

Use the *Group – Polycom Phone Services* page to integrate Clearspan services with the Polycom family phone services.



Figure 112 Group – Polycom Phone Services

- 1) On the *Group – Services* menu page, click **Polycom Phone Services**. The *Group – Polycom Phone Services* page appears.
- 2) For Polycom Phone Directory, check one or more of the following options:
 - Include the Group's Common Phone List into the Polycom Phone Directory
 - Include the following Group Custom Contact Directory in the Polycom Directory and select the directory from the drop-down list.
- 3) Click **OK** or **Apply**. Apply saves your changes. OK saves your changes and returns to the previous page. Click **Cancel** to return to the previous page without saving.

6.13 Preferred Carrier Group

Use this menu item on the *Group – Services* menu page to list preferred intraLATA, interLATA, and international carriers for the group.

6.13.1 List Preferred IntraLATA, InterLATA, and International Carriers for Group

Use the *Group – Preferred Carrier Group* page to list the preferred intraLATA, interLATA, and international carriers your administrator has assigned for your group.

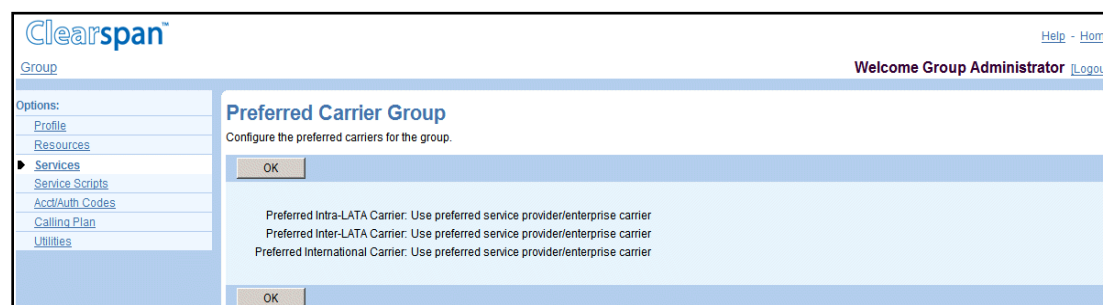


Figure 113 Group – Preferred Carrier Group

- 1) On the *Group – Services* menu page, click **Preferred Carriers Group**. The *Group – Preferred Carriers Group* page appears.
- 2) To display the previous page, click **OK**.

6.14 Series Completion

Use this item on the *Group – Services* menu page to:

- [List Series Completion Groups](#)
- [Add Series Completion Group](#)
- [Modify or Delete Series Completion Group](#)

Series Completion allows calls to be routed to the next available line, much like the Hunt Group service. The difference is the caller dials a “real” directory number rather than a “virtual” one and several lines ring at several phones.

This service is used to support Key System functionality. Key Systems typically ring all available lines in a specified order when a call is incoming, regardless of the number dialed to reach the company. For example, when calling a technical support hotline, the user dials 1-800-555-HELP. That number rings line 1 of the company. If line 1 is busy, it rings line 2. If line 2 is busy, it rings line 3 and so on. If all lines are busy, the call can be sent to Voice Messaging or another assigned service of the group. If all lines or users of this company were assigned to the series completion group, Clearspan acts like a Key System.

6.14.1 List Series Completion Groups

Use the *Group – Series Completion* page to list all current series completion groups. From this page, you can add, modify, or delete a group.

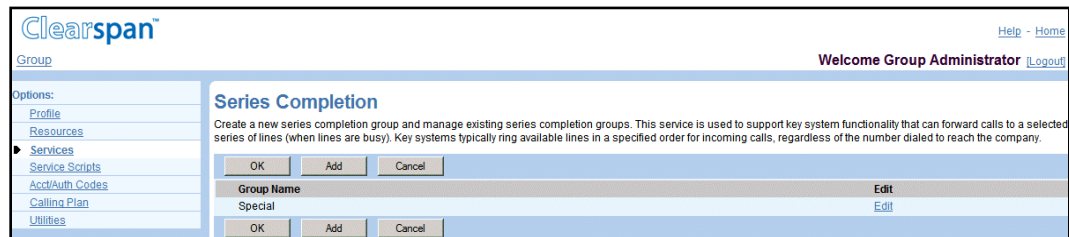


Figure 114 Group – Series Completion

- 1) On the *Group – Services* menu page, click **Series Completion**. The *Group – Series Completion* page appears.
- 2) To display the previous page, click **OK** or **Cancel**.

6.14.2 Add Series Completion Group

Use the *Group – Series Completion Add* page to add a series completion group.

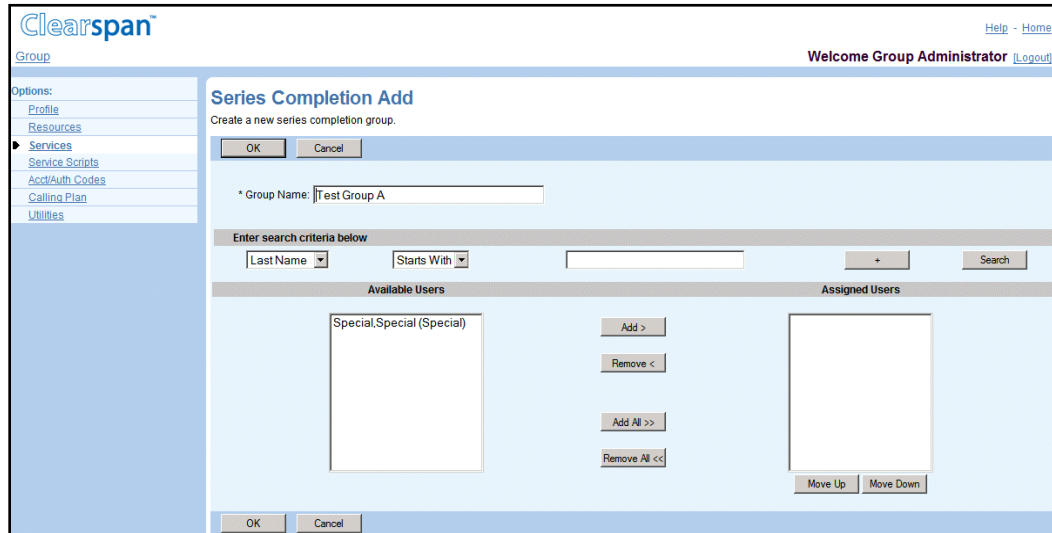


Figure 115 Group – Series Completion Add

- 1) On the *Group – Services* menu page, click **Series Completion**. The *Group – Series Completion* page appears.
 - 2) Click **Add**. The *Group – Series Completion Add* page appears.
 - 3) Type the group name. An asterisk (*) indicates required data.
 - 4) Assign users:
 - To find a desired user, enter search criteria in the fields provided and click **Search**. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.
 - In the Available Users column, select the users. You can select some or all of the items in a column. Item names are listed in alphabetical order. To select several items in sequential order, click the first name, hold down the SHIFT key on the keyboard, and click the last name. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.
 - To assign the selected users, click **Add >**. To assign all users (unselected) at once, click **Add All >>**
 - 5) Save your changes. Click **OK**. OK saves your changes and displays the previous page.
- To exit without saving, select another page or click **Cancel** to display the previous page.

6.14.3 Modify or Delete Series Completion Group

Use the *Group – Series Completion Modify* page to modify or delete a group.

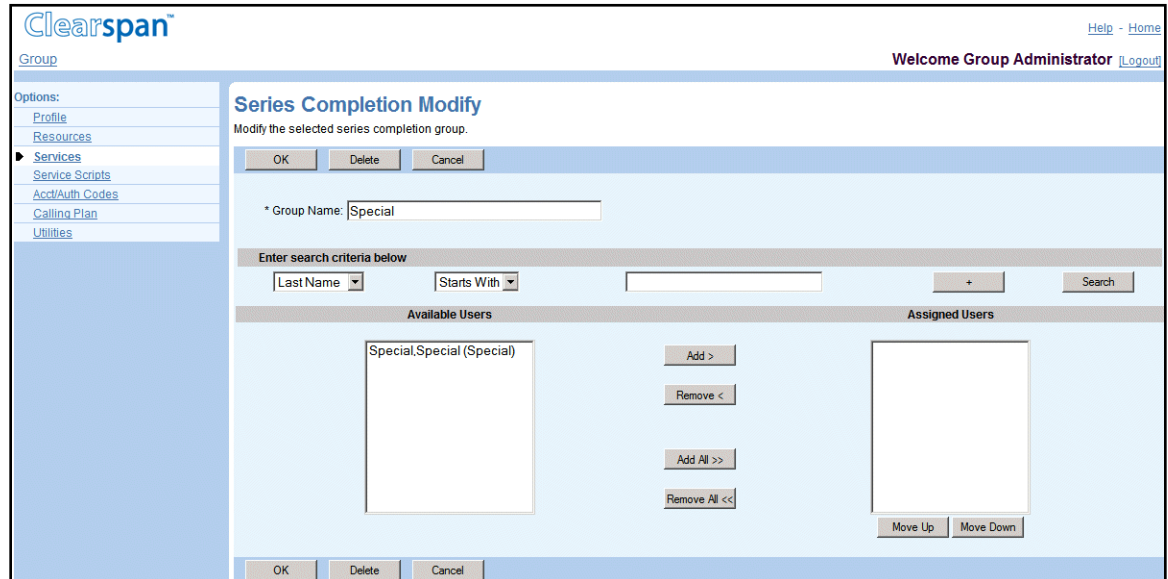


Figure 116 Group – Series Completion Modify

- 1) On the *Group – Services* menu page, click **Series Completion**. The *Group – Series Completion* page appears.
- 2) Click **Edit** or any item in the row for the group. The *Group – Series Completion Modify* page appears.
- 3) To delete the group, click **Delete**. The previous page appears.
- 4) Edit the information for the group: Type or select information. An asterisk (*) indicates required data.
- 5) Assign users:
 - To find a desired user, enter search criteria in the fields provided and click **Search**. For more information on defining search criteria, see the Clearspan Getting Started Web Interface Administration Guide
 - In the *Available Users* column, select the users. You can select some or all of the items in a column. Item names are listed in alphabetical order. To select several items in sequential order, click the first name, hold down the SHIFT key on the keyboard, and click the last name. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.
 - To assign the selected users, click **Add >**. To assign all users (unselected) at once, click **Add All >>**.
- 6) Unassign users:

In the *Assigned Users* column, select the users and click **Remove <**. To unassign all users (unselected) at once, click **Remove All <<**.
- 7) Save your changes. Click **OK**. OK saves your changes and displays the previous page. To exit without saving, select another page or click **Cancel** to display the previous page.

6.15 Third-Party Voice Mail Support

Use this item on the *Group – Services* menu page to enable or disable third-party voice mail support.

Third-Party Voice Mail Support allows users to direct their busy and unanswered calls to a third-party voice mail system, that is, one outside the Clearspan system.

6.15.1 Turn On or Off

Use the *Group – Third-Party Voice Mail Support* page to enable or disable this service for the group.

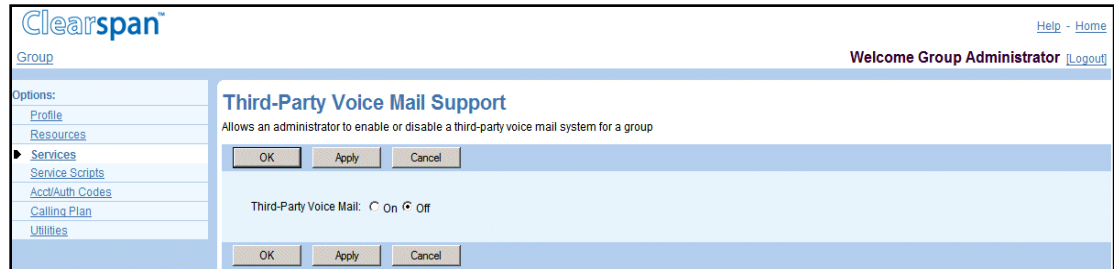


Figure 117 Group – Third-Party Voice Mail Support

- 1) On the *Group – Services* menu page, click **Third-Party Voice Mail Support**. The *Group – Third-Party Voice Mail Support* page appears.
- 2) To enable or disable the service, select *On* or *Off*.
- 3) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page. To exit without saving, select another page or click **Cancel** to display the previous page.

6.16 Session Admission Control Group

A session admission control (SAC) group is a set of access devices logically grouped together. You create SAC groups to impose restrictions on the number of concurrent sessions for a given set of access devices.

Group administrators with appropriate privileges can define SAC groups for their group. Group-level SAC groups can include devices within the scope of that group, enterprise-level devices for their enterprise, or any system devices.

You need full access privileges to session admission control settings to manage SAC groups.

The following two figures show the *Group – Session Admission Control Group* page for a group administrator with full access and read-only access privileges to SAC.

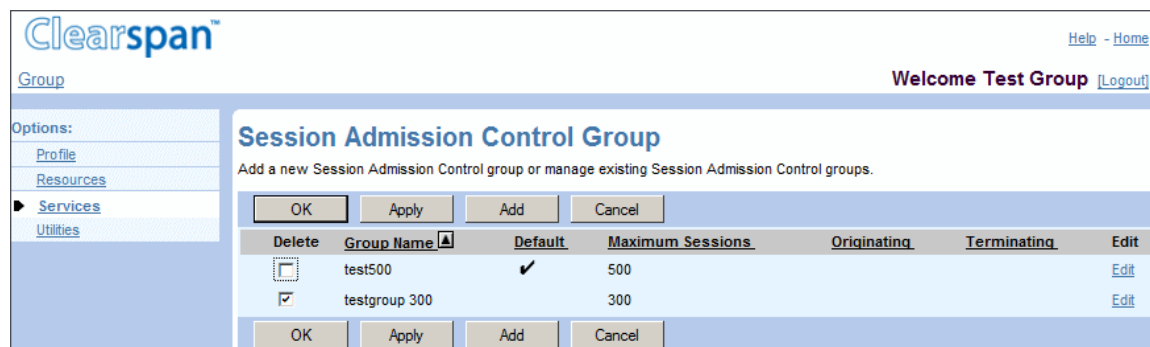


Figure 118 Group – Session Admission Control Group for Administrator with Full Access Privileges to SAC

6.16.1 View Session Admission Control Group

You use the *Group – Session Admission Control Group* page to view SAC groups for the group.

- 1) On the *Enterprise – Services* menu page, click **Session Admission Control Group**. The *Enterprise – Session Admission Control Group* page appears.
- 2) Click **OK** to return to the previous page.

6.16.2 Add Session Admission Control Group

Use the *Group – Session Admission Control Group Add* page to create a new SAC group.

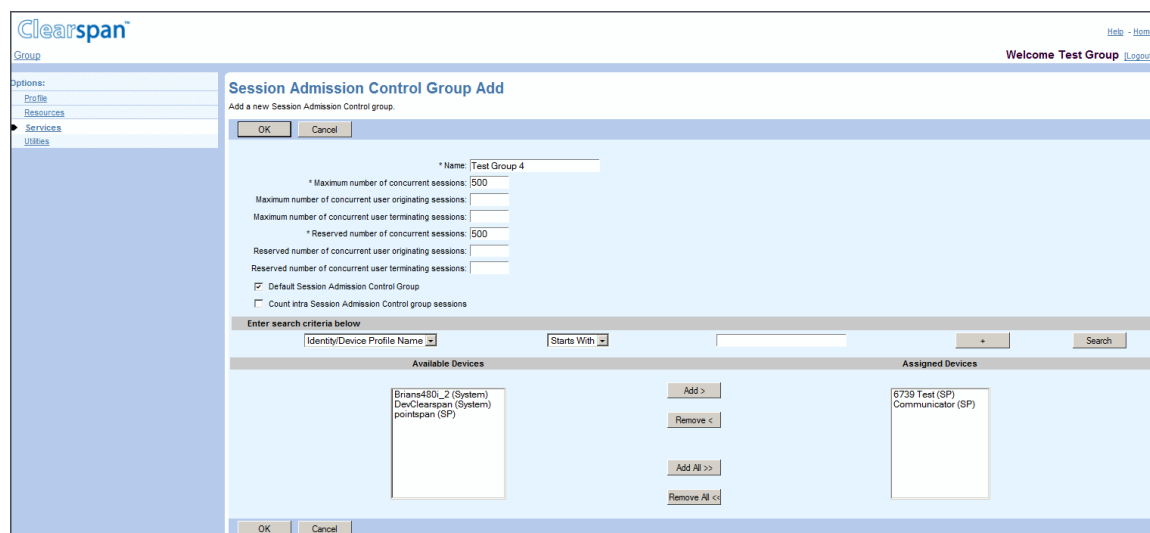


Figure 119 Session Admission Control Group – Session Admission Control Group Add

- 1) On the *Enterprise – Services* menu page, click **Session Admission Control Group**. The *Group – Session Admission Control Group* page appears.
- 2) Click **Add**. The *Group – Session Admission Control Group Add* page appears.
- 3) Enter a unique name for the new SAC group.
- 4) Specify the *Maximum number of concurrent sessions* you want to allow for this SAC group. The number cannot exceed the maximum number of concurrent subscriber

sessions allowed for the group as specified on the group's *Resources – Session Admission Control Capacity* page.

- 5) To restrict the number of user-originated sessions, enter the *Maximum number of concurrent user originating sessions*.
- 6) To restrict the number of user-terminated sessions, enter the *Maximum number of concurrent user terminating sessions*.
- 7) To avoid situations where other SAC groups use up all the session resources allocated to your group, reserve sessions for the SAC group. Enter the number of sessions in the *Reserved number of concurrent sessions reserved* box.
- 8) To reserve user-originated sessions, enter the number of sessions in *Reserved number of concurrent user originating sessions reserved*.
- 9) To reserve user-terminated sessions, enter the number of sessions in *Reserved number of concurrent user terminating sessions reserved*.
- 10) To make this group the default SAC group for the group, check *Default Session Admission Control Group*.

NOTE: One SAC group can be defined as the default SAC group to which new devices are added. This includes any new devices added at system level, new devices added for the enterprise, or new devices added for any group within the enterprise (if your group is part of an enterprise).

- 11) To include the intra-SAC group sessions in the count of the total number of sessions for the SAC group, check *Count intra Session Admission Control group sessions*.
- 12) To block emergency and repair calls when the call limit is reached for this SAC group, check *Block emergency and repair calls due to Session Admission Control limits*.
- 13) Assign devices.
 - Use the *Search* utility to find the devices you want to assign.
 - In the *Available Devices* column, select the devices to assign to this SAC group and click **Add >**. Or, to add all the available devices, click **Add All >>**.

You can select some or all of the items in a column. Item names are listed in alphabetical order. To select several items in sequential order, click the first name, hold down the SHIFT key on the keyboard, and click the last name. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.
- 14) To save your changes click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

6.16.3 Modify or Delete Session Admission Control Group

Use the *Session Admission Control Group – Session Admission Control Group Modify* page to modify an existing SAC group.

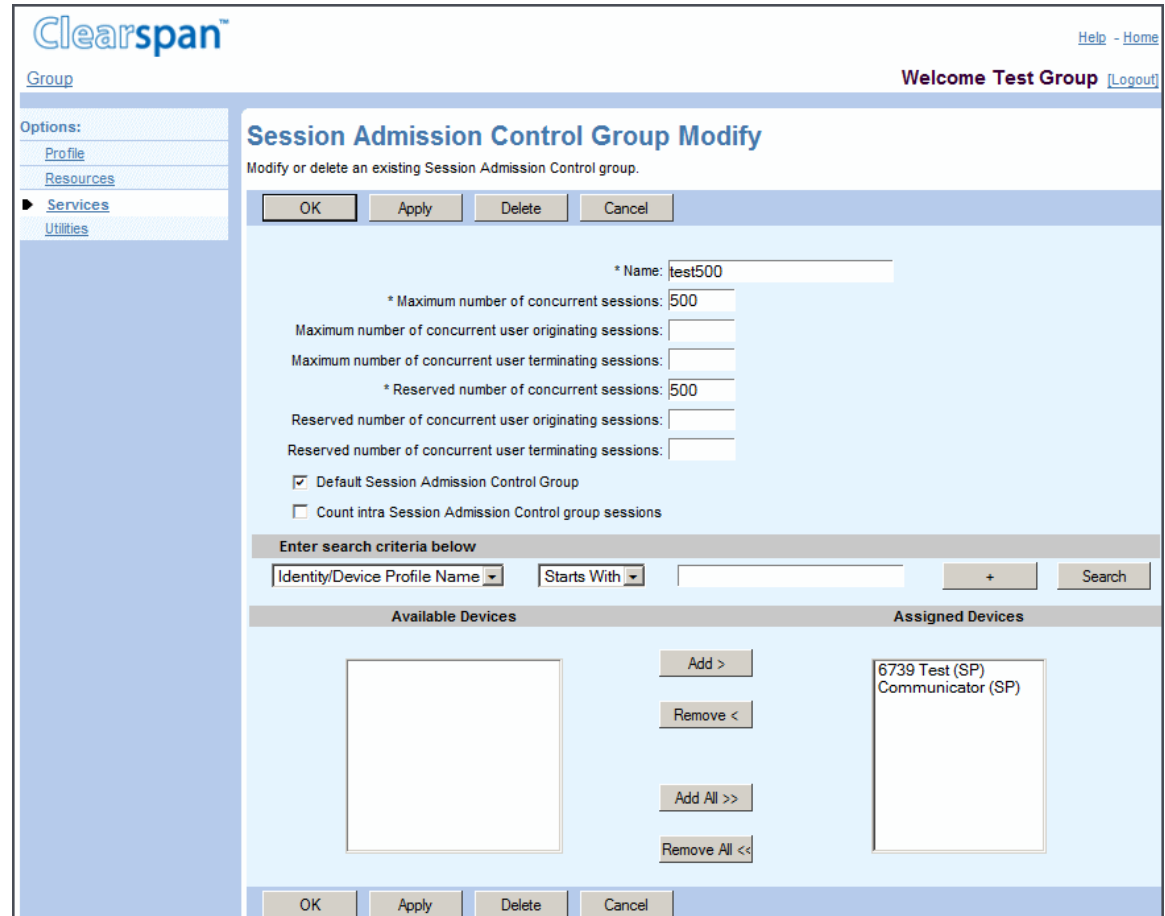


Figure 120 Session Admission Control Group – Session Admission Control Group Modify

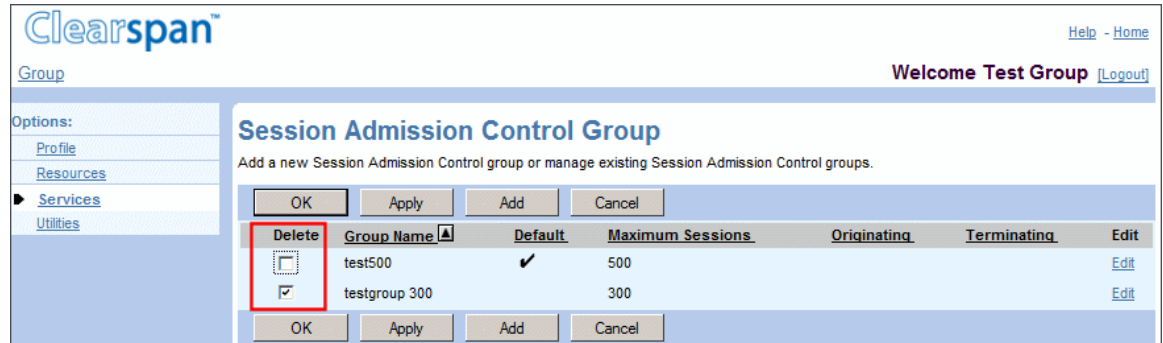
- 1) On the *Group – Services menu* page, click **Session Admission Control Group**. The *Group – Session Admission Control Group Modify* page appears.
- 2) Click **Edit** or any item in the row for the SAC group you want to edit. The *Session Admission Control Group - Session Admission Control Group Modify* page appears.
- 3) Type or select information as needed. For information about the parameters that appear on this page, see section [6.16.2 Add Session Admission Control Group](#).
- 4) To save your changes, click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

NOTE: If you have read-only SAC permissions, you can only view the information on this page.

6.16.4 Delete Session Admission Control Group

Use the *Group – Session Admission Control Group* page to delete an SAC group.



The screenshot shows the Clearspan web interface. On the left is a navigation menu with 'Options:', 'Profile', 'Resources', 'Services' (selected), and 'Utilities'. The main content area is titled 'Session Admission Control Group' and includes a description: 'Add a new Session Admission Control group or manage existing Session Admission Control groups.' Below this are buttons for 'OK', 'Apply', 'Add', and 'Cancel'. A table lists existing groups:

Delete	Group Name ▲	Default	Maximum Sessions	Originating	Terminating	Edit
<input type="checkbox"/>	test500	✓	500			Edit
<input checked="" type="checkbox"/>	testgroup 300		300			Edit

At the bottom of the table are buttons for 'OK', 'Apply', 'Add', and 'Cancel'.

Figure 121 Session Admission Control Group – Delete

- 1) On the *Group – Services* menu page, click **Session Admission Control Group**. The *Group – Session Admission Control Group* page appears.
- 2) Check the *Delete* box in the row of the SAC group you want to delete.
- 3) To save your changes, click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.
To exit without saving, click **Cancel** or select another page.

WARNING: Once you delete an SAC group, your deletion is final.



7 Service Scripts Menu

This chapter contains sections that correspond to each item on the *Group – Service Scripts* menu page.

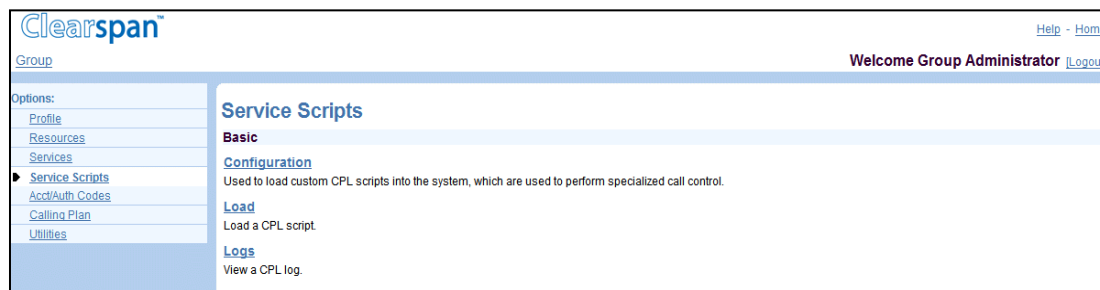


Figure 122 Group – Service Scripts Menu

The *Group – Service Scripts – Basic* menu displays the items that all group administrators can use including:

- Configuration
- Load
- Logs

7.1 Access the Group – Service Scripts Menu

Use the *Group – Service Scripts* menu to enable or disable the capability to load Call Processing Language (CPL) scripts, to load scripts, and to view the logs generated by a script.

On your Home page, in the *Options* list, click **Service Scripts**. The *Group – Service Scripts* menu page appears.

The items in the *Service Scripts* menu allow group administrators to use CPL scripts to execute or customize call management features for all the users in a group. BroadSoft, certified third-party developers, certified group administrators, or service providers develop CPL scripts.

For example, a group administrator for a law firm may want to configure Call Notify so that all incoming calls to all users trigger an e-mail notification to the billing department. Configuring Call Notify automatically with a script means that an administrator does not have to set that Call Notify instance for every user.

NOTE: To manage their own call management features, individual users can use their *Service Scripts* menu to enable or disable the capability to load CPL scripts, to load scripts, and to view the logs generated by a script. A script enabled by a user takes precedence over a script enabled for the user's group.

7.2 Configuration

Use this item on the *Group – Service Scripts* menu page to enable or disable use of a script for a group.

7.2.1 Enable or Disable Use of Script

Use the *Group – Configuration* page to enable or disable the use of a CPL script in the group. On this page you can also view the contents of a script that has been loaded for your group.

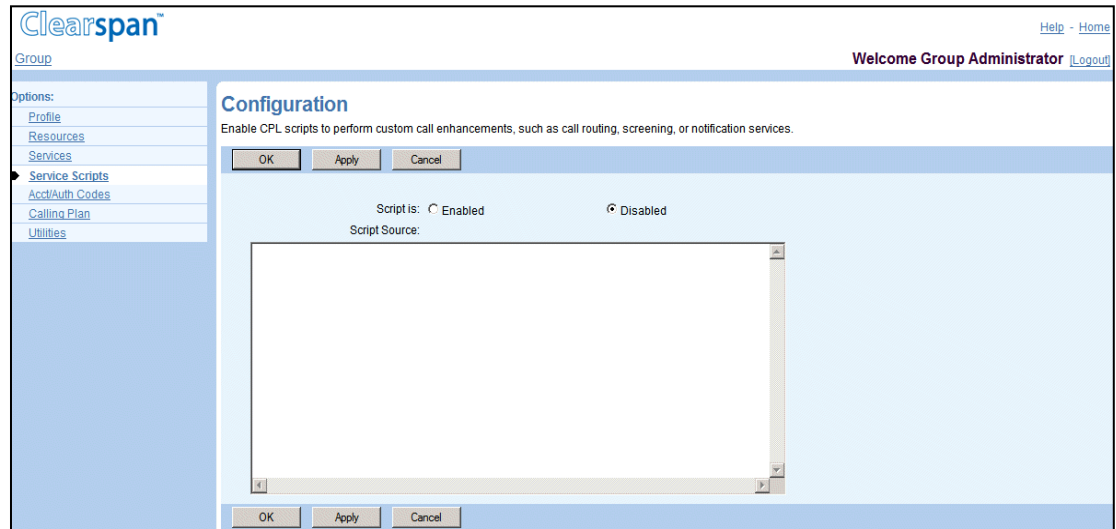


Figure 123 Group – Configuration

- 1) On the *Group – Service Scripts* menu page, click **Configuration**. The *Group – Configuration* page appears. On this page, if a script has been loaded, the contents of the script appear in the *Script Source* input box.
- 2) Click “Enabled” or “Disabled”. “Enabled” indicates the feature is on.
- 3) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

7.3 Load

Use this item on the *Group – Service Scripts* menu page to load a CPL script for a group.

7.3.1 Load CPL Script

Use the *Group – Load* page to load a CPL script for the group.

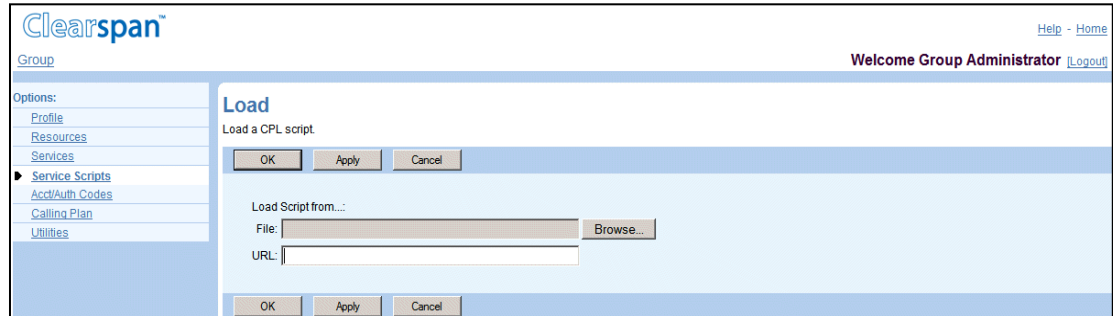


Figure 124 Group – Load

- 1) On the *Group – Service Scripts* menu page, click **Load**. The *Group – Load* page appears.
- 2) Select the source of the script file:
 - To use a file on your computer, click **Browse** and then find and open the file. The path to the file appears in the *File* text box.
 - To use a file on your web server, type the address of the server in the *URL* text box.

NOTE: After a script has been loaded for your group, the contents of the script appear in the *Script Source* input box on the *Group – Configuration* page.

- 3) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.
To exit without saving, select another page or click **Cancel** to display the previous page.

7.4 Logs

Use this item on the *Group – Service Scripts* menu page to view or clear logs from a CPL script for a group.

7.4.1 View or Clear Logs from CPL Script

Use the *Group – Logs* page to view or clear the logs generated during execution of a CPL script loaded for the group.

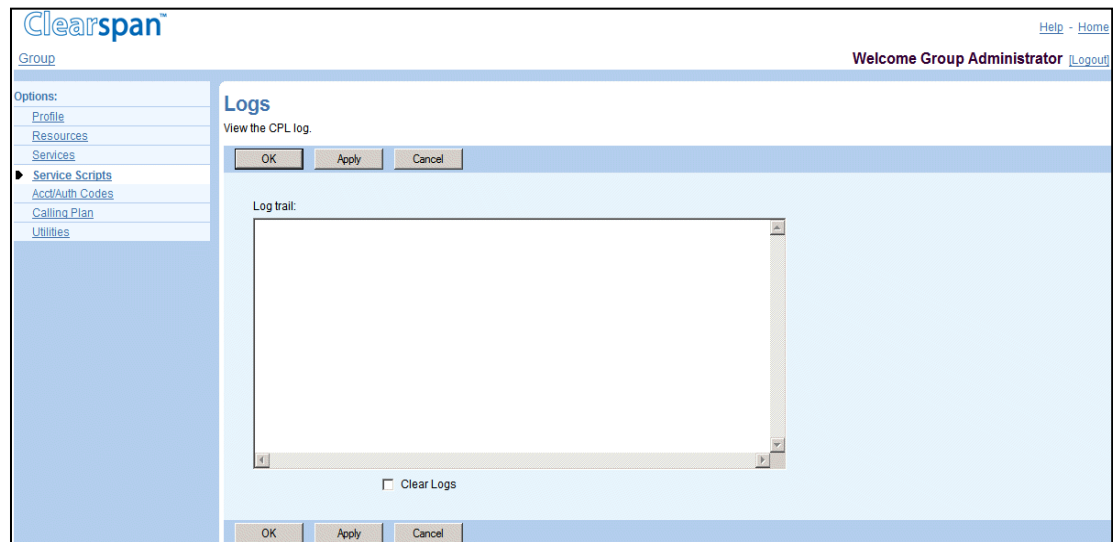


Figure 125 Group – Logs

- 1) On the *Group – Service Scripts* menu page, click **Logs**. The *Group – Logs* page appears. The logs displayed in the *Log trail* box are the logs generated by and specified in the script.
- 2) To clear the logs on display, check the *Clear Logs* box.
- 3) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.
To exit without saving, select another page or click **Cancel** to display the previous page.

8 Account/Authorization Codes Menu

This chapter contains sections that correspond to each item on the *Group – Acct/Auth Codes* menu page.

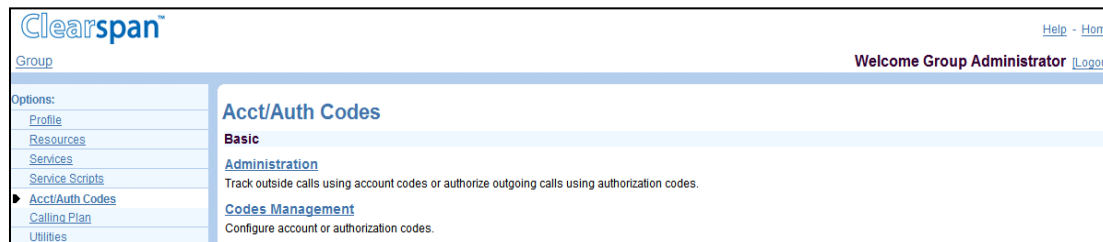


Figure 126 Group – Acct/Auth Codes Menu

The *Group – Acct/Auth Codes* menu contains these *Basic* items:

- Administration
- Codes Management

8.1 Access Group – Account/Authorization Codes Menu

Use the *Group – Acct/Auth Codes* menu to create groups of users who are required to enter a code before being allowed to continue with a call.

On your Home page, from the *Options* list, click **Acct/Auth Codes**. The *Group – Acct/Auth Codes* menu page appears.

Account codes track the calls users make, for example, to a particular customer. Authorization codes prevent users from making calls unless they have been given an authorization code to do so.

8.2 Administration

Use this item on the *Group – Acct/Auth Codes* menu page to:

- [Identify Users for Account Code Usage](#)
- [Identify Users for Authorization Code Usage](#)

8.2.1 Identify Users for Account Code Usage

Use the *Group – Administration* page to:

- Identify the users who cannot make calls outside the group (or to other groups) without entering an account code after a prompt (Mandatory restricted usage).
- Identify the users who can choose whether or not to enter a Feature Access Code (FAC) and then to enter an account code after a prompt to make outside-group calls [Optional (FAC-based) usage].

Optional usage is very useful to track and bill for calls to particular numbers, for example, customer numbers.

- Remove account code usage restrictions for local and toll-free calls.

Calls made with account codes are reported to the billing records. Calls are connected when a code of valid length (number of digits) is entered.

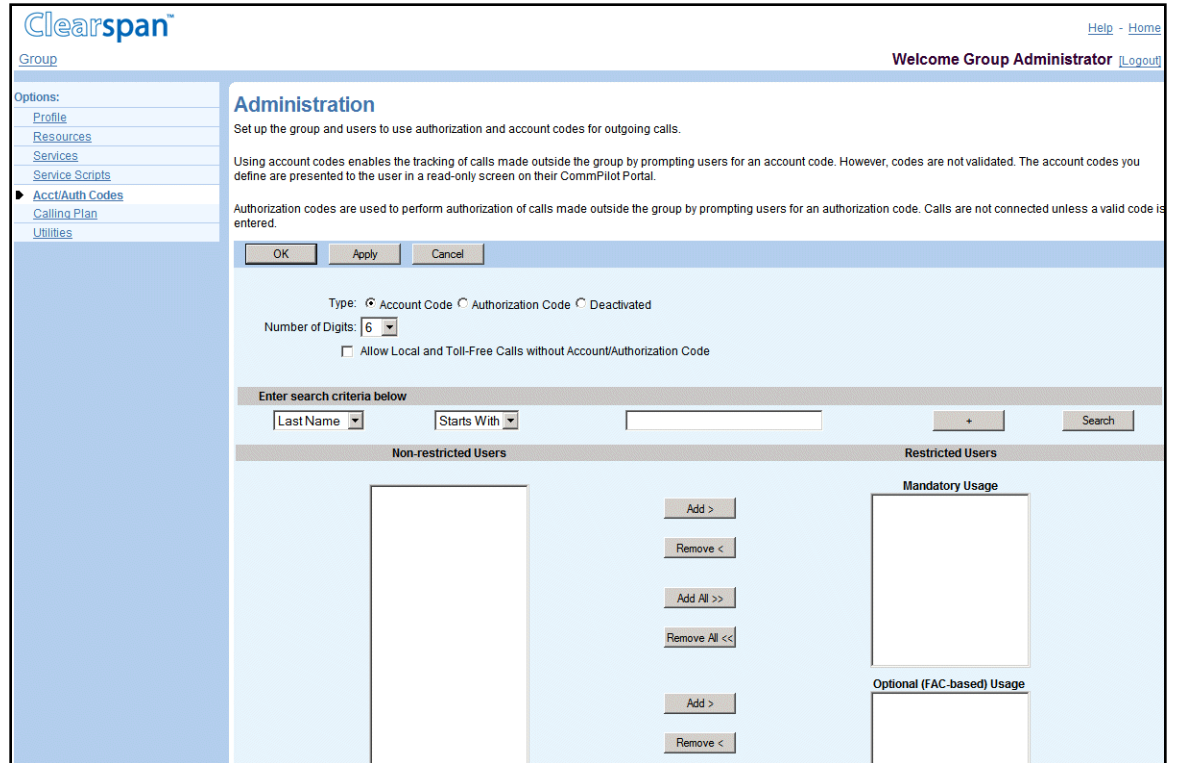


Figure 127 Group – Administration – Account Codes

- 1) On the *Group – Acct/Auth Codes* menu page, click **Administration**. The *Group – Administration* page appears.
- 2) To display the version of the page for account codes, click “Account Code”.
- 3) Select the Number of Digits for account codes.
- 4) Click the *Allow Local and Toll-Free Calls without Account/Authorization Code* box to turn the feature on (checked) or off (not checked).
- 5) Assign users to one of the Restricted Users lists.
 - To find a desired user, enter search criteria in the fields provided and click Search. For more information on defining search criteria, see the Clearspan Getting Started Web Interface Administration Guide.
 - In the Non-restricted Users column, select the users. You can select some or all of the items in a column. Item names are listed in alphabetical order. To select several items in sequential order, click the first name, hold down the SHIFT key on the keyboard, and click the last name. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.
 - To assign the selected users, click Add > beside the Restricted Users column to which you want to assign the users: Mandatory Usage or Optional (FAC-based) Usage. To move all users (unselected) at once, click **Add All >>** beside the list.
- 6) Unassign users from the Restricted Users lists.

In the appropriate *Restricted Users* column, select the users and click **Remove <** beside the list. To move all items (unselected) at once, click **Remove All <<** beside the list.

- 7) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

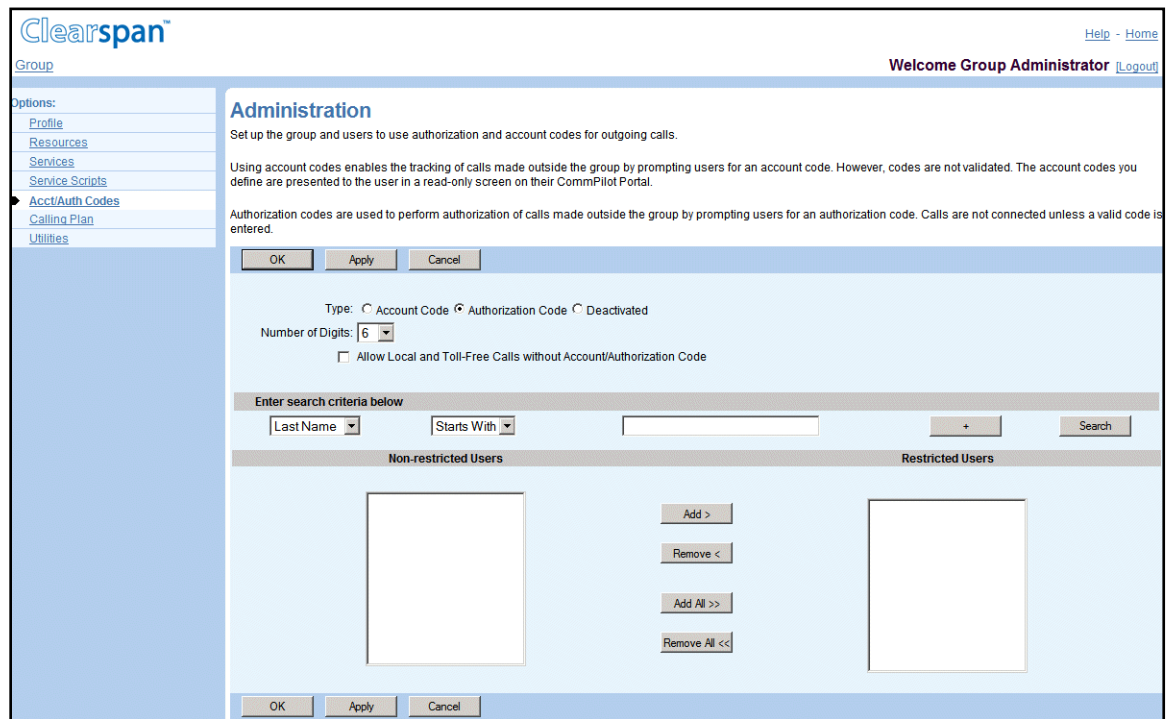
8.2.2 Identify Users for Authorization Code Usage

Use the *Group – Administration* page to:

- Identify the users who cannot make calls outside the group (or to other groups) without entering an authorization code after a prompt.
- Remove authorization code usage restrictions for local and toll-free calls.

Calls made with authorization codes are reported to the billing records. Calls are connected when a valid code is entered.

Outgoing calls restricted by the Outgoing Calling Plan or the Forwarded Transferred Calls portion of the calling plan service will not be permitted. In addition, Simultaneous Ring phone numbers that are outside the group will not ring if the user of the service is assigned an Authorization Code.



The screenshot displays the 'Clearspan' Group Administration interface. On the left is a navigation menu with options like Profile, Resources, Services, Service Scripts, Acct/Auth Codes (selected), Calling Plan, and Utilities. The main content area is titled 'Administration' and contains instructions on setting up authorization codes. It includes a 'Type' selector (set to 'Authorization Code'), a 'Number of Digits' dropdown (set to 6), and a checkbox for 'Allow Local and Toll-Free Calls without Account/Authorization Code'. Below this is a search section with 'Last Name' and 'Starts With' filters. At the bottom, there are two columns for user management: 'Non-restricted Users' and 'Restricted Users', each with 'Add', 'Remove', 'Add All', and 'Remove All' buttons.

Figure 128 Group – Administration – Authorization Codes

- 1) On the *Group – Acct/Auth Codes* menu page, click **Administration**. The *Group – Administration* page appears.
- 2) To display the version of the page for authorization codes, click “Authorization Code”.
- 3) Type the Number of Digits for authorization codes.
- 4) Click the *Allow Local and Toll-Free Calls without Account/Authorization Code* box to turn the feature on (checked) or off (not checked).
- 5) Assign users to the *Restricted Users* column.

- To find a desired user, enter search criteria in the fields provided and click **Search**. For more information on defining search criteria, see the Clearspan Getting Started Web Interface Administration Guide.
 - In the *Non-restricted Users* column, select the users. You can select some or all of the items in a column. Item names are listed in alphabetical order. To select several items in sequential order, click the first name, hold down the SHIFT key on the keyboard, and click the last name. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.
 - To assign the selected users, click **Add >**. To move all users (unselected) at once, click **Add All >>**.
- 6) Unassign users from the *Restricted Users* list.
- In the *Restricted Users* column, select the users and click **Remove <**. To move all users (unselected) at once, click **Remove All <<**.

NOTE: Trunk Group users can be listed in the restricted and non-restricted user lists.

- 7) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.
- To exit without saving, select another page or click **Cancel** to display the previous page.

8.3 Codes Management

Use this item on the *Group – Acct/Auth Codes* menu page to:

- [View or Delete Account and Authorization Codes](#)
- [Add Account and Authorization Codes](#)

To modify a code, delete the current code and add a replacement code.

The *Codes Management* page allows you to specify the required codes, with the proper number of digits, which must be entered prior to the placement of calls by users restricted by this service.

8.3.1 View or Delete Account and Authorization Codes

Use the *Group – Codes Management* page to view or delete account and authorization codes. From this page, you can add account and authorization codes.

NOTE: If a six-digit length is specified for a code on the *Group – Administration* page and a corresponding code is added on the *Group – Codes Management* page, if the code length is changed, the original six-digit code is deleted from the list of codes on the *Group – Codes Management* page.

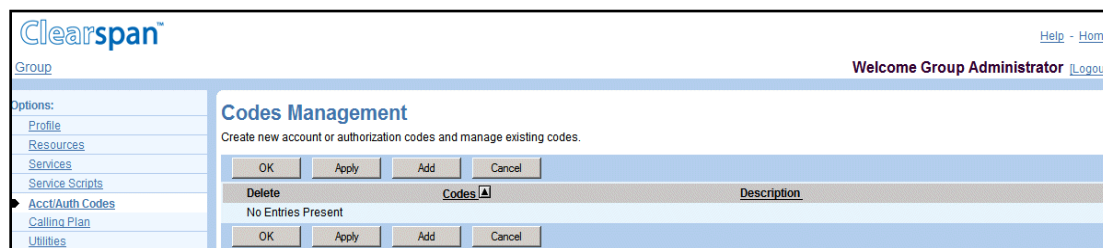


Figure 129 Group – Codes Management

- 1) On the *Group – Acct/Auth Codes* menu page, click **Codes Management**. The *Group – Codes Management* page appears.
- 2) To delete a code, check the *Delete* box for the code.
- 3) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

8.3.2 Add Account and Authorization Codes

Use the *Group – Codes Management Add* page to add account and authorization codes.

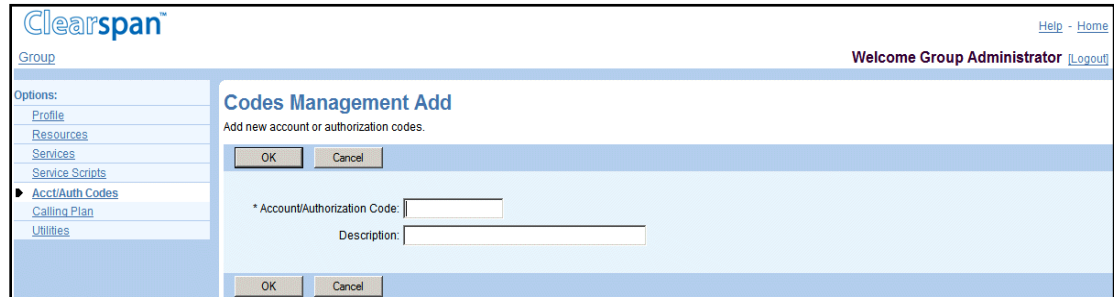


Figure 130 Group – Codes Management Add

- 1) On the *Group – Acct/Auth Codes* menu page, click **Codes Management**. The *Group – Codes Management* page appears.
- 2) Click **Add**. The *Group – Codes Management Add* page appears.
- 3) Type the information for the code. An asterisk (*) indicates required data.
The length of a code is specified on the *Group – Administration* page.
- 4) Save your changes. Click **OK**. OK saves your changes and displays the previous page.
To exit without saving, select another page or click **Cancel** to display the previous page.

9 Call Center Menu

The *Group – Call Center Menu* contains items used to manage the Call Center service for the group. For information and procedures on managing the Call Center service, see the *Clearspan Application Server Group Web Interface Administration Guide – Part 2*.



Figure 131 Group – Call Center Menu



10 Calling Plan Menu

This chapter contains sections that correspond to each item on the *Group – Calling Plan* menu page.

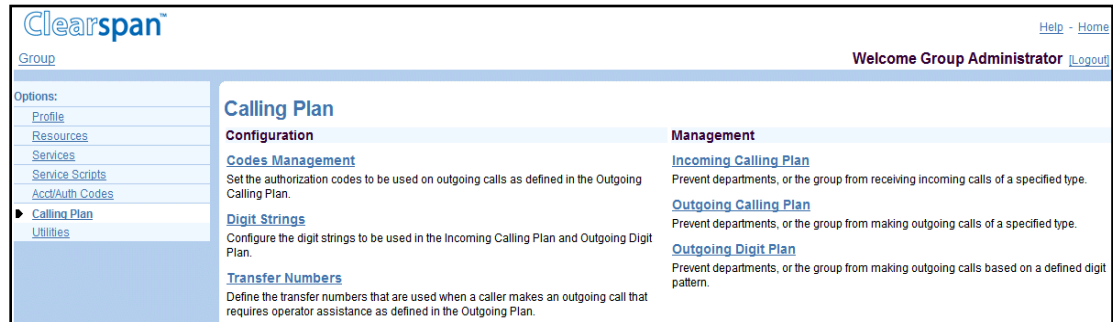


Figure 132 Group – Calling Plan Menu

The *Group – Calling Plan* menu contains these items, which you use to manage calling plans for the group and departments:

- **Configuration menu**

This menu displays the items that group administrators use to configure codes and digit strings for calling plans:

- Codes Management
- Digit Strings
- Pinhole Digit Strings
- Transfer Numbers

- **Management menu**

This menu displays the items that group administrators use to manage calling plans:

- Incoming Calling Plan
- Outgoing Calling Plan
- Outgoing Digit Plan
- Outgoing Pinhole Digit Plan

10.1 Access Group – Calling Plan Menu

Use the *Group – Calling Plan* menu to manage calling plans for the group and department.

On your Home page, in the *Options* list, click **Calling Plan**. The *Group – Calling Plan* menu page appears.

10.2 Codes Management

Use this item on the *Group – Calling Plan* menu page to configure authorization codes for outgoing calls for the group and departments. The types of calls that require authorization codes are determined by the Outgoing Calling Plan and Outgoing Digit Plan.

NOTE: This page only appears if authorization codes are required for some outgoing calls.

This section contains the following procedures:

- [List Codes for Group and Departments](#)
- [Add, Modify, or Delete Code for Group or Department](#)

10.2.1 List Codes for Group and Departments

Use the *Group – Codes Management* page to list the authorization codes for the group and departments. From this page, you add, modify, or delete codes for the group and departments.

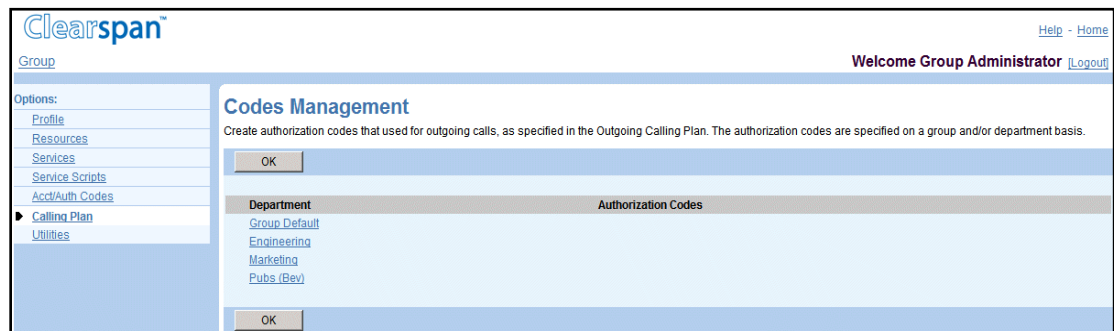


Figure 133 Group – Codes Management

- 1) On the *Group – Calling Plan* menu page, click **Codes Management**. The *Group – Codes Management* page that contains the codes for the group and departments appears.
- 2) To display the previous page, click **OK**.

10.2.2 Add, Modify, or Delete Code for Group or Department

Use the *Group – Codes Management Modify (Department)* and the *Group – Codes Management Add (Department)* pages to manage authorization codes for the group or a selected department.

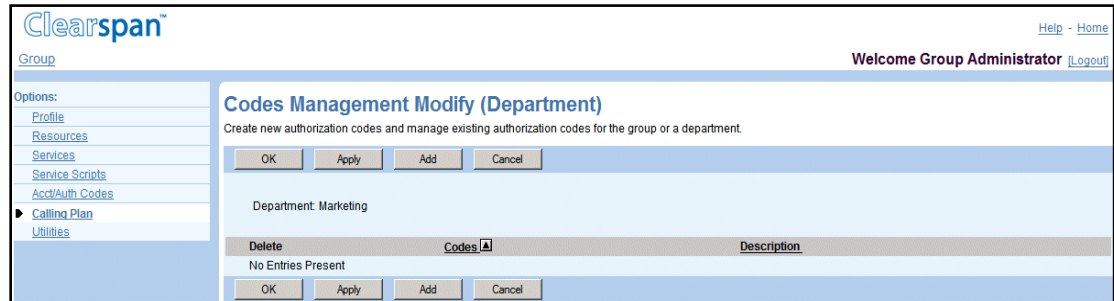


Figure 134 Group – Codes Management Modify (Department)

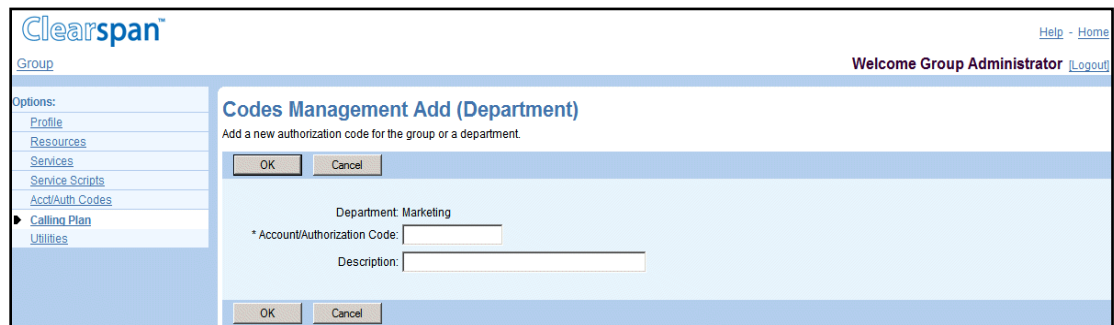


Figure 135 Group – Codes Management Add (Department)

- 1) On the *Group – Calling Plan* menu page, click **Codes Management**. The *Group – Codes Management* page that lists the codes for the group and departments appears.
- 2) In the *Department* column, click **Group Default** or the name of a department. The *Codes Management Modify (Department)* page appears.
- 3) To delete a code for the group or selected department, check the *Delete* box in the row of the code to delete and click **Apply**.

NOTE: Once you click Apply the code is deleted and the action cannot be undone.

- 4) To add a code, click **Add**. The *Codes Management Add (Department)* page appears.
- 5) Type the information for the new code. An asterisk (*) indicates required data.
- 6) Click **OK**. OK saves your changes and displays the previous page.
To exit without saving, click **Cancel** or select another page.

NOTE: To modify a code, delete it and then add the changed code.

10.3 Digit Strings

Use this menu item on the *Group – Calling Plan* menu page to:

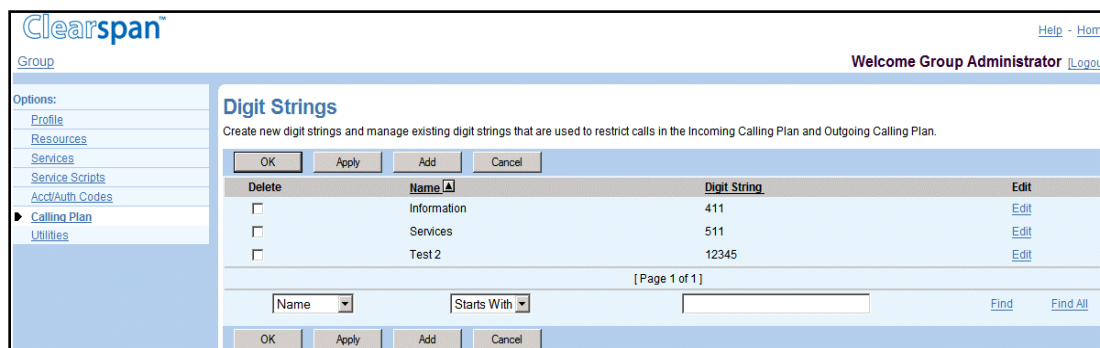
- [List or Delete Digit Strings](#)
- [Add Digit String](#)
- [Modify Digit String](#)

The *Digit Strings* page allows you to set up a custom digit string plan. You can assign digit strings to your group, a department, or a user in your group, to restrict the types of calls users can make or receive. Digit strings consist of a sequence of digits, which can include special characters, and each string is given a name. The digit strings are available for both incoming and outgoing plans.

When a call is placed, forwarded, transferred, or received, the number is checked against assigned digit strings (whether assigned to the individual user or to their department or group). Note that if the users do not have individual assignments, their department digit string settings take effect. If the users are not assigned to a department, then the group default assignments take effect. If the number matches a digit pattern, the corresponding action is applied to the call; for example, allow or block.

10.3.1 List or Delete Digit Strings

Use the *Group – Digit Strings* page to list the current digit strings configured for the Outgoing and Incoming Calling Plans for the group. On this page, you can also delete digit strings. From this page, you can add digit strings.



The screenshot shows the 'Group – Digit Strings' page in the Clearspan web interface. The page has a sidebar on the left with navigation links: Profile, Resources, Services, Service Scripts, Acct/Auth Codes, Calling Plan (selected), and Utilities. The main content area is titled 'Digit Strings' and includes a description: 'Create new digit strings and manage existing digit strings that are used to restrict calls in the Incoming Calling Plan and Outgoing Calling Plan.' Below this is a table with columns: Delete, Name, Digit String, and Edit. The table contains three rows: 'Information' with digit string '411', 'Services' with digit string '511', and 'Test 2' with digit string '12345'. Each row has a checkbox in the 'Delete' column and a link in the 'Edit' column. At the bottom of the table, there are search filters for 'Name' and 'Starts With', and buttons for 'Find' and 'Find All'. The page also includes 'OK', 'Apply', 'Add', and 'Cancel' buttons at the top and bottom.

Figure 136 Group – Digit Strings

- 1) On the *Group – Calling Plan* menu page, click **Digit Strings**. The *Group – Digit Strings* page that contains the digit strings defined for the group appears.

This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.

- 2) To delete a digit string, check the **Delete** box for the string.
- 3) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, click **Cancel** or select another page.

10.3.2 Add Digit String

Use the *Group – Digit Strings Add* page to add digit strings for the Outgoing and Incoming Calling Plans for the group.

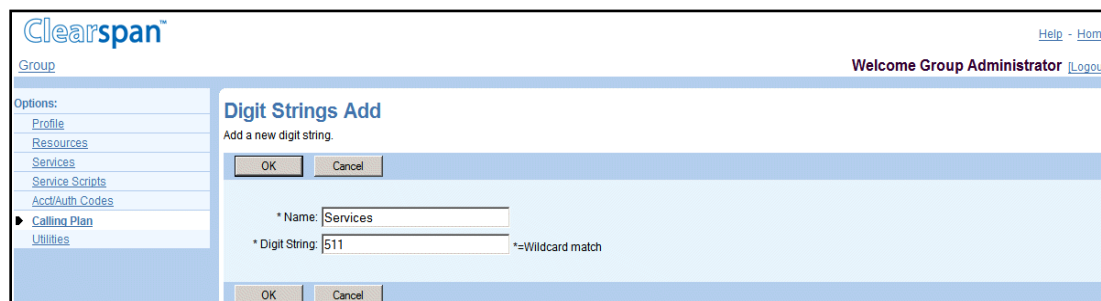


Figure 137 Group – Digit Strings Add

On the *Group – Calling Plan* menu page, click **Digit Strings**. The *Group – Digit Strings* page appears.

- 1) Click **Add**. The *Group – Digit Strings Add* page appears.
- 2) In the *Name* text box, type the name for the string.
- 3) In the *Digit String* text box, enter the digit string.

In addition to digits (0 through 9), the following characters are allowed in a digit string:

Character	Description	Examples
?	Matches any single digit or allowed symbol; that is, it matches any of the following: 0, 1, 2, 3, 4, 5, 6, 7, 8, 9, *, and #. A digit string can contain one or more question marks (?) and a question mark can appear in any position except as the national prefix or country code.	"202555????"
*	Matches zero or more digits, and is allowed only at the end of the digit string.	"301*" matches any string beginning with 301, such as "3015550100".
[]	Matches a single digit that satisfies the specified range of digits. A consecutive range is indicated with a hyphen "-", while a nonconsecutive range is indicated with a comma ",". Hyphens and commas can be used in combination.	"[1,3,7]", "[4-6]", "[5-7, 9]"
+	Matches an E.164 digit pattern and is only allowed as the first character of the pattern.	+12405551000
#	Matches only itself and is used to denote a service code.	#22
*	Matches an asterisk (*) and is used to denote a service code. Backslash (\) is used to avoid conflict with the * wildcard character.	"*11" represents "**11"

- 4) Save your changes. Click **OK**. The previous page appears.

To exit without saving, select another page or click **Cancel** to display the previous page.

10.3.3 Modify Digit String

Use the *Group – Digit Strings Modify* page to modify a digit string for the Outgoing and Incoming Calling Plans for the group.

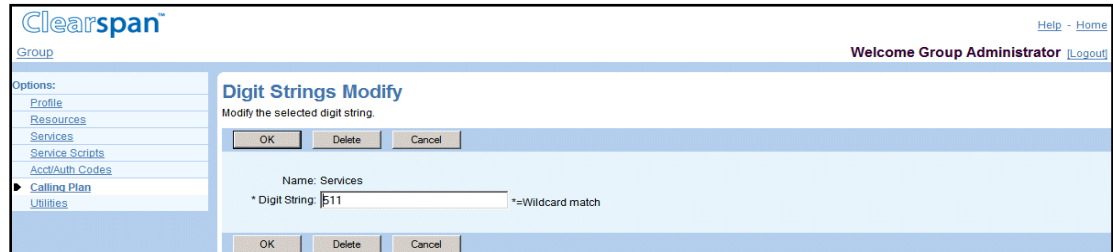


Figure 138 Group – Digit Strings Modify

- 1) On the *Group – Calling Plan* menu page, click **Digit Strings**. The *Group – Digit Strings* page that contains the existing digit strings for the calling plans for the group appears.
- 2) Click **Edit** or any item in the row for the string. The *Group – Digit Strings Modify* page appears.
- 3) To delete the string, click **Delete**. The previous page appears.
- 4) To modify the string, type new data for the string. For information about the characters allowed in a digit string, see section [10.3.2 Add Digit String](#).
- 5) Save your changes. Click **OK**. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

10.4 Pinhole Digit Strings

Pinhole digit strings are used to override calling restrictions imposed by the Outgoing Calling Plan and Outgoing Digit Plan. Pinhole digit strings consist of a sequence of digits, which can include special characters, and each string is given a name. Digit strings defined on this page are available for your group's Outgoing Pinhole Digit Plan.

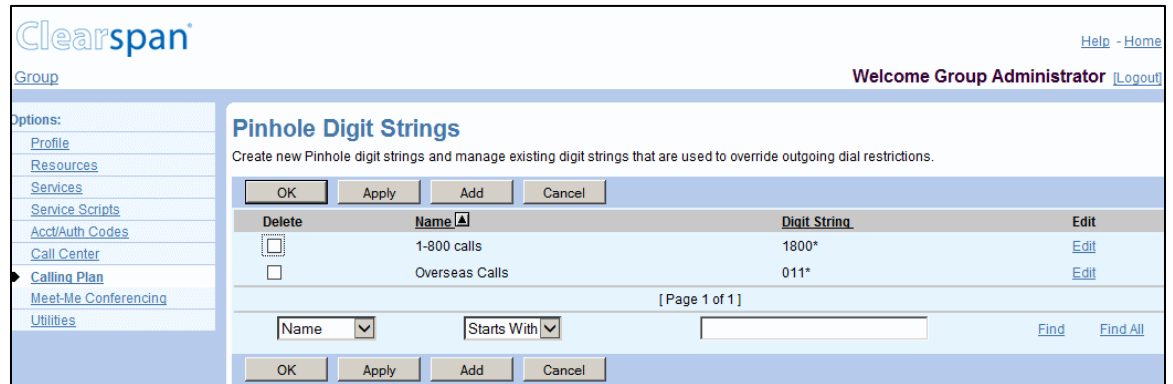
When a call is placed, the number is checked against assigned digit strings (whether assigned to the individual user or to their department or group). Note that if the users do not have individual assignments, their department pinhole digit string settings take effect. If the users are not assigned to a department, then the group assignments take effect. If the number matches a digit pattern, the corresponding action is applied to the call, for example, allow or block.

Use the Pinhole Digit Strings menu item on the *Group – Calling Plan* menu page to:

- [List or Delete Pinhole Digit Strings](#)
- [Add Pinhole Digit String](#)
- [Modify Pinhole Digit String](#)

10.4.1 List or Delete Pinhole Digit Strings

Use the *Group – Pinhole Digit Strings* page to list the digit strings configured for the Outgoing Pinhole Digit Plan for the group. On this page, you can also delete pinhole digit strings. From this page, you can add and modify pinhole digit strings.



Clearspan® [Help](#) - [Home](#)

Group Welcome Group Administrator [Logout](#)

Options:

- [Profile](#)
- [Resources](#)
- [Services](#)
- [Service Scripts](#)
- [Acct/Auth Codes](#)
- [Call Center](#)
- [Calling Plan](#)**
- [Meet-Me Conferencing](#)
- [Utilities](#)

Pinhole Digit Strings

Create new Pinhole digit strings and manage existing digit strings that are used to override outgoing dial restrictions.

Delete	Name ▲	Digit String	Edit
<input type="checkbox"/>	1-800 calls	1800*	Edit
<input type="checkbox"/>	Overseas Calls	011*	Edit

[Page 1 of 1]

Name Starts With [Find](#) [Find All](#)

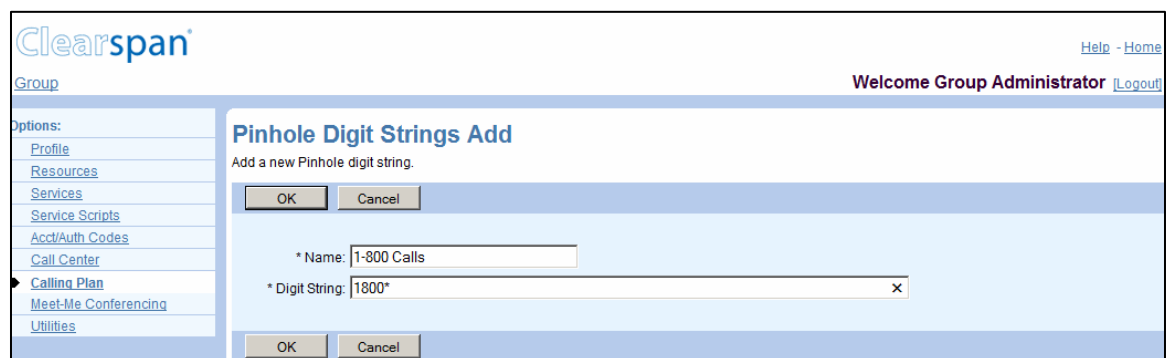
Figure 139 Group – Pinhole Digit Strings

- 1) On the *Group – Calling Plan* menu page, click **Pinhole Digit Strings**. The *Group – Pinhole Digit Strings* page appears, listing the existing digit strings for the Pinhole Outgoing Calling Plan for the group.
- 2) To delete a pinhole digit string, check the *Delete* box for the string.
- 3) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

10.4.2 Add Pinhole Digit String

Use the *Group – Pinhole Digit Strings Add* page to add a digit string for the Outgoing Pinhole Digit Plan for the group.



Clearspan® [Help](#) - [Home](#)

Group Welcome Group Administrator [Logout](#)

Options:

- [Profile](#)
- [Resources](#)
- [Services](#)
- [Service Scripts](#)
- [Acct/Auth Codes](#)
- [Call Center](#)
- [Calling Plan](#)**
- [Meet-Me Conferencing](#)
- [Utilities](#)

Pinhole Digit Strings Add

Add a new Pinhole digit string.

* Name:

* Digit String:

Figure 140 Group – Pinhole Digit Strings Add

- 1) On the *Group – Calling Plan* menu page, click **Pinhole Digit Strings**. The *Group – Pinhole Digit Strings* page appears.
- 2) Click **Add**. The *Group – Pinhole Digit Strings Add* page appears.
- 3) In the *Name* text box, type the name for the string.

- 4) In the *Digit String* text box, enter the digit string.

In addition to digits (0 through 9), the following characters are allowed:

Character	Description	Examples
?	Matches any single digit or allowed symbol; that is, it matches any of the following: 0, 1, 2, 3, 4, 5, 6, 7, 8, 9, *, and #. A digit string can contain one or more question marks (?) and a question mark can appear in any position except as the national prefix or country code.	"202555????"
*	Matches zero or more digits, and is allowed only at the end of the digit string.	"301*" matches any string beginning with 301, such as "3015550100".
[]	Matches a single digit that satisfies the specified range of digits. A consecutive range is indicated with a hyphen "-", while a nonconsecutive range is indicated with a comma ",". Hyphens and commas can be used in combination.	"[1,3,7]", "[4-6]", "[5-7, 9]"
+	Matches an E.164 digit pattern and is only allowed as the first character of the pattern.	+12405551000
#	Matches only itself and is used to denote a service code.	#22
*	Matches an asterisk (*) and is used to denote a service code. Backslash (\) is used to avoid conflict with the * wildcard character.	"*11" represents "*11"

- 5) Save your changes. Click **OK**. The previous page appears.

To exit without saving, click **Cancel** or select another page.

10.4.3 Modify Pinhole Digit String

Use the *Group – Digit Strings Modify* page to modify a pinhole digit string.

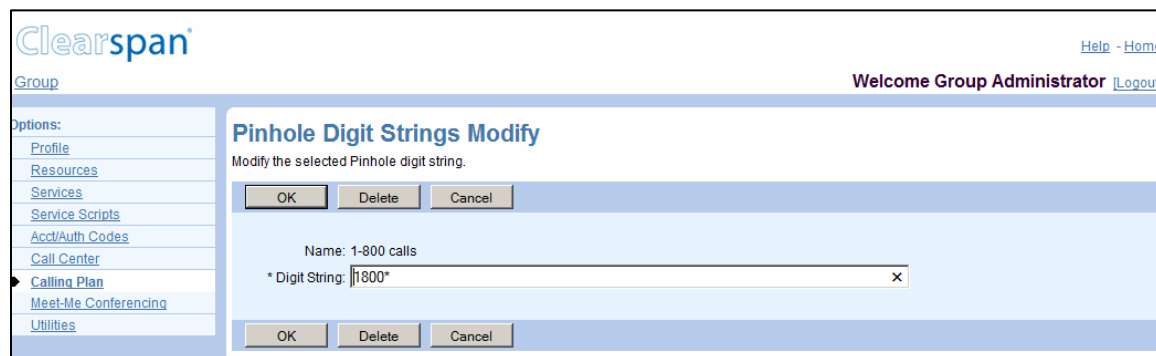


Figure 141 Group – Pinhole Digit Strings Modify

- 1) On the *Group – Calling Plan* menu page, click **Pinhole Digit Strings**. The *Group – Pinhole Digit Strings* page appears, listing pinhole digit strings defined for your group.

- 2) Click **Edit** or any item in the row for the string. The *Group – Pinhole Digit Strings Modify* page appears.
 - 3) To delete the string, click **Delete**. The previous page appears.
 - 4) To modify the string, type new data for the string. For information about the characters allowed in a digit string, see section [10.4.2 Add Pinhole Digit String](#).
 - 5) Click **OK**. OK saves your changes and displays the previous page.
- To exit without saving, click **Cancel** or select another page.

10.5 Transfer Numbers

Use this menu item on the *Group – Calling Plan* menu page to list and configure transfer numbers for the group and departments.

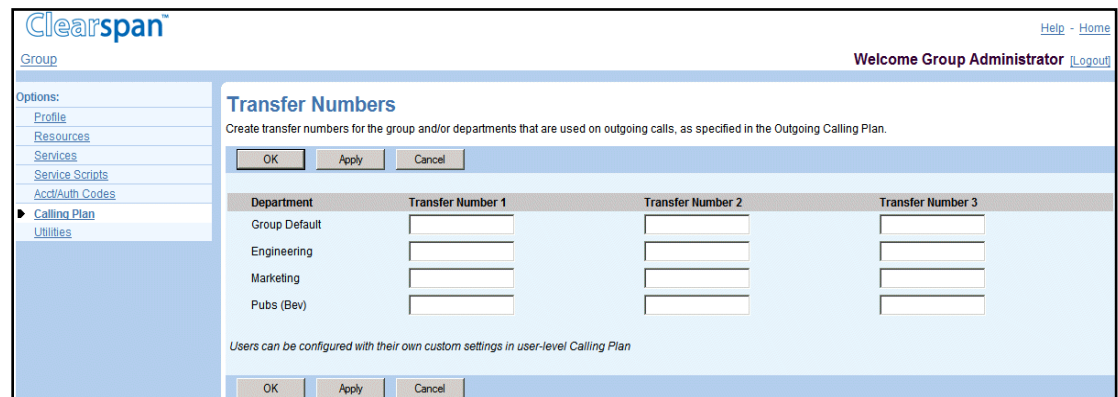
You assign transfer numbers (T1, T2, and T3) to specific call types in the Outgoing Calling Plan and Outgoing Digit Plan to block users from making those types of calls. When a user dials a number for a call type to which a transfer number has been assigned, the call is routed to the transfer number instead of to the dialed number. If the group or a department has no transfer number, and an outgoing call type has a transfer number assigned to it, the call is blocked.

10.5.1 List and Configure Transfer Numbers for Group and Departments

Use the *Group – Transfer Numbers* page to list and configure the transfer numbers for the group and departments.

NOTE 1: Department settings override group settings, and user settings override group and department settings.

NOTE 2: This page lists all departments in your group. If your group is part of an enterprise, this page also lists any departments created on the enterprise level by your enterprise administrator. If you choose to modify the transfer numbers for an enterprise-level department, your changes will only apply to users in that department that exist within your group.



Clearspan

Group

Options:

- Profile
- Resources
- Services
- Service Scripts
- Acc/Auth Codes
- Calling Plan
- Utilities

Welcome Group Administrator

Transfer Numbers

Create transfer numbers for the group and/or departments that are used on outgoing calls, as specified in the Outgoing Calling Plan.

OK Apply Cancel

Department	Transfer Number 1	Transfer Number 2	Transfer Number 3
Group Default			
Engineering			
Marketing			
Pubs (Bev)			

Users can be configured with their own custom settings in user-level Calling Plan

OK Apply Cancel

Figure 142 Group – Transfer Numbers

- 1) On the *Group – Calling Plan* menu page, click **Transfer Numbers**. The *Group – Transfer Numbers* page that contains the transfer numbers for the group and departments appears.
- 2) To configure, modify, or delete the transfer numbers for the group or a department, edit the *Transfer Number* text boxes for the group or department.
- 3) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

10.6 Incoming Calling Plan

Use this menu item on the *Group – Calling Plan* menu page to list and configure incoming calling plan settings for the group and departments.

The settings on the Incoming Calling Plan define the types of calls that are allowed to reach the group and departments. For example, the Incoming Calling Plan determines whether users in your group or department can receive calls from outside the group or collect calls.

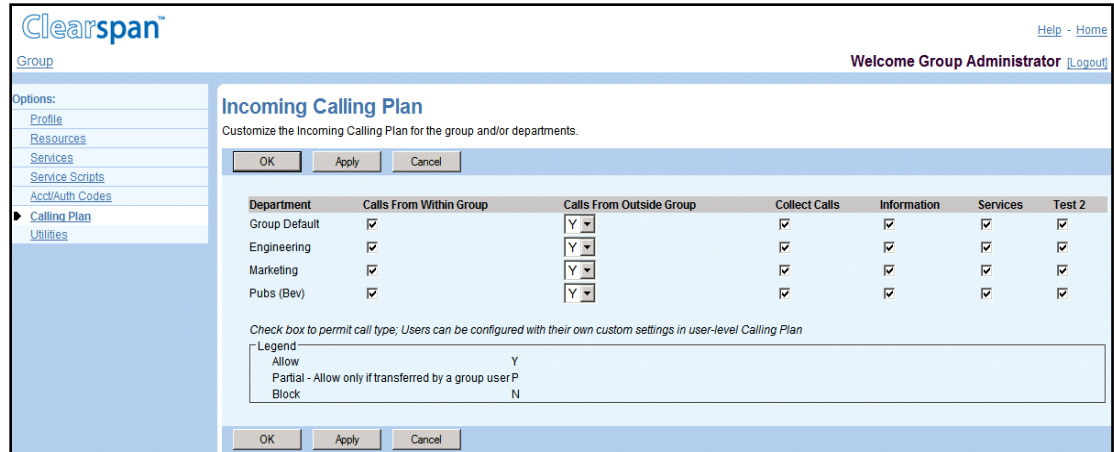
For all incoming calls, the call type is compared to the set of allowed incoming calls in the plan. If the call type is not in the set, the call is denied and an appropriate message is played to the originating party.

10.6.1 View and Configure Incoming Calling Plan for Group and Departments

Use the *Group – Incoming Calling Plan* page to list or configure the settings for the Incoming Calling Plan for the group and departments. A checked call type indicates that calls of this type are allowed. On this page, Calls From Within Group, Calls From Outside Group, and Collect Calls call types are provided by Clearspan; other call types are defined for the group. To add new call types, see section [10.3.2 Add Digit String](#).

NOTE 1: Department settings override group settings, and user settings override group and department settings.

NOTE 2: This page lists all departments in your group. If your group is part of an enterprise, this page also lists all departments created at the enterprise level by your enterprise administrator. If you alter the settings for an enterprise-level department, your changes will only apply to users in that department that exist within your group.



Clearspan®

Group

Options:

- Profile
- Resources
- Services
- Service Scripts
- Accd/Auth Codes
- Calling Plan
- Utilities

Welcome Group Administrator [Logout](#)

Incoming Calling Plan

Customize the Incoming Calling Plan for the group and/or departments.

OK Apply Cancel

Department	Calls From Within Group	Calls From Outside Group	Collect Calls	Information	Services	Test 2
Group Default	<input checked="" type="checkbox"/>	Y	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Engineering	<input checked="" type="checkbox"/>	Y	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Marketing	<input checked="" type="checkbox"/>	Y	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Pubs (Bev)	<input checked="" type="checkbox"/>	Y	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Check box to permit call type; Users can be configured with their own custom settings in user-level Calling Plan

Legend

- Allow Y
- Partial - Allow only if transferred by a group user P
- Block N

OK Apply Cancel

Figure 143 Group – Incoming Calling Plan

- 1) On the *Group – Calling Plan* menu page, click **Incoming Calling Plan**. The *Group – Incoming Calling Plan* page that contains the current settings for the group and departments appears.
- 2) Configure permissions for calls from outside the group for the group and departments. From the *Calls From Outside Group* drop-down list for the group or a department:
 - Select “Y” to allow users in the group or department to receive calls from outside the group.
 - Select “P” to allow users in the group or department to receive calls from outside the group only if the outside call is transferred or forwarded to the user by another user inside the group.
 - Select “N” to prevent users in the group or department from receiving any calls from outside the group, even if the outside call has been transferred or forwarded by a user inside the group.

NOTE: Fully restricted users (“N” in *Calls From Outside Group* column) cannot pick up outside calls in their call pickup group or outside calls parked by a user in their group.

- 3) For the remaining call types, to allow the call type for the group or for a department, check the box for the call type in the row for the group or department.
 - 4) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.
- To exit without saving, click **Cancel** or select another page.

10.7 Outgoing Calling Plan

Use this menu item on the *Group – Calling Plan* menu page to list and configure outgoing calling plan settings for the group and departments.

The settings on the Outgoing Calling Plan define the types of calls that group members and department members are allowed to make. For example, this page determines whether users in the group can initiate toll and international calls. The settings also control whether calls initiated by group and department users can be forwarded and transferred by other members in the group or department to numbers outside the group.

10.7.1 View and Configure Outgoing Calling Plan for Group and Departments

Use the *Group – Outgoing Calling Plan* page to list and configure the settings for the Outgoing Calling Plan for the group and departments. All new users receive the call types assigned to the *Group Default* or if assigned to a department, they receive the call types assigned to that department. The settings can be modified for individual users, on their *Calling Plan* pages.

A definition of each call type follows:

Call Type	Description
Group	Calls within the user's business group.
Local	Calls within the local calling area.
Toll Free	Free calls to numbers beginning with 1, usually followed by 800, 877, or 888.
Toll	Calls outside the local calling area.
International	Chargeable calls to other countries.
Operator Assisted	Calls made with the chargeable assistance of an operator.
Chargeable Directory Assistance	Calls made to Directory Assistance such as 411 or the area code followed by 555-1212.
Special Services I	Calls to 700 numbers. These calls may or may not be chargeable.
Special Services II	Customizable by the system provider.
Premium Services I	Chargeable calls to 900 numbers.
Premium Services II	Chargeable calls to 976 numbers.
Casual	1010XXX or 10XXX chargeable calls. Example: 10-10-321, followed by the number you are calling.
URL Dialing	Chargeable calls made to an e-mail address instead of a phone number.
Unknown	Unknown call type.

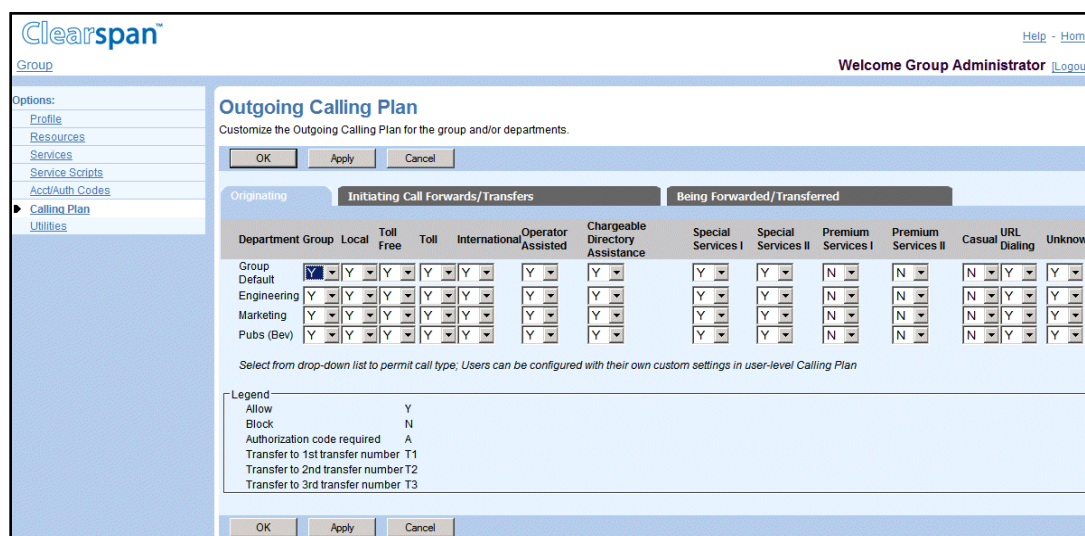
NOTE 1: Department settings override group settings, and user settings override group and department settings.

NOTE 2: This page lists all departments in your group. If your group is part of an enterprise, this page also lists all departments created at the enterprise level by your enterprise

administrator. If you alter the settings for an enterprise-level department, your changes only apply to users in that department that exist within your group.

The system can be configured to assign a unique set of call types for calls a user transfers or forwards (system default). The system can also be configured to apply a unique set of call types only for calls a user forwards. One of the tabs on this page changes according to the system configuration, as provided in the following table:

Tab	Description
Initiating Call Forwards/Transfers	Set of call types for calls a user transfers or forwards.
Initiating Call Forwards	Set of call types for calls a user forwards.



Clearspan
Group

Options:
[Profile](#)
[Resources](#)
[Services](#)
[Service Scripts](#)
[Acct/Auth Codes](#)
[Calling Plan](#)
[Utilities](#)

Welcome Group Administrator [Logout](#)

Outgoing Calling Plan

Customize the Outgoing Calling Plan for the group and/or departments.

OK Apply Cancel

Originating **Initiating Call Forwards/Transfers** Being Forwarded/Transferred

Department Group	Local	Toll Free	Toll	International	Operator Assisted	Chargeable Directory Assistance	Special Services I	Special Services II	Premium Services I	Premium Services II	Casual	URL Dialing	Unknown
Group Default	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Engineering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marketing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pubs (Bev)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

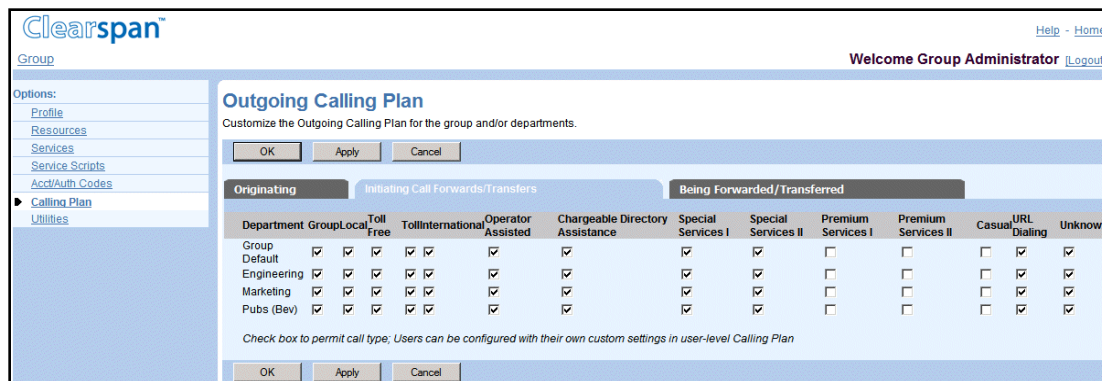
Select from drop-down list to permit call type. Users can be configured with their own custom settings in user-level Calling Plan

Legend:
 Allow Y
 Block N
 Authorization code required A
 Transfer to 1st transfer number T1
 Transfer to 2nd transfer number T2
 Transfer to 3rd transfer number T3

OK Apply Cancel

Figure 144 Group – Outgoing Calling Plan (Originating Tab) for Group with Enhanced Outgoing Calling Plan Service

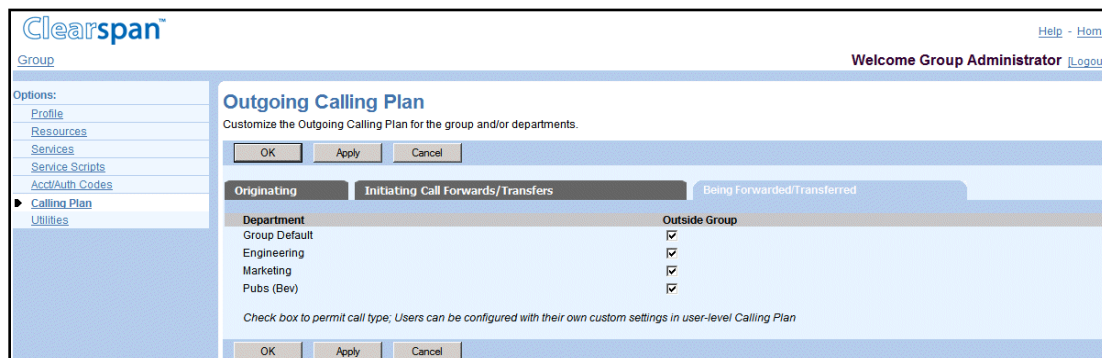
- On the *Group – Outgoing Calling Plan* menu page, click **Outgoing Calling Plan**. The *Group – Outgoing Calling Plan* page that contains the *Originating* settings for the group default and departments appears, as indicated by the active tab.
- Edit the *Originating* settings for the group and departments.
 - For the group with Enhanced Outgoing Calling Plan service assigned, select one of the following options from the drop-down list for each call type to modify:
 - “Y” to allow a call type.
 - “N” to block a call type.
 - “A” to specify use of an authorization code for a call type.
 - “T1”, “T2”, or “T3” to identify one of three transfer numbers (a call type). To view or change the transfer numbers, see section [10.5 Transfer Numbers](#).
 - For the group without the Enhanced Outgoing Calling Plan service assigned, check a call type to allow it or uncheck it to block the call type.



The screenshot shows the 'Clearspan' web interface for a 'Group Administrator'. The 'Outgoing Calling Plan' page is displayed, with the 'Initiating Call Forwards/Transfers' tab selected. The page includes a sidebar with navigation options like Profile, Resources, Services, and Calling Plan. The main content area contains a table with columns for Department, Group/Local, Toll Free, Toll International, Operator Assisted, Chargeable Directory Assistance, Special Services I, Special Services II, Premium Services I, Premium Services II, Casual, URL Dialing, and Unknown. The table lists settings for Group Default, Engineering, Marketing, and Pubs (Bev). Below the table is a checkbox for 'Check box to permit call type; Users can be configured with their own custom settings in user-level Calling Plan'.

Figure 145 Group – Outgoing Calling Plan (Initiating Call Forwards/Transfers Tab)

- 1) To display the *Initiating Call Forwards/Transfers* or the *Initiating Call Forwards* settings, click the *Initiating Call Forwards/Transfers* tab or the *Initiating Call Forwards* tab. The *Group – Outgoing Calling Plan* page that contains these settings for the group default and departments appears.
- 2) Edit the settings for the group and departments. For each call type, check the call type to allow it or uncheck it to block the call type.



The screenshot shows the 'Clearspan' web interface for a 'Group Administrator'. The 'Outgoing Calling Plan' page is displayed, with the 'Being Forwarded/Transferred' tab selected. The page includes a sidebar with navigation options like Profile, Resources, Services, and Calling Plan. The main content area contains a table with columns for Department and Outside Group. The table lists settings for Group Default, Engineering, Marketing, and Pubs (Bev). Below the table is a checkbox for 'Check box to permit call type; Users can be configured with their own custom settings in user-level Calling Plan'.

Figure 146 Group – Outgoing Calling Plan (Being Forwarded/Transferred Tab)

- 1) To display the *Being Forwarded/Transferred* settings for the group default and departments, click the *Being Forwarded/Transferred* tab. The *Group – Outgoing Calling Plan* page that contains the *Being Forwarded/Transferred* settings for the group default and departments appears.
- 2) To allow or disallow calls involving a number outside the group or department to be transferred or forwarded, check or uncheck the box for *Outside Group* for the group or department.

NOTE: The *Outside Group* setting applies not only to calls transferred to an outside number, but also to calls transferred from an outside number to another member of the same group.

For example, suppose X (an outside number) calls A (a number inside the group). A answers and then tries to transfer the call to B (another number inside the same group). If the *Outside Group* option is not checked for the group, A is not able to transfer the call to B, even though A and B are in the same group.

10.8 Outgoing Digit Plan

Use this item on the *Group – Calling Plan* menu to list and configure outgoing digit plan settings for the group and departments.

The settings on the Outgoing Digit Plan define the customized types of calls that group members and department members are allowed to make, forward, or transfer. The call types are configured as digit strings. For information, see section [10.3 Digit Strings](#).

The call types in the Outgoing Digit Plan are in addition to those provided by Clearspan on the Outgoing Calling Plan.

10.8.1 View and Configure Outgoing Digit Plan for Group and Departments

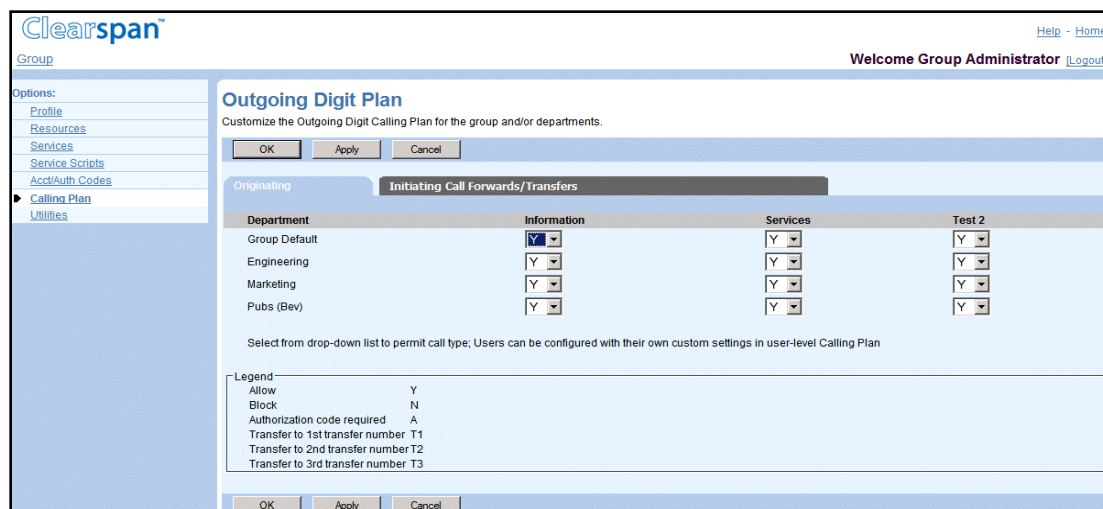
Use the *Group – Outgoing Digit Plan* page to list and configure the outgoing digit plan settings for the group and departments. All new users receive the call types assigned to the *Group Default* or if assigned to a department, they receive the call types assigned to that department. The settings can be modified for individual users, on their *Calling Plan* pages.

NOTE 1: Department settings override group settings.

NOTE 2: This page lists all departments in your group. If your group is part of an enterprise, this page also lists all departments created at the enterprise level by your enterprise administrator. If you alter the settings for an enterprise-level department, your changes will only apply to users in that department that exist within your group.

You can configure the settings independently for originating and forwarding/transferring. One of the tabs on this page changes according to the system configuration, as specified in the following table:

Tab	Description
Initiating Call Forwards/Transfers	Settings for calls a user transfers or forwards.
Initiating Call Forwards	Settings for calls a user forwards.



Clearspan™

Group

Options:
[Profile](#)
[Resources](#)
[Services](#)
[Service Scripts](#)
[Acct/Auth Codes](#)
Calling Plan
[Utilities](#)

Outgoing Digit Plan
 Customize the Outgoing Digit Calling Plan for the group and/or departments.

OK Apply Cancel

Originating Initiating Call Forwards/Transfers

Department	Information	Services	Test 2
Group Default	Y	Y	Y
Engineering	Y	Y	Y
Marketing	Y	Y	Y
Pubs (Bev)	Y	Y	Y

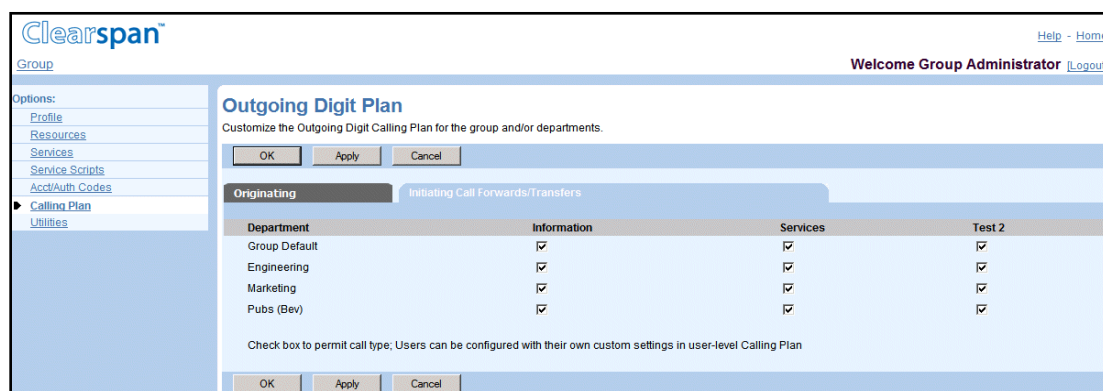
Select from drop-down list to permit call type; Users can be configured with their own custom settings in user-level Calling Plan

Legend:
 Allow Y
 Block N
 Authorization code required A
 Transfer to 1st transfer number T1
 Transfer to 2nd transfer number T2
 Transfer to 3rd transfer number T3

OK Apply Cancel

Figure 147 Group – Outgoing Digit Plan (Originating Tab) for Group with Enhanced Outgoing Calling Plan Service

- 1) On the *Group – Calling Plan* menu page, click **Outgoing Digit Plan**. The *Outgoing Digit Plan* page appears. The *Originating* tab is displayed by default.
- 2) Edit the originating calls settings for the group and departments.
 - For a group with the Enhanced Outgoing Calling Plan service assigned, select one of the following options from the drop-down list for each call type to modify:
 - “Y” to allow a call type.
 - “N” to block a call type.
 - “A” to specify use of an authorization code for a call type.
 - “T1”, “T2”, or “T3” to identify one of three transfer numbers for a call type. To view or change the transfer numbers, see section [10.5 Transfer Numbers](#).
 - For the group without the Enhanced Outgoing Calling Plan service assigned, check a call type to allow it or uncheck it to block the call type.



Clearspan™

Group

Options:
[Profile](#)
[Resources](#)
[Services](#)
[Service Scripts](#)
[Acct/Auth Codes](#)
Calling Plan
[Utilities](#)

Outgoing Digit Plan
 Customize the Outgoing Digit Calling Plan for the group and/or departments.

OK Apply Cancel

Originating Initiating Call Forwards/Transfers

Department	Information	Services	Test 2
Group Default	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Engineering	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Marketing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Pubs (Bev)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Check box to permit call type; Users can be configured with their own custom settings in user-level Calling Plan

OK Apply Cancel

Figure 148 Group – Outgoing Digit Plan (Initiating Call Forwards/Transfers Tab)

- 1) To configure the setting for forwarding and/or transferring calls, click the **Initiating Call Forwards/Transfers** tab or the **Initiating Call Forwards** tab.
- 2) Edit the settings on the rows for the group and departments. For each call type, check the call type to allow it or uncheck it to block the call type.

- 3) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

10.9 Outgoing Pinhole Digit Plan

Use this item on the *Group – Calling Plan* menu to list and configure Outgoing Pinhole Digit Plan (OPDP) settings for the group and departments.

The Outgoing Pinhole Digit Plan allows you to override calling restrictions imposed by the Outgoing Calling Plan and Outgoing Digit Plan at the group, department, or user level.

When a call is placed, the number is checked against assigned pinhole digit strings (whether assigned to the individual user or to their department or group) before applying the Outgoing Calling Plan and Outgoing Digit Plan screening services. If the number matches any assigned pinhole digit pattern, the call that would otherwise be blocked by the Outgoing Calling Plan or Outgoing Digit Plan may be allowed.

Note that if a user does not have individual assignments, their department pinhole digit string settings take effect. If the user is not assigned to a department, then the group default assignments take effect.

The call types in the Outgoing Pinhole Digit Plan are defined as digit strings on the *Outgoing Pinhole Digit Plan* page. For information, see section [10.4 Pinhole Digit Strings](#).

10.9.1 List and Configure Outgoing Pinhole Digit Plan for Group and Departments

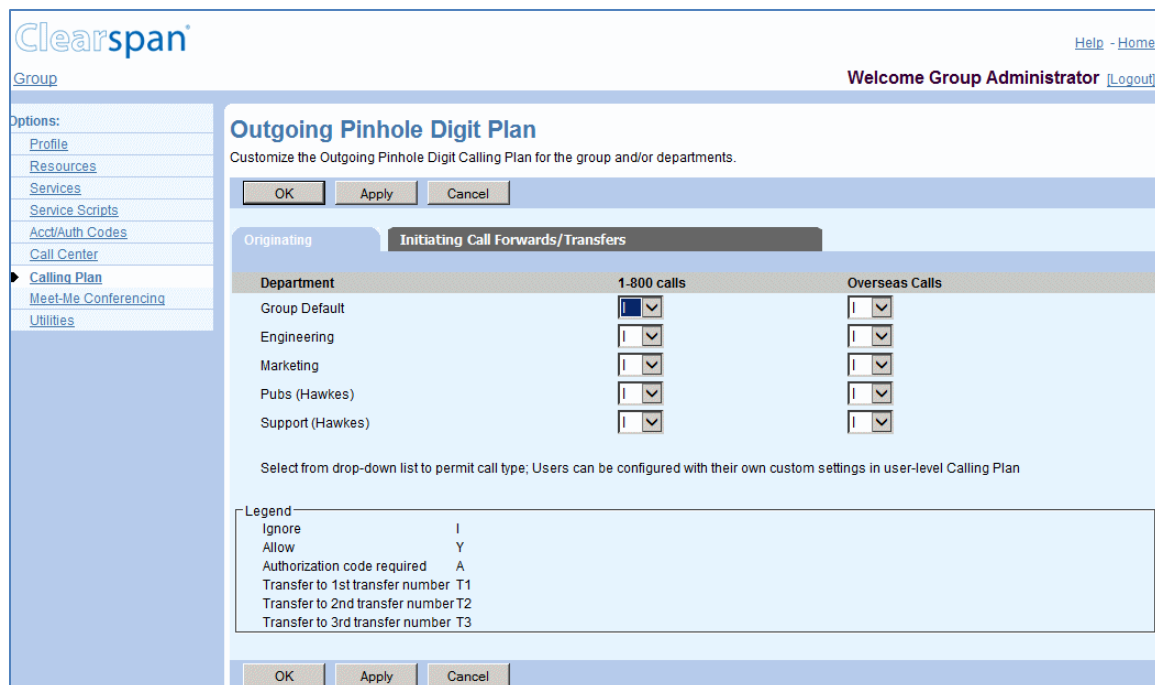
Use the *Group – Outgoing Pinhole Digit Plan* page to list and configure the Outgoing Pinhole Digit Plan settings for the group and departments. All new users receive the call types assigned to the *Group Default* or if assigned to a department, they receive the call types assigned to that department. The settings can be modified for individual users, on their *Calling Plan* pages.

NOTE 1: Department settings override group settings.

NOTE 2: This page lists all departments in your group. If your group is part of an enterprise, this page also lists all departments created at the enterprise level by your enterprise administrator. If you alter the settings for an enterprise-level department, your changes only apply to users in that department that exist within your group.

You can configure the settings independently for originating and forwarding/transferring. One of the tabs on this page changes according to the system configuration, as specified in the following table:

Tab	Description
Originating	Settings for calls a user originates.
Initiating Call Forwards/Transfers	Settings for calls a user forwards or transfers.



Clearspan®

Group

Options:

- Profile
- Resources
- Services
- Service Scripts
- Acct/Auth Codes
- Call Center
- Calling Plan
- Meet-Me Conferencing
- Utilities

Help - Home

Welcome Group Administrator [Logout]

Outgoing Pinhole Digit Plan

Customize the Outgoing Pinhole Digit Calling Plan for the group and/or departments.

OK Apply Cancel

Originating Initiating Call Forwards/Transfers

Department	1-800 calls	Overseas Calls
Group Default	I	I
Engineering	I	I
Marketing	I	I
Pubs (Hawkes)	I	I
Support (Hawkes)	I	I

Select from drop-down list to permit call type; Users can be configured with their own custom settings in user-level Calling Plan

Legend

- Ignore I
- Allow Y
- Authorization code required A
- Transfer to 1st transfer number T1
- Transfer to 2nd transfer number T2
- Transfer to 3rd transfer number T3

OK Apply Cancel

Figure 149 Group – Outgoing Pinhole Digit Plan (Originating Tab)

- 1) On the *Group – Calling Plan* menu page, click **Outgoing Pinhole Digit Plan**. The *Outgoing Pinhole Digit Plan* page appears. The *Originating* tab is displayed by default.
- 2) For your group and for each listed department, select a value from the drop-down list for each call type:
 - “Y” to allow the call type for users in the group or department.
 - “I” to ignore this call type for users in the group or department.
 - “A” to force users in the group or department to supply an authorization code when the call type is detected.
 - “TX” (where X = 1, 2, or 3) to transfer users in the group or department to the specified transfer number when the call type is detected. Transfer numbers are defined on the group's *Transfer Number* page.
- 3) Click **Apply**.
- 4) To configure the OPDP for initiating call forwards and transfers, click the **Initiating Call Forwards/Transfers** tab.

Clearspan® [Help](#) - [Home](#)

Group Welcome Group Administrator [Logout](#)

Options:

- [Profile](#)
- [Resources](#)
- [Services](#)
- [Service Scripts](#)
- [Acct/Auth Codes](#)
- [Call Center](#)
- [Calling Plan](#)
- [Meet-Me Conferencing](#)
- [Utilities](#)

Outgoing Pinhole Digit Plan

Customize the Outgoing Pinhole Digit Calling Plan for the group and/or departments.

Originating Initiating Call Forwards/Transfers

Department	1-800 calls	Overseas Calls
Group Default	<input checked="" type="button" value="I"/> <input type="button" value="Y"/>	<input type="button" value="I"/> <input type="button" value="Y"/>
Engineering	<input type="button" value="I"/> <input type="button" value="Y"/>	<input type="button" value="I"/> <input type="button" value="Y"/>
Marketing	<input type="button" value="I"/> <input type="button" value="Y"/>	<input type="button" value="I"/> <input type="button" value="Y"/>
Pubs (Hawkes)	<input type="button" value="I"/> <input type="button" value="Y"/>	<input type="button" value="I"/> <input type="button" value="Y"/>
Support (Hawkes)	<input type="button" value="I"/> <input type="button" value="Y"/>	<input type="button" value="I"/> <input type="button" value="Y"/>

Select from drop-down list to permit call type; Users can be configured with their own custom settings in user-level Calling Plan

Legend
Ignore I
Allow Y

Figure 150 Group – Outgoing Pinhole Digit Plan (Initiating Call Forwards/Transfers)

- 1) Define ODPD rules for initiating call forwards and transfers. For your group and for each listed department, select a value from the drop-down list for each call type:
 - “Y” to allow the call type for users in the group or department.
 - “I” to ignore this call type for users in the group or department.
- 2) Click **OK** or **Apply**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, click **Cancel** or select another page.



11 Meet-Me Conferencing

The *Group – Meet-Me Conferencing* menu page contains items used to manage the Meet-Me Conferencing service for the group. For information and procedures for managing the Meet-Me Conferencing service, see *Clearspan Application Server Group Web Interface Administration Guide – Part 2*.

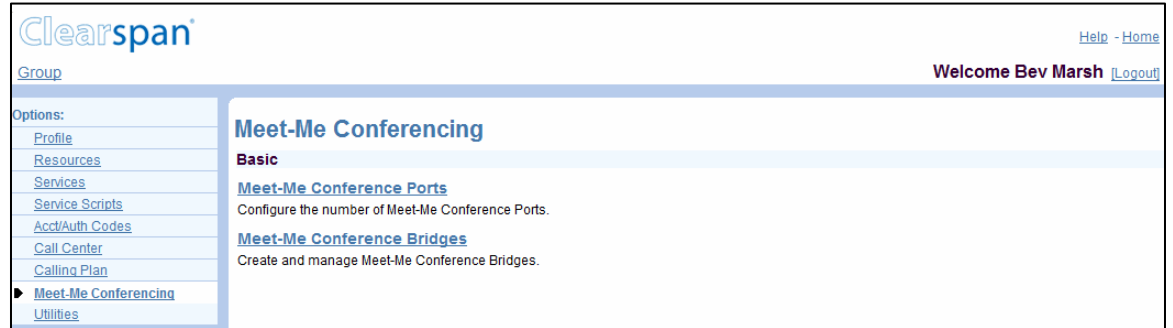


Figure 151 Group – Meet-Me Conferencing Menu



12 Utilities Menu

This chapter contains sections that correspond to each item on the *Group – Utilities* menu page.

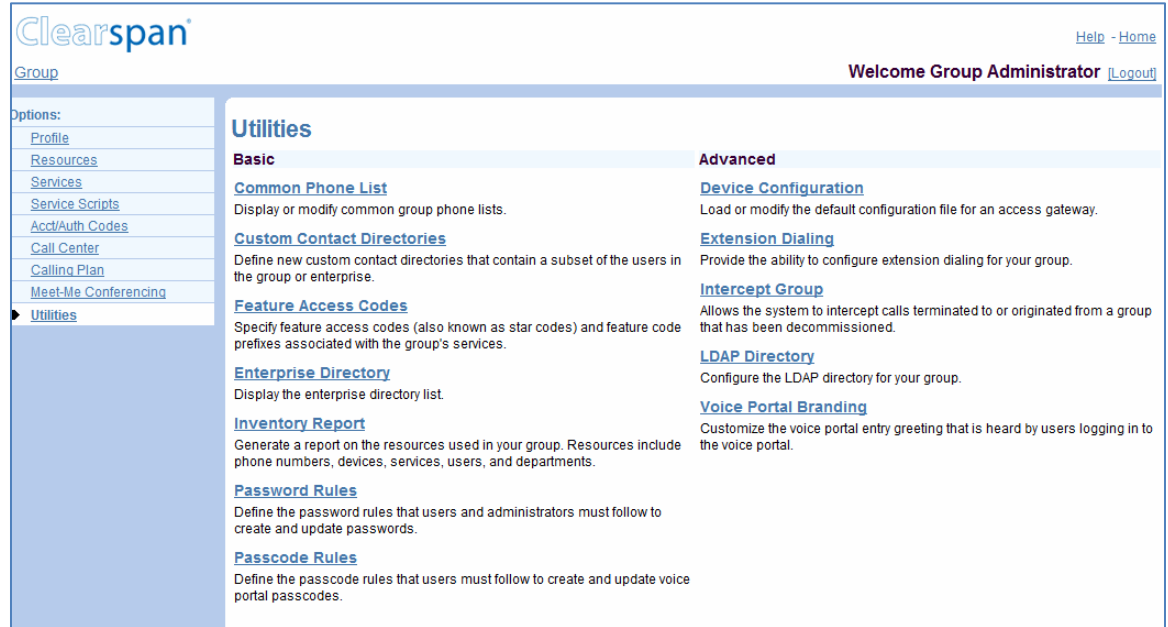


Figure 152 Group – Utilities Menu

The *Group – Utilities* menu contains these items:

- Basic menu

This menu displays the items that all group administrators can use.
- Advanced menu

This menu displays the items that group administrators can use only if such functions have been assigned to them.

12.1 Access Group – Utilities Menu

Use the *Group – Utilities* menu to add and modify the users in your group, modify the profile of the group, and add and modify administrators and departments in the group.

On your Home page, in the *Options* list, click **Utilities**. The *Group – Utilities* menu page appears.

12.2 Common Phone List

Use this item on the *Group – Utilities* menu page to:

- [List and Delete Common Phone Numbers](#)
- [Add Common Phone Number](#)
- [Modify Common Phone Number](#)
- [Import Phone List](#)

12.2.1 List and Delete Common Phone Numbers

Use the *Group – Common Phone List* page to view the list of phone numbers common to all users in the group and to delete one or more common phone numbers. From this page, you add and modify common phone numbers or import a phone list.

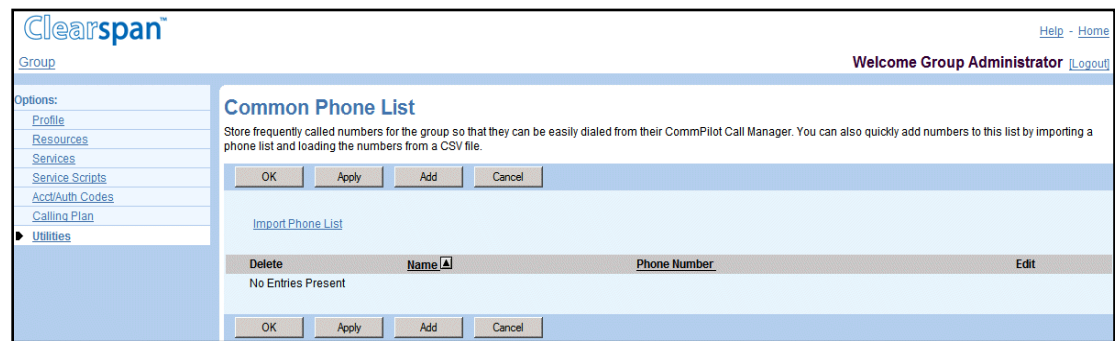


Figure 153 Group – Common Phone List

- 1) On the *Group – Utilities* menu page, click **Common Phone List**. The *Group – Common Phone List* page appears.
- 2) To delete a number, check the *Delete* box for the number.
- 3) To import a phone list, see section [12.2.4 Import Phone List](#).
- 4) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

12.2.2 Add Common Phone Number

Use the *Group – Common Phone List Add* page to add a common phone number.

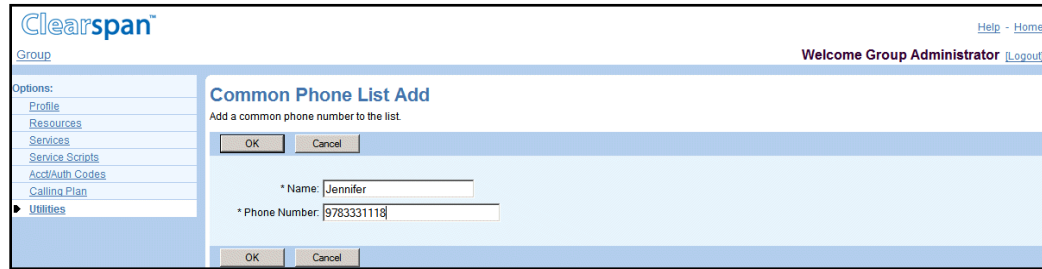


Figure 154 Group – Common Phone List Add

- 1) On the *Group – Utilities* menu page, click **Common Phone List**. The *Group – Common Phone List* page appears.
- 2) Click **Add**. The *Group – Common Phone List Add* page appears.
- 3) Type the information for the number. An asterisk (*) indicates required data.
- 4) Save your changes. Click **OK**. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

12.2.3 Modify Common Phone Number

Use the *Group – Common Phone List* page to modify or delete a common phone number.

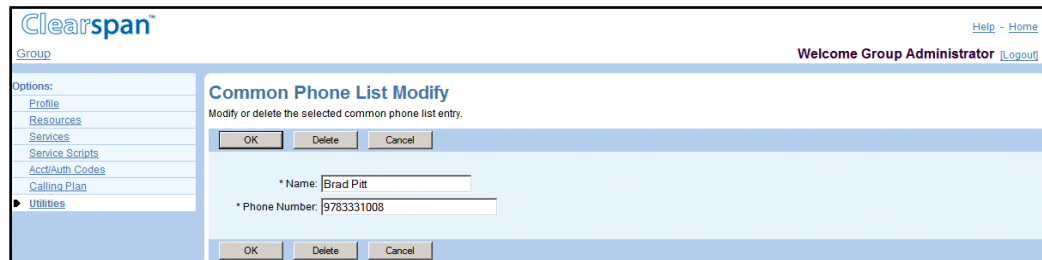


Figure 155 Group – Common Phone List Modify

- 1) On the *Group – Utilities* menu page, click **Common Phone List**. The *Group – Common Phone List* page appears.

NOTE: To delete the number, click **Delete**. The previous page appears.

- 2) Click **Edit** or any item in the row for the number. The *Group – Common Phone List Modify* page appears.

NOTE: To delete the number, click **Delete**. The previous page appears.

- 3) To modify the number, type the new information for the number. An asterisk (*) indicates required data.

- 4) Save your changes. Click **OK**. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

12.2.4 Import Phone List

Use the *Group – Common Phone List Import* page to import an existing Comma Separated Values (CSV) phone list. To produce a CSV text file, click the **Help** link for the page or see the instructions for an application such as Microsoft Outlook, Word, or Excel.

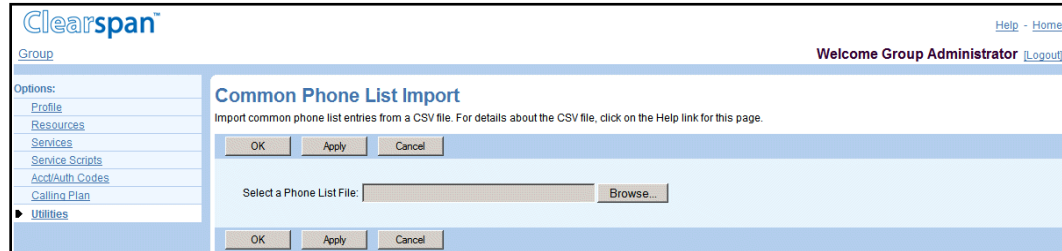


Figure 156 Group – Common Phone List Import

- 1) On the *Group – Utilities* menu page, click **Common Phone List**. The *Group – Common Phone List* page appears.
- 2) Click **Import Phone List**. The *Group – Common Phone List Import* page appears.
- 3) Select the file: Click **Browse** to find and open the CSV file. The path to the file appears in the text box.
- 4) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

12.3 Custom Contact Directories

Use the *Group – Custom Contact Directory* page to create a new custom contact directory and manage existing custom contact directories. The directory can contain a maximum of 1,000 users. The custom contact directories can be read by all users in the group.

Users cannot be included in a custom contact directory if they have the *User Privacy* service assigned and have directory privacy enabled.

Virtual On-Net users, if configured for your group or enterprise, are available for selection in custom contact directories. In the enterprise model, the following information is displayed for Virtual On-Net users: Last Name, First Name (Phone Number Group Name). In the service provider model, the following information is displayed for Virtual On-Net users: Last Name, First Name (Phone Number).

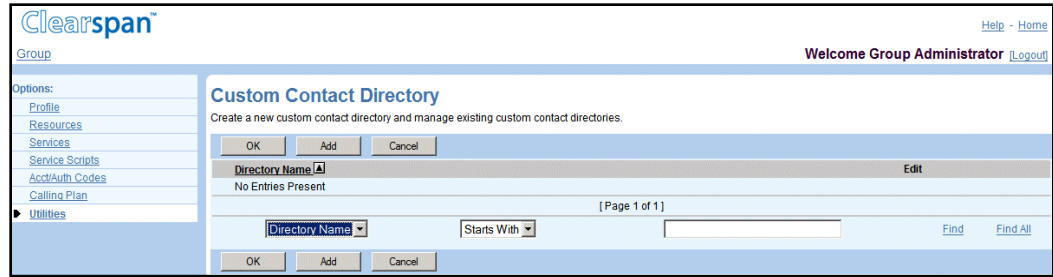


Figure 157 Group – Custom Contact Directory

- 1) On the *Group – Utilities* menu page, click **Custom Contact Directories**. The *Group – Custom Contact Directories* page appears.

This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.

NOTE: If the search produces more than 1,000 entries, a warning appears requesting that you define the search criteria to narrow your search.

- 2) Save your changes. Click **OK**. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

12.3.1 Add a Custom Contact Directory

Use the *Custom Contact Directory Add* page to create a new custom contact directory.

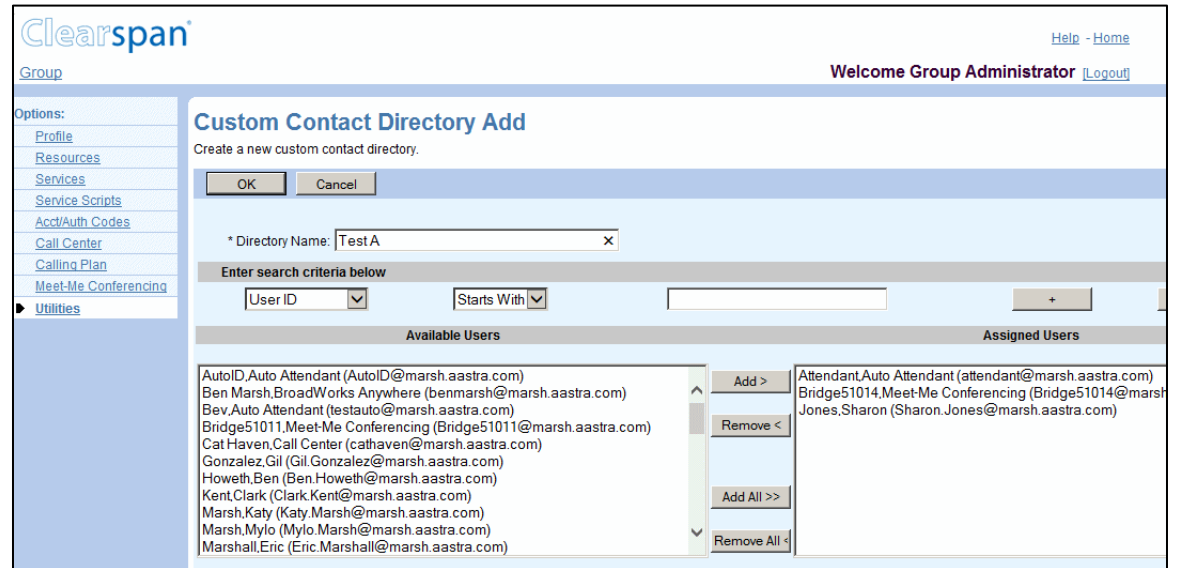


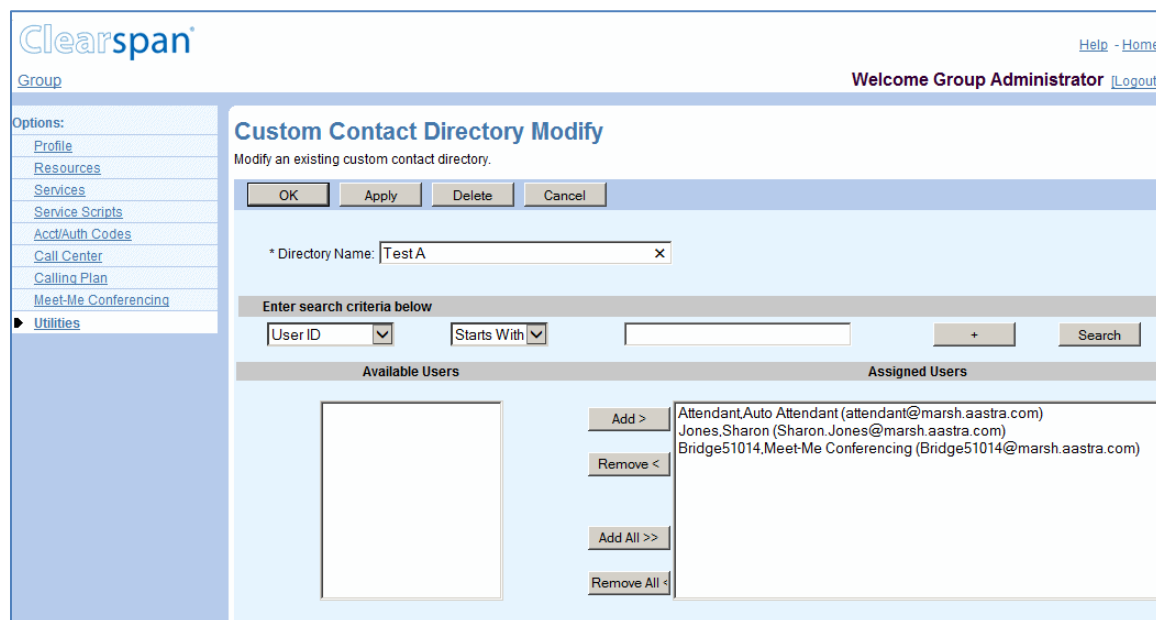
Figure 158 Group – Custom Contact Directory Add

- 1) On the *Group – Utilities* menu page, click **Custom Contact Directory**. The *Group – Custom Contact Directory* page appears.
- 2) Click **Add**. The *Group – Custom Contact Directory Add* page appears.
- 3) In the *Directory Name* text box, type the name. An asterisk (*) indicates required data.
- 4) To add users to the custom directory, in the *Available Users* column select users to assign and click **Add >**. To add all users, click **Add All >>**.
- 5) To find a desired user, enter the search criteria in the fields provided and click **Search**. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.
- 6) You can select some or all of the items in a column. Item names are listed in alphabetical order. To select several items in sequential order, click the first name, hold down the SHIFT key on the keyboard, and click the last name. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.
- 7) To remove users from the *Assigned Users* column, select the users to remove and click **Remove <**. To remove all users, click **Remove All <<**.
- 8) Save your changes. Click **OK**. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

12.3.2 Modify a Custom Contact Directory

Use the *Custom Contact Directory Modify* page to modify or delete a custom contact directory.



The screenshot shows the 'Custom Contact Directory Modify' page in the Clearspan Group web interface. The page has a sidebar on the left with navigation links: Profile, Resources, Services, Service Scripts, Acct/Auth Codes, Call Center, Calling Plan, Meet-Me Conferencing, and Utilities. The main content area has a title 'Custom Contact Directory Modify' and a subtitle 'Modify an existing custom contact directory.' Below the title are buttons for OK, Apply, Delete, and Cancel. A text box for '* Directory Name:' contains 'Test A'. Below this is a search section with 'Enter search criteria below' and fields for 'User ID' (a dropdown), 'Starts With' (a dropdown), and a search button. Below the search section are two columns: 'Available Users' and 'Assigned Users'. The 'Assigned Users' column contains a list of users: 'AttendantAuto Attendant (attendant@marsh.aastra.com)', 'Jones, Sharon (Sharon.Jones@marsh.aastra.com)', and 'Bridge51014.Meet-Me Conferencing (Bridge51014@marsh.aastra.com)'. Between the columns are buttons for 'Add >', 'Remove <', 'Add All >>', and 'Remove All <<'.

Figure 159 Group – Custom Contact Directory Modify

- 1) On the *Group – Utilities* menu page, click **Custom Contact Directory**. The *Group – Custom Contact Directory* page appears.
- 2) Click **Edit** on the row for the directory you would like to modify. The *Group – Custom Contact Directory Modify* page appears.
- 3) In the *Directory Name* text box, type the information for the name if required. An asterisk (*) indicates required data.
- 4) Assign users:
 - To find a desired user, enter search criteria in the fields provided and click **Search**. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.
 - In the *Available Users* column, select the users. You can select some or all of the items in a column. Item names are listed in alphabetical order. To select several items in sequential order, click the first name, hold down the SHIFT key on the keyboard, and click the last name. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.
- 5) To assign the selected users, click **Add >**. To assign all users, click **Add All >>**.
- 6) Unassign users:

In the *Assigned Users* column, select the users and click **Remove <**. To unassign all users, click **Remove All <<**.
- 7) To delete the custom contact directory, click **Delete**. The previous page appears.

WARNING: This action cannot be undone. When you click Delete, the contact directory is permanently deleted.

- 8) Save your changes. Click **OK**. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

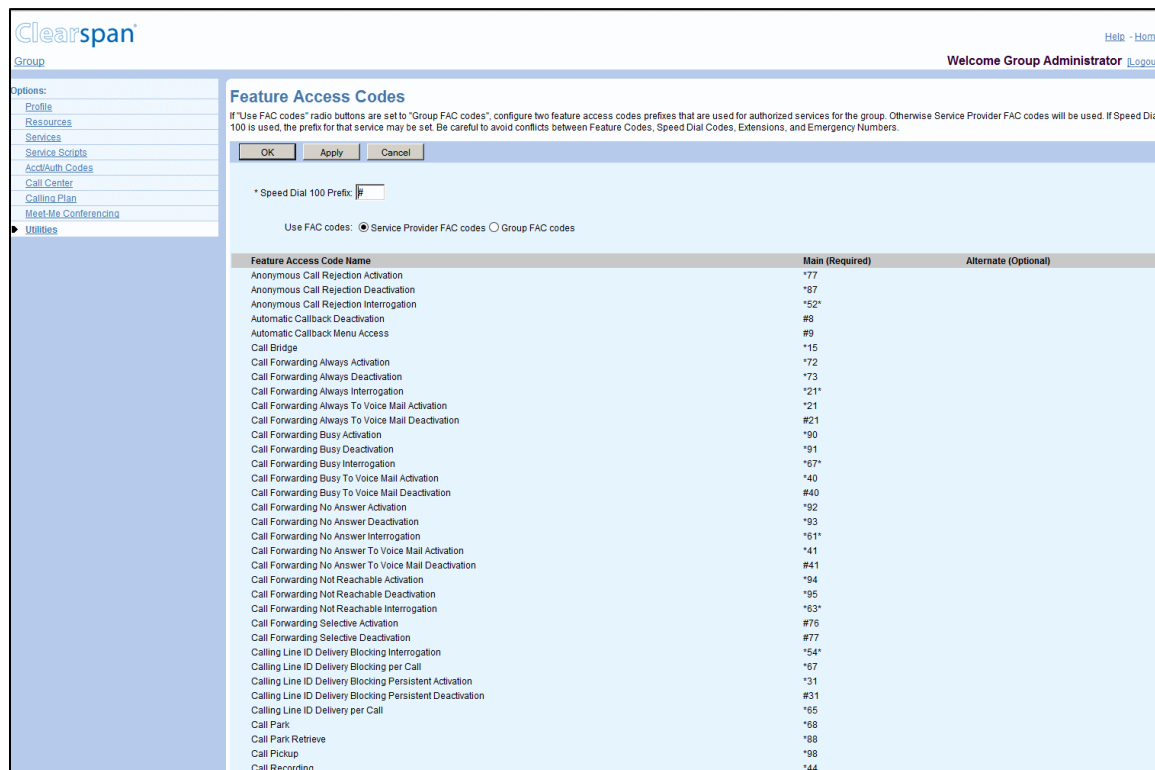
12.4 Feature Access Codes

Use this item on the *Group – Utilities* menu page to list, add, modify, or delete feature access codes or speed dial 100 prefix.

Users dial feature access codes (flash and star codes) to access certain services, for example, Last Number Redial and Call Return. Users also dial a prefix for Speed Dial 100 calls.

12.4.1 List, Add, Modify, or Delete Feature Access Codes or Speed Dial 100 Prefix

Use the *Group – Feature Access Codes* page to view, add, modify, or delete feature access codes and to view, add, or modify the prefix for Speed Dial 100 calls. You can also reset feature access codes back to the default values set by your service provider.



Clearspan

Group

Welcome Group Administrator [Logout](#)

Options:

- Profile
- Resources
- Services
- Service Scripts
- Accd/Auth Codes
- Call Center
- Calling Plan
- Meet-Me Conferencing
- Utilities

Feature Access Codes

If "Use FAC codes" radio buttons are set to "Group FAC codes", configure two feature access codes prefixes that are used for authorized services for the group. Otherwise Service Provider FAC codes will be used. If Speed Dial 100 is used, the prefix for that service may be set. Be careful to avoid conflicts between Feature Codes, Speed Dial Codes, Extensions, and Emergency Numbers.

OK Apply Cancel

* Speed Dial 100 Prefix:

Use FAC codes: ☒ Service Provider FAC codes ☐ Group FAC codes

Feature Access Code Name	Main (Required)	Alternate (Optional)
Anonymous Call Rejection Activation	*77	
Anonymous Call Rejection Deactivation	*87	
Anonymous Call Rejection Interrogation	*52*	
Automatic Callback Deactivation	#8	
Automatic Callback Menu Access	#9	
Call Bridge	*15	
Call Forwarding Always Activation	*72	
Call Forwarding Always Deactivation	*73	
Call Forwarding Always Interrogation	*21*	
Call Forwarding Always To Voice Mail Activation	*21	
Call Forwarding Always To Voice Mail Deactivation	#21	
Call Forwarding Busy Activation	*90	
Call Forwarding Busy Deactivation	*91	
Call Forwarding Busy Interrogation	*67*	
Call Forwarding Busy To Voice Mail Activation	*40	
Call Forwarding Busy To Voice Mail Deactivation	#40	
Call Forwarding No Answer Activation	*92	
Call Forwarding No Answer Deactivation	*93	
Call Forwarding No Answer Interrogation	*61*	
Call Forwarding No Answer To Voice Mail Activation	*41	
Call Forwarding No Answer To Voice Mail Deactivation	#41	
Call Forwarding Not Reachable Activation	*94	
Call Forwarding Not Reachable Deactivation	*95	
Call Forwarding Not Reachable Interrogation	*63*	
Call Forwarding Selective Activation	*76	
Call Forwarding Selective Deactivation	*77	
Calling Line ID Delivery Blocking Interrogation	*54*	
Calling Line ID Delivery Blocking per Call	*67	
Calling Line ID Delivery Blocking Persistent Activation	*31	
Calling Line ID Delivery Blocking Persistent Deactivation	*31	
Calling Line ID Delivery per Call	*65	
Call Park	*68	
Call Park Retrieve	*88	
Call Pickup	*98	
Call Recording	*44	

Figure 160 Group – Feature Access Codes (Top of Page) Use Service Provider FAC Codes Option

Call Recording	*44
Call Retrieve	*11
Call Return	*69
Call Return Number Deletion	#92#
Call Waiting Interrogation	*53*
Call Waiting Persistent Activation	*43
Call Waiting Persistent Deactivation	#43
Cancel Call Waiting	*70
Clearspan Anywhere E.164 Dialing	*14
Clear Voice Message Waiting Indicator	*99
Communication Barring User-Control Activation	*33*
Communication Barring User-Control Deactivation	#33*
Communication Barring User-Control Query	*#33#
Connected Line Identification Restriction Interrogation	*56*
Customer Originated Trace	*57
Directed Call Pickup	*97
Directed Call Pickup with Barge-in	*33
Direct Voice Mail Transfer	*55
Diversion Inhibitor	*80
Do Not Disturb Activation	*78
Do Not Disturb Deactivation	*79
Escalate Call to Supervisor	#83
Flash Call Hold	*22
Forced Forwarding Activation	*72
Forced Forwarding Deactivation	#73
Group Call Park	#58
Hunt Group Busy Activation	#51
Hunt Group Busy Deactivation	#52
Hunt Group Busy Interrogation	#53
Initiate Silent Monitoring	#62
Last Number Redial	*66
Location Control Activation	*12
Location Control Deactivation	*13
Make Outgoing Call as Call Center	#80
Make Personal Outgoing Call	#81
Monitoring Next Call	#84
Music On Hold Per-Call Deactivation	*60
Night Service Activation Manual Override	#70
Night Service Deactivation Manual Override	#71
No Answer Timer	*610
Per Call Account Code	*71
Push to Talk	*50
Selective Call Rejection Interrogation	*51*
Speed Dial 100	*75
Speed Dial 8	*74
Sustained Authorization Code Activation (calls unlocking)	*47
Sustained Authorization Code Deactivation (calls locking)	*37
Voice Mail Retrieval	*86
Voice Portal Access	*62

Figure 161 Group – Feature Access Codes (Top of Page) Use Group FAC Codes Option

- 1) On the *Group – Utilities* menu page, click **Feature Access Codes**. The *Group – Feature Access Codes* page appears. For more information about feature access codes, see the list after the end of this procedure.
- 2) To modify the prefix for Speed Dial 100 calls, in the *Speed Dial 100 Prefix* text box, type the prefix (one or two characters using 0 through 9, A through D, *, #).
- 3) Select whether to use the *Service Provider FAC* codes or the *Group Level FAC* codes.

If the Service Provider FAC code level is selected, all FAC codes that appear in the screen's FAC codes table are there for reference only and cannot be changed on this screen. The Reset Back to Default FAC Settings link is absent in this mode.

The Revert Back to Default FAC Settings link does not appear on the page after switching to Group FAC codes level until you save your changes.

- 4) To reset feature access codes back to their default settings, click **Revert Back to Default FAC Setting**. All feature access codes revert back to the default values set by your service provider.
- 5) To modify a required feature access code, in the *Main (Required)* text box for the service, select the current feature access code and type the code you want.

NOTE: Be careful not to configure a code that is already in use in the group or configure a code that is the same as an extension already in use in the group. A feature access code can be two to five characters long, and consist of characters A through D, digits (0-9), and the special characters * and #.

- 6) To add or modify an alternate feature access code, in the *Alternate (Optional)* text box for the service, type the new code or select the current code and type the new code.

NOTE: Be careful not to configure a code that is already in use in the group or configure a code that is the same as an extension already in use in the group. A feature access code can be two to five characters long, and consist of characters A through D, digits (0-9), and the special characters * and #.

- 7) To delete an alternate feature access code, delete the current code in the *Alternate (Optional)* text box for the service.
- 8) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

The following table provides the main (required) default feature access codes and their descriptions.

Code	Name	Description
*77	Anonymous Call Rejection Activation	Allows users to activate the Anonymous Call Rejection service. After the user dials the feature access code, the Application Server then plays an announcement to inform the user that the service has been successfully activated. If the service was already active, the user still receives the announcement.
*87	Anonymous Call Rejection Deactivation	Allows users to deactivate the Anonymous Call Rejection service. After the user dials the feature access code, the Application Server then plays an announcement to inform the user that the service has been successfully deactivated, even if the service was never activated.
52	Anonymous Call Rejection Interrogation	Allows users to obtain the status of the Anonymous Call Rejection service.
#8	Automatic Callback Deactivation	Terminates all current Automatic Callback sessions. Automatic Callback retries a busy line automatically, with notification as soon as the called party is free.
#9	Automatic Callback Menu Access	Triggers the Interactive Voice Response (IVR) menu, which lists the current pending callbacks and allows the user to cancel individual callbacks.

Code	Name	Description
*14	Clearspan Anywhere E.164 Dialing	Allows users to dial E.164 numbers. The user dials a feature access code as an alias to the “+” sign. The Application Server replaces the feature access code digits with the “+” sign and resumes the call origination with an E.164 number.
*15	Call Bridge	<p>Allows a Shared Call Appearance (SCA) location to initiate or join an SCA-Bridge, upon which the Application Server automatically selects an appropriate call appearance to bridge on.</p> <p>Call Bridge FAC is visible when one or more of the following services is authorized (service provider or group) or assigned (user):</p> <ul style="list-style-type: none"> ▪ Clearspan Anywhere ▪ Shared Call Appearance ▪ Shared Call Appearance 5 ▪ Shared Call Appearance 10 ▪ Shared Call Appearance 15 ▪ Shared Call Appearance 20 ▪ Shared Call Appearance 25 ▪ Shared Call Appearance 30 ▪ Shared Call Appearance 35 ▪ Executive ▪ Flexible Seating Guest
*72	Call Forwarding Always Activation	Allows users to redirect incoming phone calls to another number, such as a mobile phone or administrative assistant. After dialing the assigned code, users dial the phone number to which calls are redirected followed by the pound sign (#).
*73	Call Forwarding Always Deactivation	Allows users to turn Call Forwarding Always off. Upon deactivation, calls ring to the user’s phone unless the user has set up another service such as Call Forwarding Busy, Call Forwarding No Answer, or Do Not Disturb.
21	Call Forwarding Always Interrogation	Allows the user to get the current status and destination of the Call Forwarding Always service. The status is active or inactive and the destination is voice mail or the current forwarding number.
*21	Call Forwarding Always to Voice Mail Activation	Allows users to redirect incoming phone calls to their voice mail.
#21	Call Forwarding Always to Voice Mail Deactivation	Allows users to turn Call Forwarding Always To Voice Mail off. After deactivation, calls ring to the user’s phone unless the user has set up another service such as Call Forwarding Busy, Call Forwarding Busy To Voice Mail, Call Forwarding No Answer, or Call Management – Do Not Disturb.
*90	Call Forwarding Busy Activation	Allows users to redirect their incoming phone calls to another number, such as a mobile phone or administrative assistant, when they are on the phone. After dialing the assigned code, a user dials the phone number where they want their calls to be redirected.

Code	Name	Description
*91	Call Forwarding Busy Deactivation	Allows users to turn Call Forwarding Busy off. After deactivation, calls ring on the user's phone unless the user has set up another service such as Call Forwarding Always, Call Forwarding No Answer, or Do Not Disturb.
67	Call Forwarding Busy Interrogation	Allows users to get the current status and destination of the Call Forwarding Busy service. The status is active or inactive and the destination is voice mail or the current forwarding number.
*40	Call Forwarding Busy To Voice Mail Activation	Allows users to redirect incoming phone calls to their voice mail when they are on the phone.
#40	Call Forwarding Busy To Voice Mail Deactivation	Allows users to turn Call Forwarding Busy To Voice Mail off. After deactivation, calls ring to the user's phone unless the user has set up another service such as Call Forwarding Always, Call Forwarding Always To Voice Mail, Call Forwarding No Answer, or Do Not Disturb.
*92	Call Forwarding No Answer Activation	Allows users to redirect their incoming phone calls to another number, such as a mobile phone or administrative assistant, when they do not answer their phone. After dialing the assigned code, the user dials the phone number where they want their calls to be redirected.
*93	Call Forwarding No Answer Deactivation	Allows users to turn Call Forwarding No Answer off. After deactivation, calls ring on the user's phone unless the user has set up another service such as Call Forwarding Busy, Call Forwarding Always, or Do Not Disturb.
61	Call Forwarding No Answer Interrogation	Allows users to get the current status and destination of the Call Forwarding No Answer service. The status is active or inactive and the destination is voice mail or the current forwarding number.
*41	Call Forwarding No Answer To Voice Mail Activation	Allows users to redirect incoming phone calls to their voice mail when they do not answer their phone.
#41	Call Forwarding No Answer To Voice Mail Deactivation	Allows users to turn Call Forwarding Busy To Voice Mail off. After deactivation, calls ring to the user's phone unless the user has set up another service such as Call Forwarding Busy, Call Forwarding Busy To Voice Mail, Call Forwarding Busy, or Call Management – Do Not Disturb.
*94	Call Forwarding Not Reachable Activation	Allows users to have their incoming calls forwarded to a different number when their device is not accessible by Clearspan. After dialing the assigned code, users dial the phone number where they want their calls to be redirected.

Code	Name	Description
*95	Call Forwarding Not Reachable Deactivation	Allows users to turn off the Call Forwarding Not Reachable service. After deactivation, should the user's phone become unreachable, calls are no longer rerouted to an alternate device through the Call Forwarding Not Reachable service.
63	Call Forwarding Not Reachable Interrogation	Allows users to query the status of the Call Forwarding Not Reachable service.
#76	Call Forwarding Selective Activation	Allows users to activate the Call Forwarding Selective service. The service can be activated only if the service is configured with the following minimum requirements: <ul style="list-style-type: none"> The Default Call Forward to phone number/SIP URI is configured. At least one selective criterion is configured and active.
#77	Call Forwarding Selective Deactivation	Allows users to turn off the Call Forwarding Selective service. After the service has been deactivated, no criteria are used when a call is being redirected.
54	Calling Line ID Delivery Blocking Interrogation	Allows users to obtain the status of the Calling Line ID Delivery Blocking service.
*67	Calling Line ID Delivery Blocking per Call	Allows users to prevent display of their calling line ID on a per-call basis. Before placing a call, the user dials the assigned code, and then places the call as usual. Note that this service is active only for one phone call.
*31	Calling Line ID Delivery Blocking Persistent Activation	Allows users to prevent display of their calling line ID for all calls.
#31	Calling Line ID Delivery Blocking Persistent Deactivation	Allows users to display their calling line ID for all calls.
*65	Calling Line ID Delivery per Call	Allows users to override the Calling Line ID Delivery Blocking Persistent setting for the next call. Before placing a call, a user dials the assigned code, and then places the call as usual. Note that this service is active only for one phone call.
*68	Call Park	Allows users to place the call on hold in such a way that any member of the group or enterprise, if the group is part of an enterprise, can retrieve it with the Call Park Retrieve function. A call can be parked against any user of the group or enterprise. However, a user can only have one call parked at a time.
*88	Call Park Retrieve	Allows users to retrieve parked calls.

Code	Name	Description
*98	Call Pickup	<p>Call Pickup allows users to pick up calls within an assigned call pickup group. The extensions in the call pickup group can be viewed on the CommPilot web interface for each user in the group. The call pickup group is determined by an administrator and may or may not consist of those listed in the group phone lists.</p> <p>When users dial the Call Pickup code, the ringing phone in the group is answered. If more than one phone is ringing, Call Pickup allows users to answer the phone that has been ringing the longest.</p>
*44	Call Recording	<p>Allows the user to record an ongoing call or next outgoing call. The user's Call Recording service must be set to <i>On Demand</i> mode; otherwise, dialing the code has no effect.</p>
*11	Call Retrieve	<p>Retrieves an existing active call from another endpoint. The user dials the Call Retrieve FAC from the location where the call is to be retrieved. This feature can be used from the primary location, from a Shared Call Appearance alternate location, from a Clearspan Anywhere location, or from a Flexible Seating Host to which you are currently associated.</p> <p>In addition, a user with the Executive service can retrieve a call that is connected to an assistant location, and a user with the Executive-Assistant service can use the Call Retrieve feature access code via the Executive-Assistant Initiate Call feature access code to retrieve/pull an executive's call to the assistant's location.</p>
*69	Call Return	<p>Allows users to return a call to the phone number of the last call received. The service can be configured at the system level to proceed with a two-level procedure that provides announcements to guide the user.</p> <p>Users are allowed to return calls only to numbers that are acceptable according to their Outgoing Calling Plan.</p>
#92#	Call Return Number Deletion	<p>Allows users to explicitly delete the last incoming number for the Call Return feature.</p>
53	Call Waiting Interrogation	<p>Allows users to obtain the status of the Call Waiting service.</p>
*43	Call Waiting Persistent Activation	<p>Allows users to turn on Call Waiting for all calls they place.</p>
#43	Call Waiting Persistent Deactivation	<p>Allows users to turn off Call Waiting for the next and all subsequent calls they place.</p>
*70	Cancel Call Waiting	<p>Allows users to turn off Call Waiting for the next call they place.</p>

Code	Name	Description
*99	Clear Voice Message Waiting Indicator	Allows users to clear the audible (and visible for some devices) message-waiting indicator on their phone.
33	Communication Barring User-Control Activation	Allows users to activate the current Communication Barring profile selected by the user through the web portal.
#33*	Communication Barring User-Control Deactivation	Allows users to deactivate the currently active Communication Barring profile selected by the user through the web portal.
*#33#	Communication Barring User-Control Query	Allows users to find out which Communication Barring profile is currently active.
56	Connected Line Identification Restriction Interrogation	Allows users to obtain the status of the Connected Line Identification Restriction service.
*57	Customer Originated Trace	Allows users to place a trace on the last number that called them.
*97	Directed Call Pickup	Allows users to answer a call for another user in the same pickup group by entering the assigned access code followed by the extension of the user whose call is to be picked up.
*33	Directed Call Pickup with Barge-in	<p>Allows users to barge in on calls to or from another user in the same group by entering the assigned access code followed by the extension of the user whose call is to be barged-in on. Barge-in is successful only when the second user has only that one call. When a user barges in on an answered call, the call becomes a three-way call and the user who barged in becomes the controller of the three-way call. The group administrator configures a tone that warns users on a call that another user is barging in on their call. For more information about Barge-in, see the <i>Clearspan Application Server Group Web Interface Administration Guide – Part 2</i>.</p> <p>Users can prevent having their calls being barged in on by using the Barge-in Exempt service.</p>
*55	Direct Voice Mail Transfer	Allows users to transfer a held call to voice mail. The call can be transferred to the user's voice mailbox or to any other voice mailbox in the group. The Voice Messaging service or the Third-Party Voice Mail Support service must be assigned to the user's group.
*80	Diversion Inhibitor	Allows a user to prevent Redirection services from being activated on the terminating side of an unanswered call.
*78	Do Not Disturb Activation	Allows users to activate the Do Not Disturb service. When Do Not Disturb is active, the user's phone does not ring and all calls go directly to a "busy treatment", such as Voice Messaging.

Code	Name	Description
*79	Do Not Disturb Deactivation	Allows users to turn off the Do Not Disturb service.
#83	Escalate Call Supervision	<p>Call Center agents can use this code to escalate calls to a supervisor. A supervisor who is not on a call and who does not have the Do Not Disturb service enabled is considered available and the call is routed to that supervisor. The caller is put on “hold” by the agent when the escalation to the supervisor is initiated.</p> <p>The FAC code is available to agents with Call Center – Standard or Call Center – Premium service assigned.</p>
#63	Executive-Assistant Call Push	Allows an assistant to push a call to the executive to whom the call is intended. It can be either an incoming filtered call or a call initiated by the assistant on behalf of the executive.
#64	Executive-Assistant Initiate Call	Allows an assistant to initiate a call on behalf of an executive.
#65	Executive-Assistant Opt-in	Allows an executive assistant to opt in to an executive pool.
#66	Executive-Assistant Opt-out	Allows an executive assistant to opt out of an executive pool.
#61	Executive Call Filtering Activation	Activates executive call filtering.
#62	Executive Call Filtering Deactivation	Deactivates executive call filtering.
*26	Find-me/Follow-me Call Push	<p>Allows the user to send a call that they received from a Find-me/Follow-me group back to the group to re-alert the members.</p> <p>This feature is only available to users who are defined as Clearspan users in the Find-me/Follow-me group.</p>
*22	Flash Call Hold	Allows users to put a call on hold on a phone that does not have a Hold button. On this type of phone, a user presses the Flash button or presses and releases the hang-up button on the phone cradle.
#72	Forced Forwarding Activation	Allows users to activate forced forwarding for a call center queue.
#73	Forced Forwarding Deactivation	Allows users to deactivate forced forwarding for a call center queue.
#58	Group Call Park	<p>Allows users to park a call. The service hunts for the first available user in the Call Park group and parks the call there.</p> <p>Note that this feature access code cannot be used until the Call Park service has been assigned.</p>

#82	Initiate Silent Monitoring	<p>A supervisor can use this code to silently listen in on a call handled by an agent that they are monitoring.</p> <p>This FAC code is available to supervisors with the Call Center Monitoring service assigned.</p>
*66	Last Number Redial	<p>Allows users to dial the number they dialed the most recently from their extension. Users are only allowed to redial numbers allowed by their Outgoing Calling Plan.</p>
*96	Legacy Automatic Callback Invocation	<p>Allows users to camp on a busy called party. When the user dials the feature access code after a call to a busy destination, a callback request is created and the user is automatically called back when the called party hangs up.</p>
#96	Legacy Automatic Callback Cancellation	<p>Cancels all active Legacy Automatic Callback requests.</p>
*12	Location Control Activation	<p>Allows users to activate a location. The user dials the Location Control Activation feature access code from the location that needs to be activated. This feature can be used from a Shared Call Appearance alternate location or a Clearspan Anywhere location.</p>
*13	Location Control Deactivation	<p>Allows users to deactivate a location. The user dials the Location Control Deactivation feature access code from the location that needs to be deactivated. This feature can be used from a Shared Call Appearance alternate location or a Clearspan Anywhere location.</p>
#80	Make Outgoing Call as Call Center	<p>Allows users working as call center agents to make calls using the call center phone number. Users can thus override the default setting configured by the administrator.</p>
#81	Make Personal Outgoing Call	<p>Allows users working as call center agents to make calls using their personal phone number. Users can thus override the default setting configured by the administrator.</p>
#84	Monitoring Next Call	<p>Allows call center supervisors to request Silent Monitoring for the next call center call.</p>
*60	Music On Hold Per-Call Deactivation	<p>Allows users to deactivate the Music On Hold feature for their current calls.</p>
#70	Night Service Activation Manual Override	<p>Activates the Night Service for a specified call center at the time of activation. Calls incoming to the queue are provided with the Night Service Manual Override announcement and transferred to the queue configured for the regular Night Service. The queue remains in that state until the Night Service Manual Override service is deactivated.</p>

#71	Night Service Deactivation Manual Override	Deactivates Night Service Manual Override and the call center returns to its configured behavior.
*610	No Answer Timer	Allows users to set the numbers of rings before No-Answer handling is applied to the Voice Messaging, Third-Party Voice Mail Support, Call Forwarding No Answer, Call Forwarding No Answer To Voice Mail, and Sequential Ringing services.
*71	Per Call Account Code	Allows users to provide an account code before attempting a call, or, during a call, flash and provide an account code to be applied to all ongoing (currently held) calls.
*50	Push To Talk	Allows users to activate the Push To Talk (intercom) service. The next call is automatically answered by its recipient, subject to the recipient's Push To Talk access list.
51	Selective Call Rejection Interrogation	Allows the user to obtain the status of the Selective Call Rejection service.
*75	Speed Dial 100	Allows users to dial the assigned code, and then dial the assigned two-digit (00 – 99) speed dial number of the party they want to call.
*74	Speed Dial 8	Allows users to dial the assigned code, and then the one-digit (2 – 9) speed dial number of the party they want to call.
*47	Sustained Authorization Code Activation (calls unlocking)	Allows users who are required to provide authorization codes for outgoing calls to “unlock” this requirement. Having unlocked code activation, users are no longer prompted for an authorization code and their calls proceed without interruption.
*37	Sustained Authorization Code Deactivation (calls locking)	Allows users who have unlocked their code activation requirement, to “lock” this requirement again.
*86	Voice Mail Retrieval	Allows users to retrieve Clearspan and third-party voice mail.
*62	Voice Portal Access	Allows users to access the group voice portal.

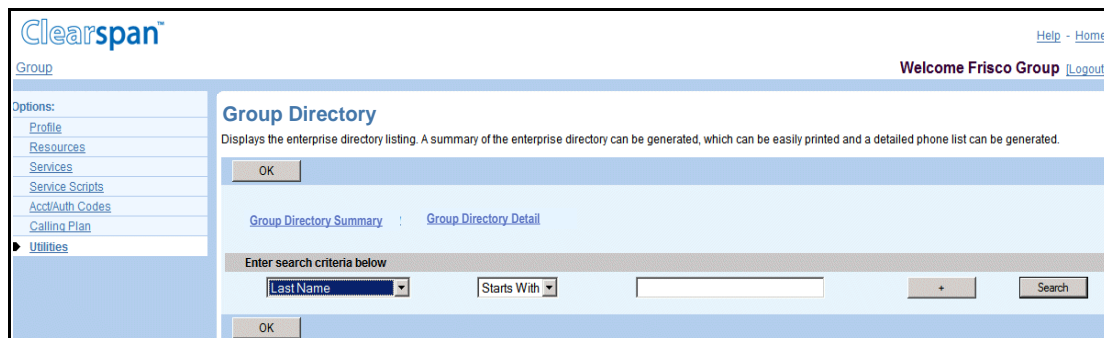
12.5 Group Directory

Use this item on the *Group – Utilities* menu page to list and display information for phone numbers in the group.

The Group Directory is not available if your group is part of an enterprise. In its place, you have access to the Enterprise Directory. For more information, see section [12.6 Enterprise Directory](#).

12.5.1 List and Display Information for Phone Numbers in Group

Use the *Group – Group Directory* page to view the list of phone numbers and related information for each user.



The screenshot displays the Clearspan web interface for the 'Group Directory'. On the left is a sidebar with a 'Group' menu and a list of options: Profile, Resources, Services, Service Scripts, Acct/Auth Codes, Calling Plan, and Utilities. The main area is titled 'Group Directory' and contains a description: 'Displays the enterprise directory listing. A summary of the enterprise directory can be generated, which can be easily printed and a detailed phone list can be generated.' Below this is a search section with a label 'Enter search criteria below', a dropdown for 'Last Name', a dropdown for 'Starts With', a text input field, a plus sign button, and a 'Search' button. There are also links for 'Group Directory Summary' and 'Group Directory Detail'.

Figure 162 Group – Group Directory

You can also display a summary of all numbers or a list that provides the details for each number.

Phone List						
Name	User Id	Number	Extension	Department	Mobile	Email Address
ABC Attendant (Auto Attendant)	abccattendant	2025551020	1020			
Baldwin, Cheryl	cherylwaldwin	2025551009	1009	Human Resources	2021287564	cheryl@abcdistributing.com
Bueno, Mario	mariobueno	2025551001	1001	Finance	2405559999	mariob@abcdistributing.com
Dumas, Marie	mariedumas@abcdistributing.com	2025551005	1005	Sales	2023741111	
Easy, Travel		+1-2029876533	6533			
Hill, Edna	ednahill	4434343666	666	Sales	4430586432	ednah@abcdistributing.com
Hotline (Call Center)	hotline	2025551000	1000			
Imperial, Taxi		+1-20244441777	777			
Jones, Shirley	shirleyjones	2025551002	1002	Finance	2405558888	shirley@abcdistributing.com
Maldini, Paolo	paolomaldini	2025551003	1003	Finance		paolom@abcdistributing.com
Owen, Louis	louisowen	4434343888	888	Sales	4431784563	louis@abcdistributing.com
Richard, Jean	jeanrichard	2025551007	1007	Human Resources		jeanr@abcdistributing.com
Smith, Stan	stansmith@abcdistributing.com	2025551004	1004	Sales	2025341111	stans@abcdistributing.com
Valdez, Gregorio	gregoriovaldez@abcdistributing.com	2025551006	1006	Sales		gregorio@abcdistributing.com
Voice Portal (Voice Portal)	146162823_VMR	2025551033	1033			
Wyoming, Madoline	madolinewyoming	2025551008	1008	Human Resources	2029335537	madolinew@abcdistributing.com

Figure 163 Group – Group Directory Summary

Phone List	
ABC Attendant (Auto Attendant) abccattendant Voice: 2025551020 Extension: 1020	Baldwin, Cheryl cherylwaldwin Voice: 2025551009 Human Resources Extension: 1009 cheryl@abcdistributing.com Mobile: 2021287564 1212 Potomac Avenue Washington, D.C.
Bueno, Mario mariobueno Voice: 2025551001 Finance Extension: 1001 mariob@abcdistributing.com Mobile: 2405559999 Pager: 2404449998 1212 Potomac Avenue Washington, D.C.	Dumas, Marie mariedumas@abcdistributing.com Voice: 2025551005 Sales Extension: 1005 Mobile: 2023741111 1212 Mountain View Washington, D.C.
Easy, Travel Voice: +1-2029876533 Extension: 6533	Hill, Edna ednahill Voice: 4434343666 Sales Extension: 666 ednah@abcdistributing.com Mobile: 4430586432 47 Main Street Snow Hill, Maryland
Hotline (Call Center) hotline Voice: 2025551000 Extension: 1000	Imperial, Taxi Voice: +1-20244441777 Extension: 777
Jones, Shirley shirleyjones Voice: 2025551002 Finance Extension: 1002 shirley@abcdistributing.com Mobile: 2405558888 Pager: 24044488878 1212 Potomac Avenue Washington, D.C.	Maldini, Paolo paolomaldini Voice: 2025551003 Finance Extension: 1003 paolom@abcdistributing.com 1212 Potomac Avenue Washington, D.C.
Owen, Louis louisowen Voice: 4434343888 Sales Extension: 888 Mobile: 4431784563 louis@abcdistributing.com 47 Main Street Snow Hill, Maryland	Richard, Jean jeanrichard Voice: 2025551007 Human Resources Extension: 1007 jeanr@abcdistributing.com 1212 Potomac Avenue Washington, D.C.

Figure 164 Group – Group Directory Details

- 1) On the *Group – Utilities* menu page, click **Group Directory**. The *Group – Group Directory* page appears.

The *Group – Group Directory* page is a list page that contains an advanced search. Depending on the number of pages of data on a list, list pages allow you to present the data several different ways. You can click the headings of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. The advanced search lets you define specific search criteria to narrow your search and display a manageable list. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.

- 2) To display the summary of company phone numbers and related information, click **Group Directory Summary**. A printable summary page appears in a separate browser window.
- 3) To display the details for each phone number and related information, click **Group Directory Detail**. A printable detail page appears in a separate browser window.
- 4) To display the previous page, click **OK**.

12.6 Enterprise Directory

Use this item on the *Group – Utilities* menu page to list and display information for phone numbers in the group.

The Enterprise Directory is only available if your group is part of an enterprise.

12.6.1 List and Display Information for Phone Numbers in Enterprise

Use the *Group – Enterprise Directory* page to view the list of phone numbers and related information for each user in your enterprise.

You can also display a summary of all numbers or a list that provides the details for each number.

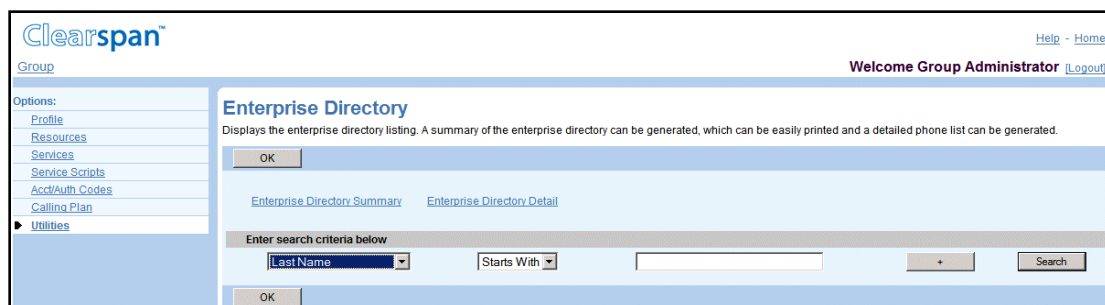


Figure 165 Group – Enterprise Directory

Phone List								
Name	User Id	Number	Extension	Department	Mobile	Email Address	Group Id	IMP Id
Baker, Nigel	nigelbaker	7037038005	8005	Engineering (OnLineSoft)		nbaker@onlinesoft.com	OnLineSoft	nb4278
Blake, Matt	mattblake	7037038004	8004	Publicity \ Marketing (OnLineSoft)	7032221145	mblake@onlinesoft.com	OnLineSoft	
Bradshaw, Jake	jakebradshaw	3012345112	5112	Corporate		jbradshaw@defdistributing.com	DEF Distributing	
Chou, Zhen	zhenchou	7037038001	8001	Publicity \ Marketing (OnLineSoft)	7030857483	zchou@onlinesoft.com	OnLineSoft	
Dranias, Pavlos	pavlosdranias	7037038022	8022	Administration (OnLineSoft)		pdranias@onlinesoft.com	OnLineSoft	
Eades, Sophia	sophiaeades	7037038006	8006	Operations \ Support (OnLineSoft)	7039999976	seades@onlinesoft.com	OnLineSoft	
Ericsson, Gustav	gustavericsson	7037038012	8012	Engineering (OnLineSoft)		gericsson@onlinesoft.com	OnLineSoft	ge1234
Holland, Jeff	jeffholland	3012345159	5159	Customer Service (DEF Distributing)		jholland@defdistributing.com	DEF Distributing	
Kumar, Arun	arunkumar	7037038002	8002	Corporate \ Finance (OnLineSoft)		akumar@onlinesoft.com	OnLineSoft	
Lafleur, Eloise	eloiselafleur	3012345152	5152	Publicity	3019448544	elafleur@defdistributing.com	DEF Distributing	
Maldese, Paola	paolamaldese	3012345114	5114	Corporate	3017771314	pmaldese@defdistributing.com	DEF Distributing	
Ohanu, Gabriel	gabrielohanu	3012345145	5145	Corporate \ Sales (DEF Distributing)		gabrielohanu@defdistributing.com	DEF Distributing	
Orders (Call Center)	orders	3012345222	5222	Corporate \ Sales (DEF Distributing)			DEF Distributing	

Figure 166 Group – Enterprise Directory Summary

Phone List	
Baker, Nigel niglbaker Engineering (OnLineSoft) Voice: 7037038005 Extension: 8005 nbaker@onlinesoft.com 676 Sunny Side Road Fairfax, Virginia	Blake, Matt mattblake Publicity \ Marketing (OnLineSoft) Voice: 7037038004 Extension: 8004 Mobile: 7032221145 mblake@onlinesoft.com 676 Sunny Side Road Fairfax, Virginia
Bradshaw, Jake jakebradshaw Corporate Voice: 3012345112 Extension: 5112 jbradshaw@defdistributing.com	Chou, Zhen zhenchou Publicity \ Marketing (OnLineSoft) Voice: 7037038001 Extension: 8001 Mobile: 7030857483 zchou@onlinesoft.com 676 Sunny Side Road Fairfax, Virginia
Dranias, Pavlos pavlosdranias Administration (OnLineSoft) Voice: 7037038022 Extension: 8022 pdranias@onlinesoft.com 676 Sunny Side Road Fairfax, Virginia	Eades, Sophia sophiaeades Operations \ Support (OnLineSoft) Voice: 7037038006 Extension: 8006 Mobile: 7039999976 Pager: 7031010101 seades@onlinesoft.com 676 Sunny Side Road Fairfax, Virginia
Ericsson, Gustav gustavericsson Engineering (OnLineSoft) Voice: 7037038012 Extension: 8012 gericsson@onlinesoft.com 676 Sunny Side Road Fairfax, Virginia	Holland, Jeff jeffholland Customer Service (DEF Distributing) Voice: 3012345159 Extension: 5159 Pager: 3019999999 jholland@defdistributing.com 299 Highland Drive Silver Spring, Maryland

Figure 167 Group – Enterprise Directory Details

- 1) On the *Group – Utilities* menu page, click **Enterprise Directory**. The *Group – Enterprise Directory* page appears.

The *Group – Enterprise Directory* page is a list page that contains an advanced search. Depending on the number of pages of data on a list, list pages allow you to present the data several different ways. You can click the headings of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. The advanced search lets you define specific search criteria to narrow your search and display a manageable list. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.
- 2) To display the summary of company phone numbers and related information, click **Enterprise Directory Summary**. A printable summary page appears in a separate browser window.
- 3) To display the details for each phone number and related information, click **Enterprise Directory Detail**. A printable detail page appears in a separate browser window.
- 4) To display the previous page, click **OK**.

12.7 Inventory Report

Use this item on the *Group – Utilities* menu page to generate an inventory report for the group.

12.7.1 Generate Inventory Report for Group

Use the *Group – Inventory Report* page to generate a report that lists an inventory of one or more of these criteria: users, services, phone numbers, devices, or department. The report is sent via e-mail in a CSV format.

NOTE: If you select *Service* as one of the criteria, each service for each user is included on a separate line, so the report can be quite long.

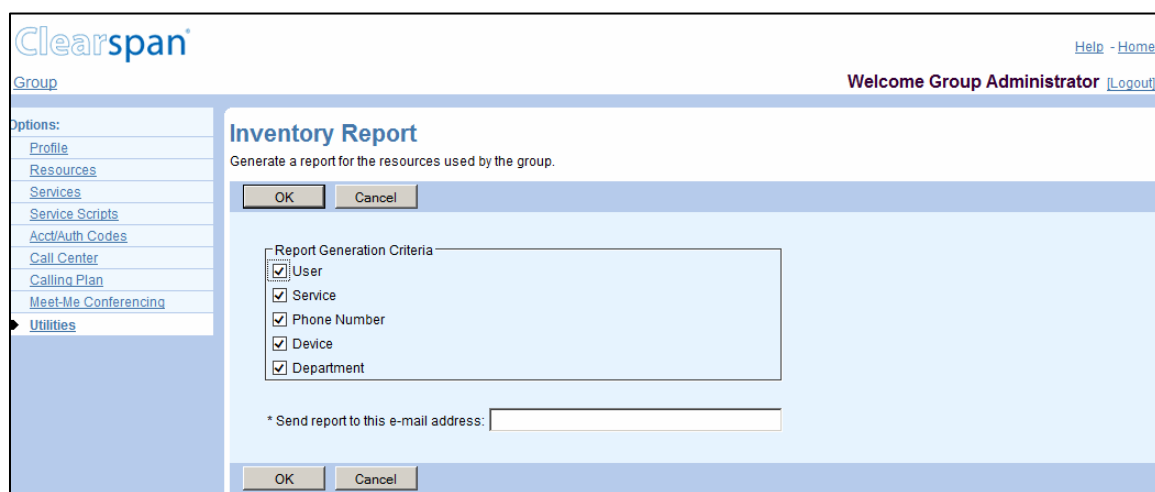


Figure 168 Group – Inventory Report

User Name	Phone Number	Department	Identity/Device Profile Name	IP Address	Port
ABC Distributing (Music On Hold)					
Voice Portal (Voice Portal)	12025551033				
Bueno Mario	12025551001	Finance	SipPhone1		
Jones Shirley	12025551002	Finance	SipPhoneABC		
Maldini Paolo	12025551003	Finance	SipPhone3		
Smith Stan	12025551004	Sales	SipPhone4		
Dumas Marie	12025551005	Sales	SipPhone5		
Valdez Gregorio	12025551006	Sales	ATA1		
Richard Jean	12025551007	Human Resources	ATA1		
Wyoming Madoline	12025551008	Human Resources	spTrunkDev	1.1.2.3	
Baldwin Cheryl	12025551009	Human Resources	SipPhone1		
Hotline (ABC Distributing)	12025551000				
Hotline (ABC Distributing)	12025551010				
abcattendant (abcattendant)	12025551020				
Owen Louis	14434343888	Sales			
Hill Edna	14434343666	Sales			
ABC Distributing (Music On Hold)					
abcattendant (abcattendant)	12025551020				
Voice Portal (Voice Portal)	12025551033				
Hotline (ABC Distributing)	12025551000				

Figure 169 Sample Inventory Report (Beginning of Report; All Items Selected except Service)

- 1) On the *Group – Utilities* menu page, click **Inventory Report**. The *Group – Inventory Report* page appears.
- 2) Check the boxes for the items you want included in the report.
- 3) Enter the e-mail address where you want the report to be sent.
- 4) To generate the report and display the previous page, click **OK**. The report is sent to the specified e-mail address.
- 5) To display the previous page without generating the report, click **Cancel**.

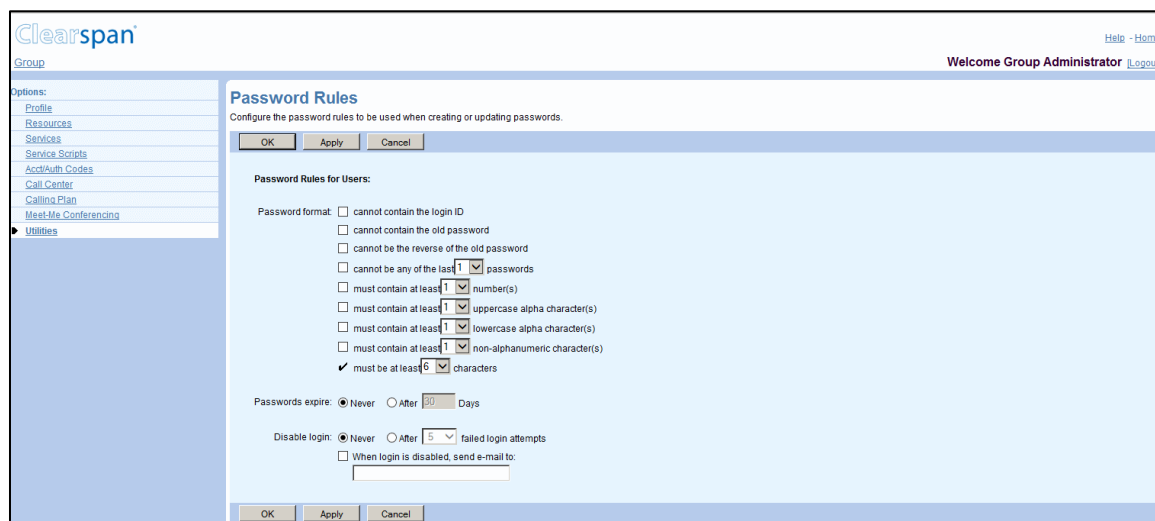
12.8 Password Rules

Use this item on the *Group – Utilities* menu page to list or set password rules for users.

12.8.1 List or Set Password Rules for Users

Use the *Group – Password Rules* page to edit or view the criteria currently set for user passwords. If a service provider administrator has set some password rules, you cannot edit the input boxes for those rules. If the service provider administrator has set all the rules, this page is read-only.

Users must follow the criteria set on this page when entering, resetting, or changing their passwords.



Clearspan
Group

Options:
[Profile](#)
[Resources](#)
[Services](#)
[Service Scripts](#)
[Accd/Auth Codes](#)
[Call Center](#)
[Calling Plan](#)
[Meet-Me Conferencing](#)
[Utilities](#)

Welcome Group Administrator [Logout](#)

Password Rules

Configure the password rules to be used when creating or updating passwords.

OK Apply Cancel

Password Rules for Users:

Password format: ☐ cannot contain the login ID
☐ cannot contain the old password
☐ cannot be the reverse of the old password
☐ cannot be any of the last 1 passwords
☐ must contain at least 1 number(s)
☐ must contain at least 1 uppercase alpha character(s)
☐ must contain at least 1 lowercase alpha character(s)
☐ must contain at least 1 non-alphanumeric character(s)
☒ must be at least 6 characters

Passwords expire: ☒ Never ☐ After 30 Days

Disable login: ☒ Never ☐ After 5 failed login attempts
☐ When login is disabled, send e-mail to:

OK Apply Cancel

Figure 170 Group – Password Rules

- 1) On the *Group – Utilities* menu page, click **Password Rules**. The *Group – Password Rules* page appears.
- 2) Type or select data in any editable input box.
- 3) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

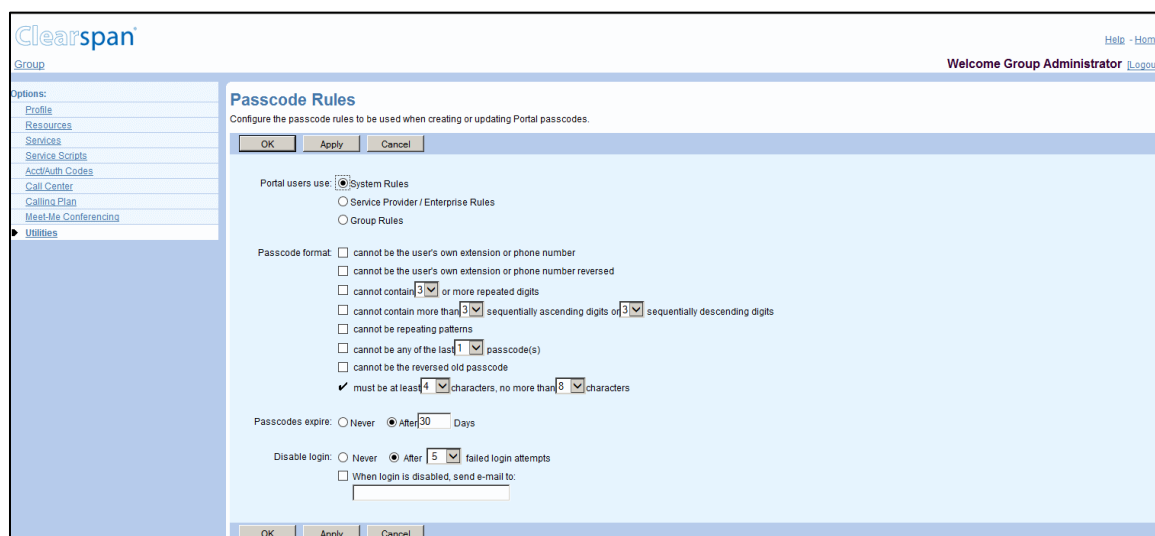
12.9 Passcode Rules

Use this item on the *Group – Utilities* menu page to list or set portal passcode rules for users.

12.9.1 List or Set Passcode Rules for Users

Use the *Group – Passcode Rules* page to edit or view the criteria currently set for user portal passcodes. You can choose to follow the passcode rules set by the system provider administrator, by the service provider administrator (if your group was provisioned by a service provider) or by the enterprise administrator (if your group is part of an enterprise). You can also define your own passcode rules for use by the members of your group.

Users must follow the criteria set on this page when entering, resetting, or changing their portal passcodes.



The screenshot shows the 'Passcode Rules' configuration page in the Clearspan web interface. The page has a sidebar on the left with a tree view containing 'Options', 'Profile', 'Resources', 'Services', 'Service Scripts', 'Acct/Auth Codes', 'Call Center', 'Calling Plan', 'Meet-Me Conferencing', and 'Utilities'. The main content area is titled 'Passcode Rules' and includes the following sections:

- Portal users use:** Radio buttons for 'System Rules' (selected), 'Service Provider / Enterprise Rules', and 'Group Rules'.
- Passcode format:** A list of checkboxes:
 - ☐ cannot be the user's own extension or phone number
 - ☐ cannot be the user's own extension or phone number reversed
 - ☐ cannot contain 3 or more repeated digits (with a dropdown set to 3)
 - ☐ cannot contain more than 3 sequentially ascending digits or 3 sequentially descending digits (with dropdowns set to 3)
 - ☐ cannot be repeating patterns
 - ☐ cannot be any of the last 1 passcode(s) (with a dropdown set to 1)
 - ☐ cannot be the reversed old passcode
 - ☒ must be at least 4 characters, no more than 8 characters (with dropdowns set to 4 and 8)
- Passcodes expire:** Radio buttons for 'Never' and 'After 30 Days' (selected).
- Disable login:** Radio buttons for 'Never' and 'After 5 failed login attempts' (selected). Below this is a checkbox 'When login is disabled, send e-mail to:' followed by an empty text field.

Buttons for 'OK', 'Apply', and 'Cancel' are located at the top and bottom of the configuration area.

Figure 171 Group – Portal Passcode Rules

- 1) On the *Group – Utilities* menu page, click **Passcode Rules**. The *Group – Passcode Rules* page appears.
- 2) Use the *Portal users use* control to determine whether your users' voice portal passcodes will follow the rules set by the system provider administrator, by the service provider or enterprise administrator, or by the group settings on this page.
- 3) Check the following rules to apply to the format of the passcode:
 - Indicate whether a passcode cannot be the user's own extension or phone number. A check mark means the passcode cannot be the user's own extension or phone number. The default is not checked.
 - Indicate whether a passcode cannot be the user's own extension or phone number reversed. A check mark means the passcode cannot be the user's own extension or phone number reversed. The default is not checked.
 - Indicate whether a passcode cannot contain a configured number of repeated digits and enter the number. A check mark means the passcode cannot contain a configured number of repeated digits. The default is not checked.

- Indicate whether a passcode cannot contain more than configured numbers of sequentially ascending or sequentially descending digits and enter the numbers. A check mark means the passcode cannot contain configured numbers of sequentially ascending or sequentially descending digits. The default is not checked.
- Indicate whether a passcode cannot be repeating patterns, for example, "514514". A check mark means the password cannot be repeated patterns. The default is not checked.
- Indicate whether a passcode cannot be any of the configured number of last passcodes and enter the number. For example, if you enter "3", the passcode cannot be any of the last three passcodes. The default is not checked.
 - Indicate whether a passcode cannot be the reverse of the old passcode. A check mark means the passcode cannot be the user's old passcode reversed. The default is not checked.
 - Indicate the minimum and maximum number of characters for passcodes. From the drop-down lists, select the minimum and the maximum number of characters.
- 4) Select *Never* to indicate that passcodes do not expire. Otherwise, select *After* and type the number of days before passcodes expire in the input box. The default value is *Never*.
- 5) Select *Never* to indicate that login attempts are not disabled. Otherwise, select *After* and select the number of login attempts from the drop-down list. The default value is *Never*.
- 6) Check *When login is disabled, send e-mail to* and type the e-mail address to send notification of failed login attempts.

NOTE: The settings on this page reflect the current settings for the group passcode rules. If you have chosen to use other settings provided by your system provider administrator, enterprise administrator or service provider administrator, the settings displayed on this page may not reflect the settings currently in effect within your group.

- 7) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.
To exit without saving, select another page or click **Cancel** to display the previous page.

12.10 Configure Device

Use this item on the *Group – Utilities* menu page to:

- [List Configurable Devices](#)
- [Modify Configuration of Configurable Devices](#)

12.10.1 List Configurable Devices

Use the *Group – Configure Device* to view the configurable devices assigned to the group. From this page, you can modify the configuration of a listed device.

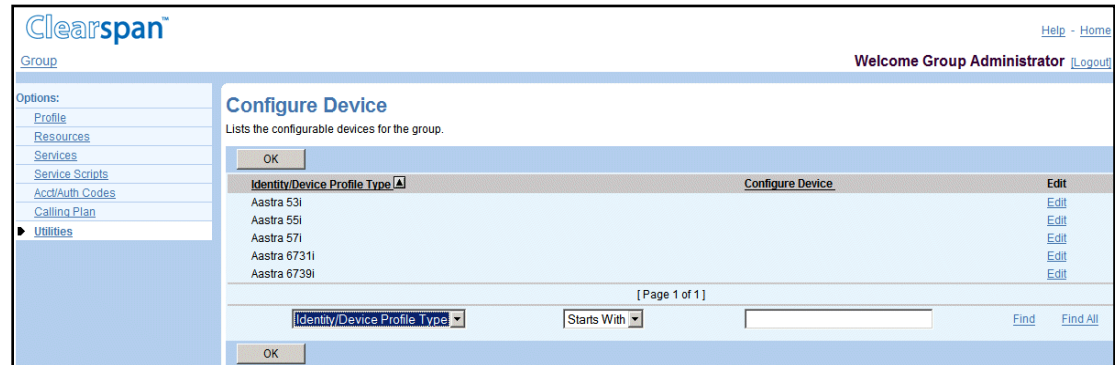


Figure 172 Group – Configure Device

- 1) On the *Group – Utilities* menu page, click **Configure Device**. The *Group – Configure Device* page appears.

This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.

- 2) To configure a device, click the **Configure** link in the row for the device to configure.
- 3) To display the previous page, click **OK**.

12.10.2 Modify Configuration of Configurable Devices

Use the *Group – Configure Device Modify* page to load or modify the default configuration template file of a device that supports Enhanced Configuration (some IP phones and Subnetwork Access Protocol [SNAP] devices).

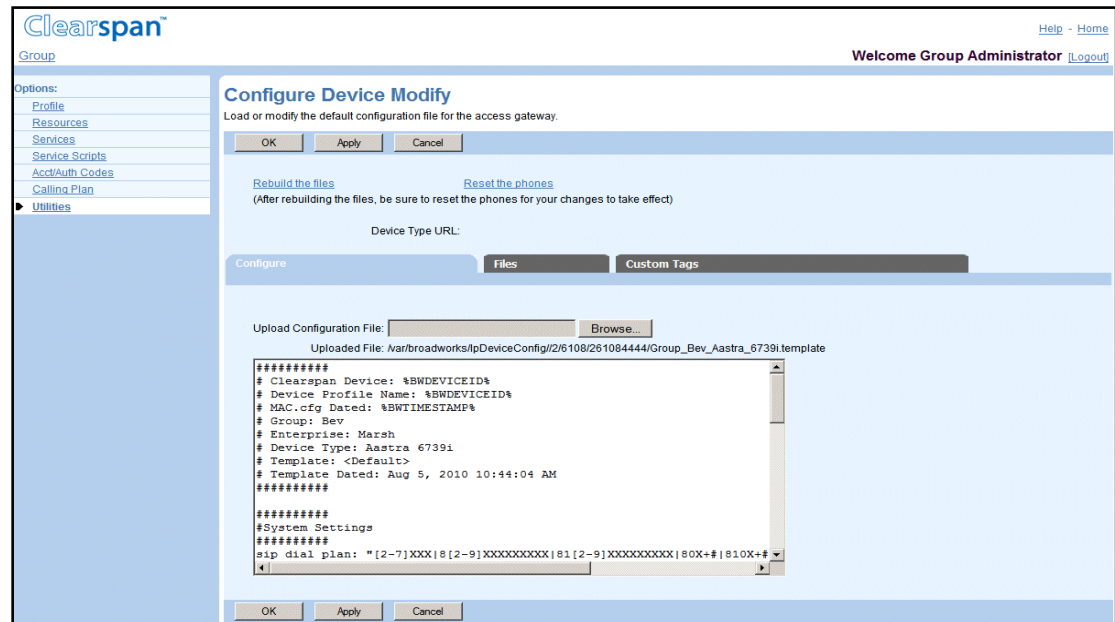


Figure 173 Group – Configure Device Modify

12.10.2.1 Upload Configuration File

Use the *Configure* tab on the *Group – Configure Device Modify* page to upload the default configuration template file for the device.

- 1) On the *Group – Utilities* menu page, click **Configure Device**. The *Group – Configure Device* page appears.

This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.

- 2) Click **Edit** or any item in the row for the device. The *Group – Configure Device Modify* page appears.
- 3) To change the configuration file, click **Browse** to find and open the file. The file name appears in the *Uploaded File* text box and the contents of the file appear in the large text box.

- If you change the configuration file, click **Rebuild the file**. This feature supports these Devices: Cisco 7940, Cisco 7960, Mitel 5055, Polycom SoundPoint IP 500, and Polycom SoundPoint IP 600.

The device configuration file is regenerated and transmitted to the File Server. (The rebuild operation is completed even when there has not been a change to the device configuration file.)

- To instruct the phone to reload its configuration file from the File Server, click **Reset the Phone(s)**. This feature supports these Devices: Cisco 7940, Cisco 7960, Polycom SoundPoint IP 500, and Polycom SoundPoint IP 600.

The device configuration file is regenerated and transmitted to the File Server. The phone will not reload the new file unless the phone is reset.

- 4) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

12.10.2.2 Manage Configurable Device Files

Use the *Group – Configure Device Files* page to view and manage the configurable device files in the group. From this page, you can test file access and download template files. Repository files are not accessible from this page. Use the *Group – Identity/Device Profile Modify* page to download repository files.

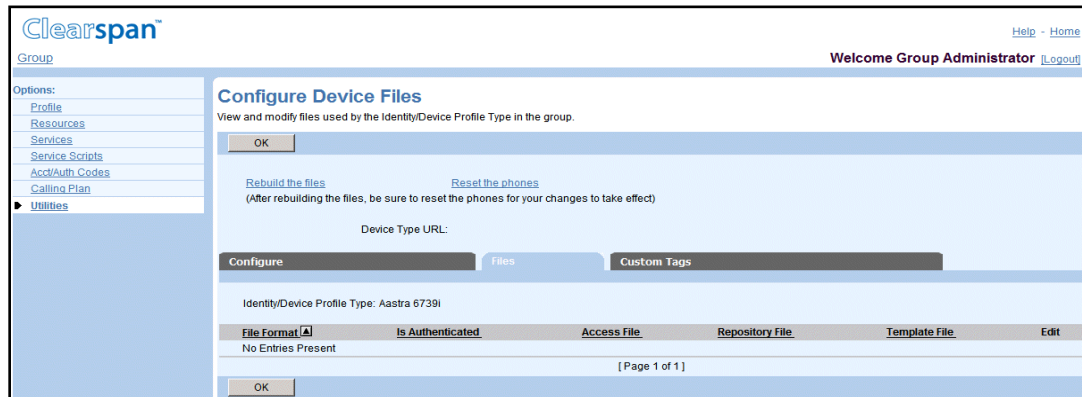


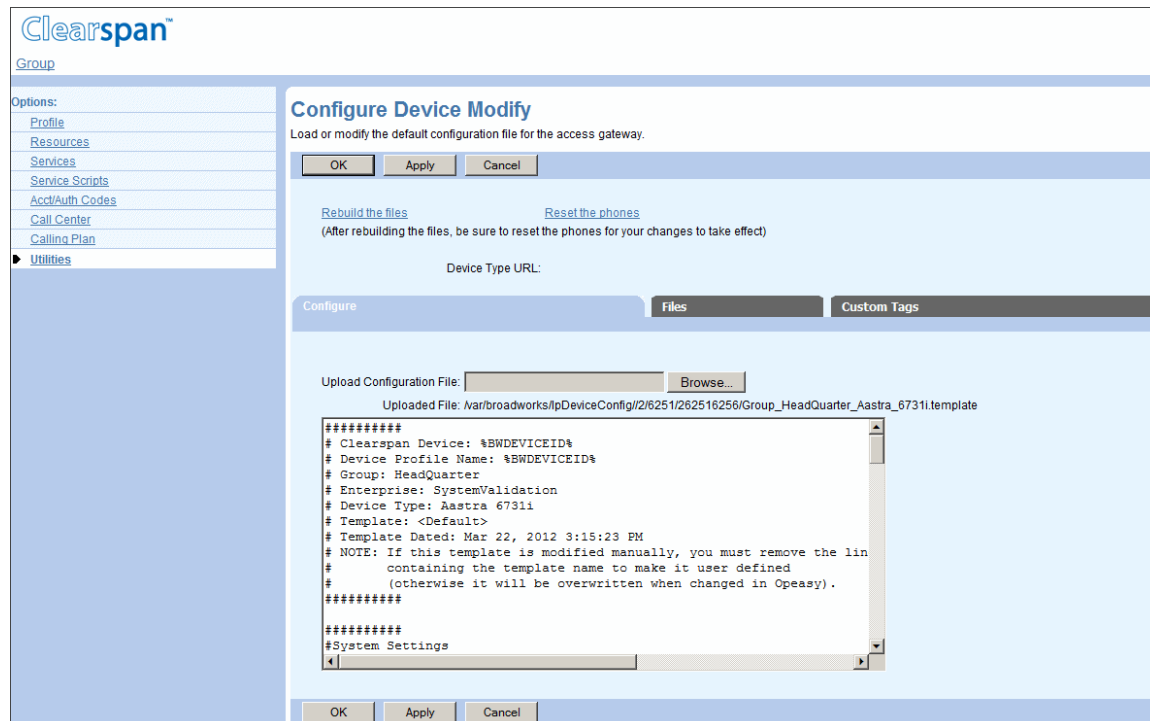
Figure 174 Group – Configure Device Files

- 1) On the *Group – Configure Device Modify* page, click the *Files* tab. The *Group – Configure Device Files* page appears listing all the files for the device.
- 2) To modify a device file used by the Identity/Device Profile Type in the group, click **Edit** in the row for the file to modify.
- 3) To rebuild (regenerate and transmit to the server) all the files used by the identity/device profile type, click the **Rebuild the files** link. A warning message appears indicating the impact to the system performance.
- 4) To instruct the group phones that use this device profile type and that support a remote reset display to rebuild their configuration files, click the **Reset the phones** link. A warning message appears indicating the impact to the system performance.
- 5) To test file access, click the link in the *Access File* column and the row for the file you want to test. The browser imitates a device access for the file. If the operation is successful, a new browser window is open displaying the file. If it is not successful, you are shown an error message.
- 6) To download a repository file, click the **Download** link in the *Repository File* column and the row for the file to download, and then follow the instructions of your browser.
- 7) To download a template file, click the **Download** link in the *Template File* column and the row for the file for which you want to download the template file, and then follow the instructions of your browser.

- 8) Click **OK** to return to the previous page.

12.10.2.2.1 Modify Configurable Device File

Use the *Group – Configure Device Files Modify* page to modify a file for a configurable device.



Clearspan™

Group

Options:

- Profile
- Resources
- Services
- Service Scripts
- Acct/Auth Codes
- Call Center
- Calling Plan
- Utilities

Configure Device Modify

Load or modify the default configuration file for the access gateway.

OK Apply Cancel

[Rebuild the files](#) [Reset the phones](#)
(After rebuilding the files, be sure to reset the phones for your changes to take effect)

Device Type URL:

Configure Files Custom Tags

Upload Configuration File: Browse...

Uploaded File: /var/broadworks/fpDeviceConfig/2/6251262516256/Group_HeadQuarter_Aastra_6731i.template

```
#####
# Clearspan Device: %BWDEVICEID%
# Device Profile Name: %BWDEVICEID%
# Group: HeadQuarter
# Enterprise: SystemValidation
# Device Type: Aastra 6731i
# Template: <Default>
# Template Dated: Mar 22, 2012 3:15:23 PM
# NOTE: If this template is modified manually, you must remove the line
#       containing the template name to make it user defined
#       (otherwise it will be overwritten when changed in Opeasy).
#####
#System Settings
*
```

OK Apply Cancel

Figure 175 Group – Configure Device File Modify

- 1) On the *Group – Configure Device Modify* page, click the **Files** tab. The *Group – Configure Device Files* page appears listing all the files for the device.
- 2) Click **Edit** or any item in the row for the device file. The *Group – Configure Device File Modify* page appears.
- 3) To test file access, click the link next to *Access File*. The browser imitates a device access for the file. If the operation is successful, a new browser window opens displaying the file. If it is not successful, an error message appears.
- 4) To download a repository file, click the **Download** link next to *Repository File*, and then follow the instructions of your browser.
- 5) To download a template file, click the **Download** link next to *Template File*, and then follow the instructions of your browser.
- 6) To assign a file, select from the following:
 - *Manual* specifies that the Provisioning Server does not generate the file for this device profile. It is manually generated and saved onto the file repository.
 - *Default* specifies that the device does not use a custom template. Instead, the Provisioning Server uses the corresponding file/template defined at the device-profile level to build the resulting file for the device.
 - *Custom* specifies that the device has its own file/template for this file.

- 7) If you have selected a custom file, click **Browse** to add the file to the *Upload File* text box. The uploaded file remains on your local computer.
- 8) For IP phones, click **Rebuild the File** to regenerate and transmit the configuration file to the file server.
- 9) For IP phones that support a remote reset display, to instruct the phone to reload its configuration file, click **Reset the Phone(s)**.
- 10) Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

12.10.2.3 Manage Custom Tags

Use the *Group – Configure Device Custom Tags* page to manage custom device management tags for your group devices.

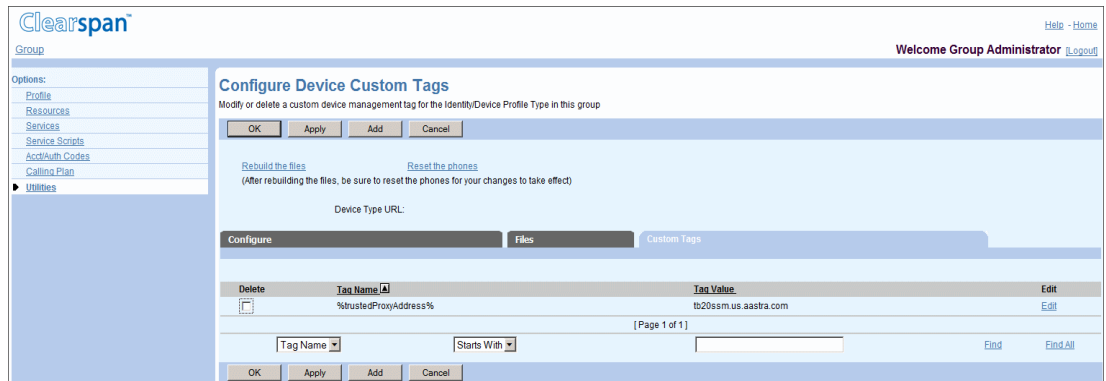


Figure 176 Group – Configure Device Custom Tags

12.10.2.3.1 Add Custom Tag

Use the *Group – Configure Device Custom Tag Add* page to add a custom tag.

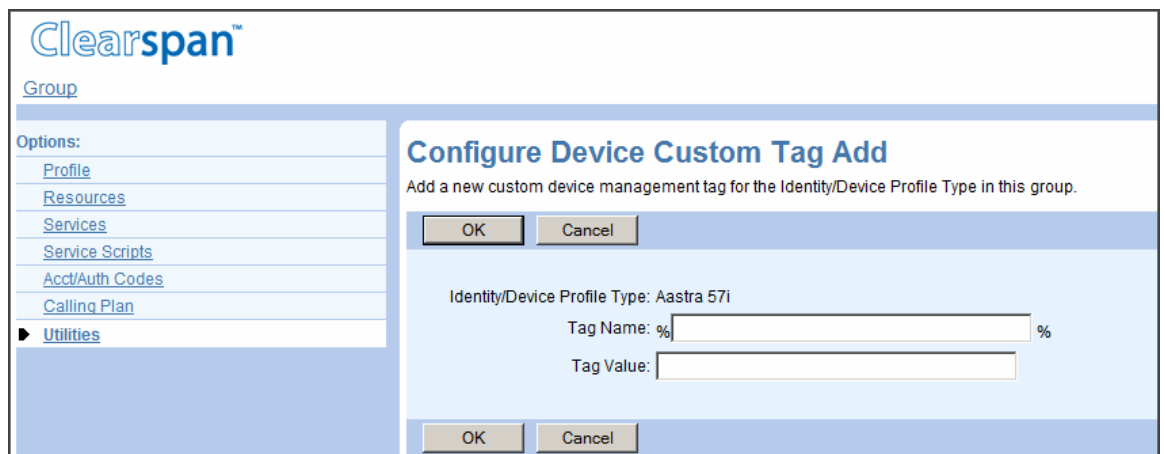


Figure 177 Group – Configure Device Custom Tag Add

- 1) On the *Group – Configure Device Modify* page, click the *Custom Tags* tab. The *Group – Configure Device Custom Tags* page appears.

- 2) Click **Add**. The *Group – Configure Device Custom Tag Add* page appears.
- 3) In the *Tag Name* text box, enter the name for the tag.

NOTE: The name cannot contain the “%” symbol, except for the beginning and ending “%” already provided for you; or, start with “BW”, which is reserved for system tags.

- 4) In the *Tag Value* text box, enter the value for the tag.
- 5) To save your changes and return to the previous page, click **OK**.
To exit without saving, click **Cancel** or select another page.

12.10.2.3.2 Modify Custom Tag

Use the *Group – Identity/Device Profile Custom Tag Modify* page to modify an existing custom tag. You can also delete a custom tag using this page.

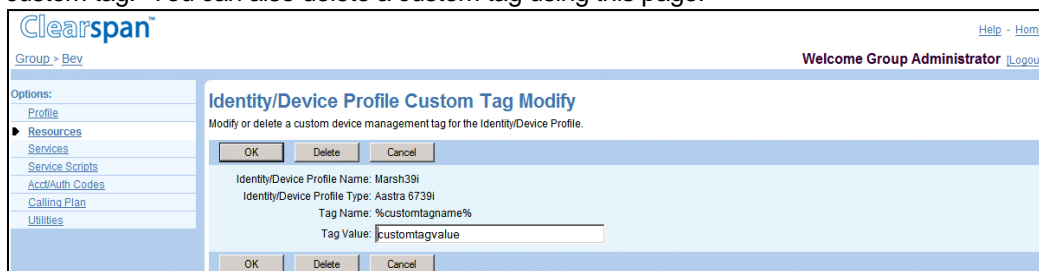


Figure 178 Group – Identity/Device Profile Custom Tag Modify

- 1) On the *Group – Configure Device Modify* page, click the *Custom Tags* tab. The *Group – Configure Device Custom Tags* page appears.
- 2) Click **Edit** or another item in the row for the tag to edit. The *Identity/Device Profile Custom Tag Modify* page appears.
- 3) To delete the tag, click **Delete**. The *Group – Configure Device Custom Tags* page appears.

WARNING: The Delete function cannot be undone. Once you click Delete, your deletion is final. You can press Cancel before you click Delete to avoid a deletion.

- 4) To modify the custom tag, enter the new value for the tag.
- 5) To save your changes and display the previous page, click **OK**.
To exit without saving click **Cancel** or select another page.

12.10.2.3.3 Delete Custom Tag

Use the *Group – Configure Device Custom Tags* page to delete a custom tag.

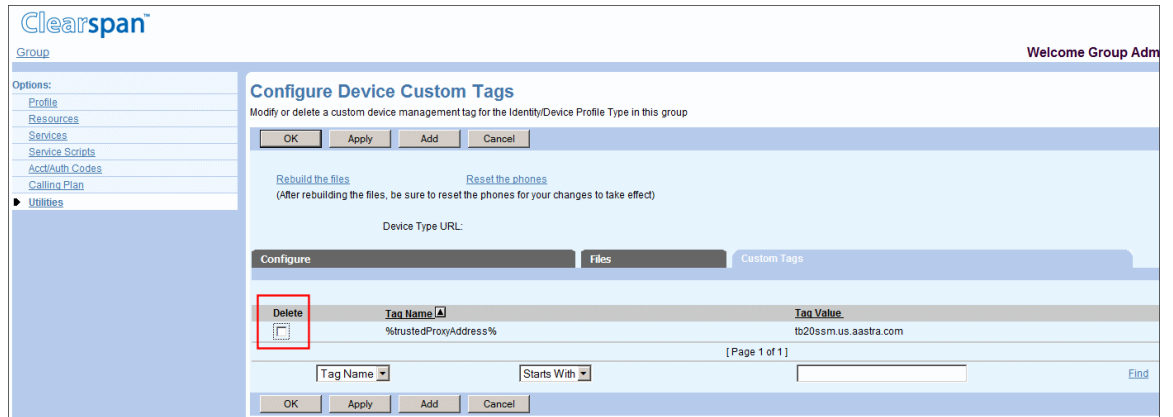


Figure 179 Group – Configure Device Custom Tags, Deleting a Tag

- 1) On the *Group – Configure Device Modify* page, click the *Custom Tags* tab. The *Group – Configure Device Custom Tags* page appears.
- 2) Check *Delete* in the row for the tag to delete.
- 3) To save your changes, click **Apply** or **OK**. **Apply** saves your changes. **OK** saves your changes and displays the previous page.
- 4) To exit without saving and display the previous page, click **Cancel**.

12.11 Device Management Event Queues

Use this item on the *Group – Utilities* menu to view and cancel device management events generated by users or administrators in your group.

Events can be cancelled before they are completed, that is, while they are waiting in the event queue to be processed or are being processed.

12.11.1 View or Cancel In Progress and Pending Events

You use the In Progress/Pending tab on the *Group – Device Management Event Queues* page to view detailed information on or cancel in progress and pending device management events triggered by a user or administrator in your group.

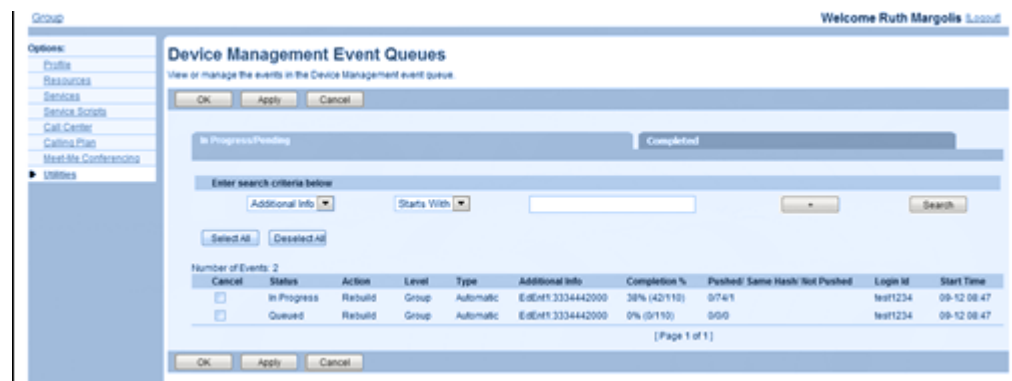


Figure 180 Group – Device Management Event Queues (In Progress/Pending Tab)

- 1) On the *Group – Utilities* menu page, click **Device Management Event Queues**. The *Group – Device Management Event Queues* page appears.
- 2) The **In Progress/Pending** tab appears by default listing events that are either being processed or waiting to be processed, which can be either pending or queued internally. The events are shown in order of processing, with the first event in the list being currently processed or next in line to be processed.

This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.

- 3) To cancel an event, check the *Cancel* box in the row of the event.

NOTE: An event that is being processed on another host can only be cancelled on that host.

- 4) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

12.11.2 View Completed Events

You use the Completed tab on the *Group – Device Management Event Queues* page to view detailed information on the completed device management events triggered by a user or administrator in your group.

Status	Action	Level	Type	Additional Info	Completion %	Pushed	Same Hash	Not Pushed	Login Id	Start Time	Process Time
Completed	Rebuild	User	Automatic	BostonOfficeDesk1	100% (1/1)	0/0			atcdistributing	09-12-05 15	0000:00:00:004
Completed	Rebuild	User	Automatic	Level2Support	100% (1/1)	0/0			atcdistributing	09-12-12 26	0000:00:00:005
Completed	Rebuild	User	Automatic	ordertracker	100% (1/1)	0/0			atcdistributing	09-11-03 14	0000:00:00:004
Completed	Rebuild	User	Automatic	hotline	100% (1/1)	0/0			atcdistributing	09-11-02 53	0000:00:00:004
Completed	Rebuild	User	Automatic	ABCDistributionCenter	100% (1/1)	0/0			atcdistributing	09-11-02 26	0000:00:00:005
Completed	Rebuild	User	Automatic	SupportPagingGroup	100% (1/1)	0/0			atcdistributing	09-11-02 16	0000:00:00:002
Completed	Rebuild	User	Automatic	BostonOfficeDesk12	100% (1/1)	0/0			atcdistributing	09-11-01 57	0000:00:00:001
Completed	Rebuild	User	Automatic	SupportLevel2	100% (1/1)	0/0			atcdistributing	09-11-01 53	0000:00:00:003
Completed	Rebuild	User	Automatic	FindMeSupportGrp	100% (1/1)	0/0			atcdistributing	09-11-01 47	0000:00:00:003
Completed	Rebuild	User	Automatic	beanywhere	100% (1/1)	0/0			atcdistributing	09-11-01 24	0000:00:00:003
Completed	Rebuild	User	Automatic	myfloridastand	100% (1/1)	0/0			atcdistributing	09-10-12 22	0000:00:00:002
Completed	Rebuild	User	Automatic	myfloridastand	100% (1/1)	0/0			atcdistributing	09-10-12 22	0000:00:00:003
Completed	Rebuild	Group	Automatic	AirtelTelecomABC Distributing	100% (1/1)	0/0			atcdistributing	09-10-12 21	0000:00:00:006

Figure 181 Group – Device Management Event Queues (Completed Tab)

- 1) On the *Group – Utilities* menu page, click **Device Management Event Queues**. The *Group – Device Management Event Queues* page appears.
- 2) Click the **Completed** tab. This tab lists the events that have completed and are ordered by completion time. This includes events cancelled while queued internally.

This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.

- 3) Click **OK** to exit the page.

12.12 Extension Dialing

Use this item on the *Group – Utilities* menu to configure extension length.

Extension Dialing allows users in the group to dial only an extension number using the web interface or a phone to reach other members of the group. Users in the group can be configured with extensions of varying lengths within the limits (minimum and maximum) defined for the group on this page. By default, these parameters are equal to those configured at the system level.

You can decrease the maximum extension length down to the number of digits of the longest assigned extension and increase the maximum extension length up to the system maximum.

Modifying the maximum extension length has no impact on the existing extensions.

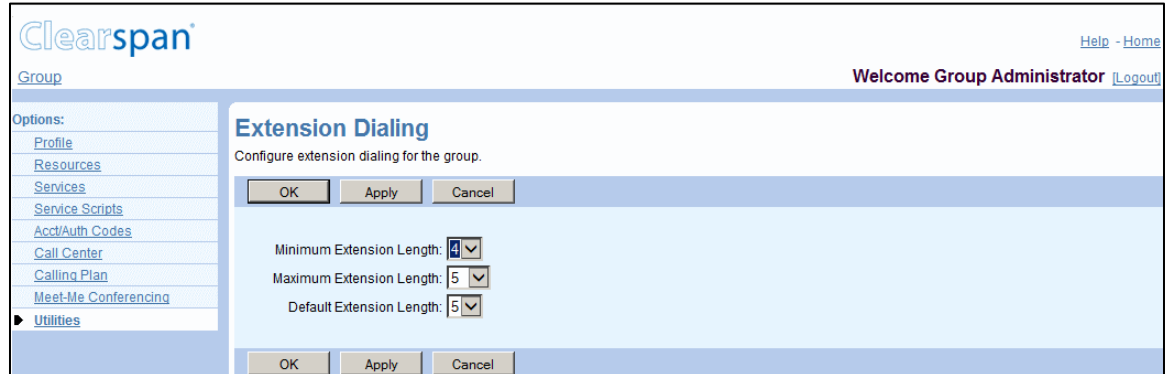
When you increase the minimum extension length, any assigned extensions are automatically modified to match the new minimum length. Modifications are based on the following guidelines:

- If the user's directory number (DN) is sufficiently long, then DN digits are used to lengthen the extension.
- If the user has no DN or the length of the DN is shorter than the new minimum, zeros are added to the beginning of the extension.

If a resulting extension is in conflict with an existing extension, the extension is not assigned. A counter is incremented and the number of unassigned extensions is communicated to the administrator at the end of the modification.

12.12.1 Configure Extension Length

Use the *Group – Extension Dialing* page to modify the extension length for the group.



The screenshot shows the Clearspan web interface. On the left is a navigation menu with options: Profile, Resources, Services, Service Scripts, Acct/Auth Codes, Call Center, Calling Plan, Meet-Me Conferencing, and Utilities (which is selected). The main content area is titled 'Extension Dialing' and includes the instruction 'Configure extension dialing for the group.' Below this are three drop-down menus: 'Minimum Extension Length' (set to 4), 'Maximum Extension Length' (set to 5), and 'Default Extension Length' (set to 5). At the top of the main area are buttons for OK, Apply, and Cancel. At the bottom are also buttons for OK, Apply, and Cancel. The top right of the interface shows 'Welcome Group Administrator' and a 'Logout' link.

Figure 182 Group – Extension Dialing

- 1) On the *Group – Utilities* menu page, click **Extension Dialing**. The *Group – Extension Dialing* page appears.
- 2) Configure the maximum number of digits allowed in an extension. From the *Maximum Extension Length* drop-down list, select the number of digits.
- 3) Configure the minimum number of digits of digits allowed in an extension. From the *Minimum Extension Length* drop-down list, select the number of digits.
- 4) Configure the default number of digits in an extension. From the *Default Extension Length* drop-down list, select the number of digits.

The default number of digits determines the number of digits from the user's DN to be used as extension, when automatically creating extensions.

- 5) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

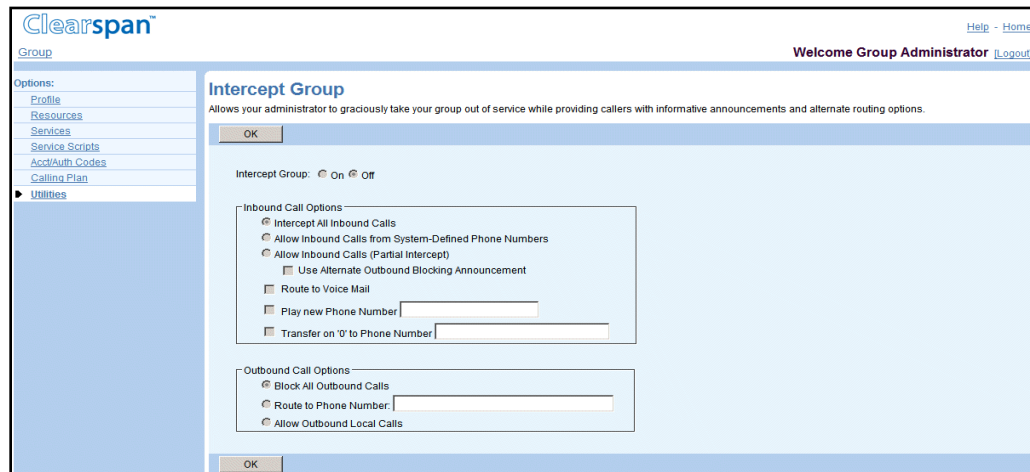
12.13 Intercept Group

The Intercept Group service allows your service provider or enterprise administrator to block calls to all members of your group. When Intercept Group is enabled for your group, callers for intercepted calls to and from members of your group are provided with informative announcements and alternate routing options.

Use the *Intercept Group* item on the *Group – Utilities* menu to view intercept settings for your group.

12.13.1 List Intercept Group Settings

Use the *Group – Intercept Group* page to view the Intercept Group settings configured by the service provider or enterprise administrator for your group.



The screenshot shows the 'Clearspan' web interface. On the left is a sidebar with a 'Group' menu and 'Utilities' selected. The main area is titled 'Intercept Group' and contains a description: 'Allows your administrator to gracefully take your group out of service while providing callers with informative announcements and alternate routing options.' Below this is an 'OK' button and a toggle for 'Intercept Group' set to 'On'. There are two sections: 'Inbound Call Options' and 'Outbound Call Options'. In the 'Inbound Call Options' section, 'Intercept All Inbound Calls' is selected, and there are checkboxes for 'Allow Inbound Calls from System-Defined Phone Numbers', 'Allow Inbound Calls (Partial Intercept)', 'Use Alternate Outbound Blocking Announcement', 'Route to Voice Mail', 'Play new Phone Number' (with an input field), and 'Transfer on '0' to Phone Number' (with an input field). In the 'Outbound Call Options' section, 'Block All Outbound Calls' is selected, and there are checkboxes for 'Route to Phone Number' (with an input field) and 'Allow Outbound Local Calls'. An 'OK' button is at the bottom.

Figure 183 Utilities – Intercept Group

- 1) On the *Group – Utilities* menu page, click **Intercept Group**. The *Group – Intercept Group* page appears.
- 2) To display the previous page, click **OK**.

The following table provides an explanation of each item on the *Utilities – Intercept Group* page.

Item	Description
Intercept Group	When set to <i>On</i> , the Intercept Group service is enabled and calls to and from the members of the group are treated as specified on this page.
Inbound Call Options	
Intercept All Inbound Calls	When this option is selected, all inbound calls are intercepted.
Allow Inbound Calls from System-Defined Phone Numbers	When this option is selected, inbound calls are intercepted, except for the calls from specific numbers defined by the system administrator.
Allow Inbound Calls (Partial Intercept)	If this option is selected, users in your group can receive calls.
Use Alternate Outbound Blocking Announcement.	If this option is checked, users hear an outbound blocking announcement when trying to make a call.
Route to Voice Mail	When this option is selected, all incoming calls are routed to the user's voice mail.
Play new Phone Number	When this option is selected, the callers hear the new phone number that replaces your current phone number.
Transfer on "0" to Phone Number	When this option is selected, the callers are transferred to the specified phone number upon pressing "0". For example, this can be the number of the reception.
Outbound Call Options	
Block All Outbound Calls	When this option is selected, group members cannot make calls. When users try to make a call, the call is intercepted and they hear an announcement.
Route to Phone Number	When this option is selected, calls made by group members are routed to the specified phone number.
Allow Outbound Local Calls	When this option is selected, group members are allowed to make local calls.

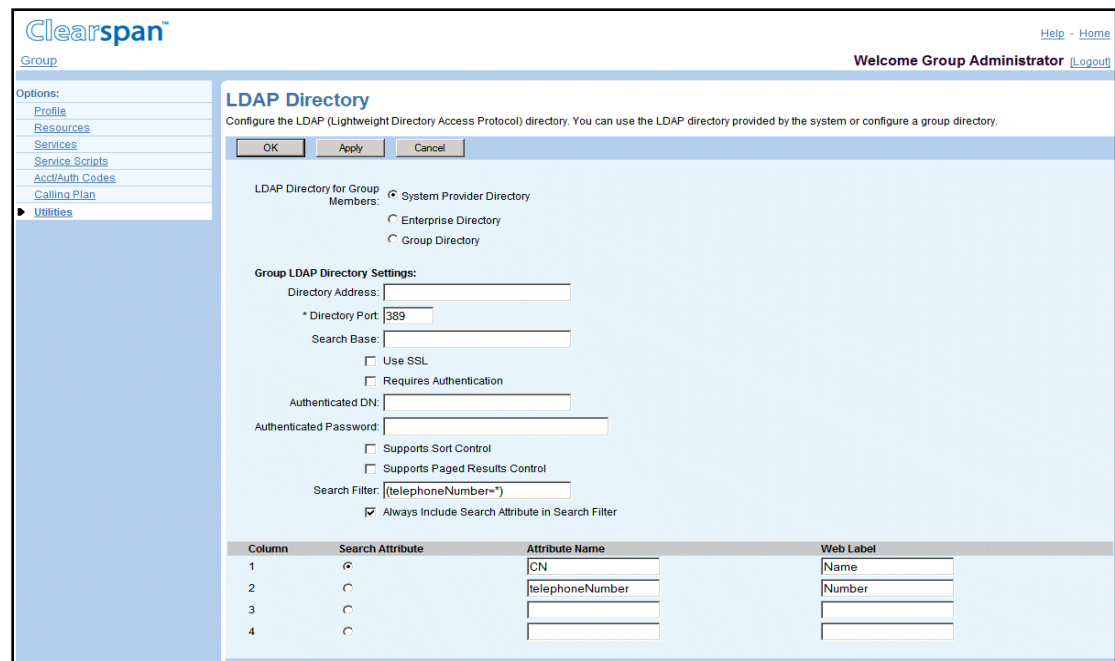
12.14 LDAP Directory

Use this item on the *Group – Utilities* menu to select the LDAP directory type and configure the group LDAP directory.

12.14.1 Select LDAP Directory Type and Configure Group LDAP Directory

Use the *Group – LDAP Directory* page to select the source of the Lightweight Directory Access Protocol (LDAP) directory configuration (system-level, service provider or enterprise-level, or group-level) and to configure a group LDAP directory.

NOTE: This service must also be assigned (**Assign Services** on *Group – Resources* menu) and turned on (**LDAP Integration** on *Group – Services* menu) for users to carry out searches on the directory server.



Clearspan Help - Home

Group Welcome Group Administrator [Logout]

Options:

- Profile
- Resources
- Services
- Service Scripts
- Acc/Auth Codes
- Calling Plan
- Utilities**

LDAP Directory

Configure the LDAP (Lightweight Directory Access Protocol) directory. You can use the LDAP directory provided by the system or configure a group directory.

OK Apply Cancel

LDAP Directory for Group Members:

- ☒ System Provider Directory
- ☐ Enterprise Directory
- ☐ Group Directory

Group LDAP Directory Settings:

Directory Address:

* Directory Port:

Search Base:

☐ Use SSL

☐ Requires Authentication

Authenticated DN:

Authenticated Password:

☐ Supports Sort Control

☐ Supports Paged Results Control

Search Filter:

☒ Always Include Search Attribute in Search Filter

Column	Search Attribute	Attribute Name	Web Label
1	<input checked="" type="radio"/>	CN	Name
2	<input type="radio"/>	telephoneNumber	Number
3	<input type="radio"/>		
4	<input type="radio"/>		

Figure 184 Group – LDAP Directory

- 1) On the *Group – Utilities* menu page, click **LDAP Directory**. The *Group – LDAP Directory* page appears.
- 2) Use the *LDAP Directory for Group Members* control to determine the source of your directory server's configuration. You can use a directory configured by your system administrator, your service provider administrator (if your group was provisioned by a service provider), or your enterprise administrator (if your group is part of an enterprise). You can also configure a directory server for the users in your group.
- 3) If you select "System Provider Directory", "Service Provider Directory", or "Enterprise Directory" (note that for a group under an Enterprise, "Service Provider Directory" is replaced by "Enterprise Directory"), you do not need to supply the rest of the information on this page. Click **OK** to save your changes and return to the previous page.

- 4) If you select "Group Directory", type or select data in the *Group LDAP Directory Settings* input boxes:
 - *Directory Address*: Enter the address of the LDAP server, which should be an IP address or a fully qualified domain name.
 - *Directory Port*: Enter the port of the LDAP server, which should be an integer from 0 to 65535. The default is 389.
 - *Search Base*: Enter the search base of the LDAP server. The search base is the search root suffix, which should reflect the domain name of the site you are searching.
 - If the LDAP server requires connections protected by the Secure Sockets Layer (SSL) security protocol, check *Use SSL*. The use of SSL requires the Clearspan application server to store a digital certificate from your directory server. Request your system provider administrator, service provider administrator, or enterprise administrator to load your directory server's certificate for you.
 - If the LDAP server requires authentication, check *Requires Authentication*. Then specify the *Authenticated DN* (Distinguished Name in the directory server) and *Authenticated Password*. The authenticated DN should be a unique reference to the authenticated user within the directory tree. The password is the password for the authenticated user.
 - If the LDAP server supports sort control, check *Supports Sort Control*. (Using this control speeds up the search.)
 - If the LDAP server supports paged results control, check *Supports Paged Results Control*. (Using this control speeds up the search.)
 - You can specify a search filter to include in all directory server searches in the *Search Filter* box. By default, the suggested search filter is "(telephoneNumber".
 - Check *Always Include Search Attribute in Search Filter* if you want to force the current Search Attribute to be included in all directory server searches, even when the user leaves search parameters blank. By default, a search with blank parameters will use only the value of the *Search Filter* box described above, for example, "(telephoneNumber=*)". If you check this box, the system will also include the current search attribute with a wildcard character. For example, "(telephoneNumber=*)(cn=*)".
 - You can use the table at the bottom of the web page to specify up to four attributes for the system to return from the directory server. In the *Attribute Name* column of the table, specify the attributes you wish to display, and assign a text label to appear for each attribute in the *Web Label* column. You must select one of the attributes listed in this table to be the current search attribute. Click the button corresponding to your choice in the *Search Attribute* column.
- 5) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

12.15 Verify Translation and Routing

Use this item on the *Utilities* menu page to create Verify Translation and Routing (VTR) requests and run test calls.

12.15.1 Run Test Calls

Use the *Group – Verify Translation and Routing* page to create VTR requests and run test calls to gather information about translation, routing, and services for calls.

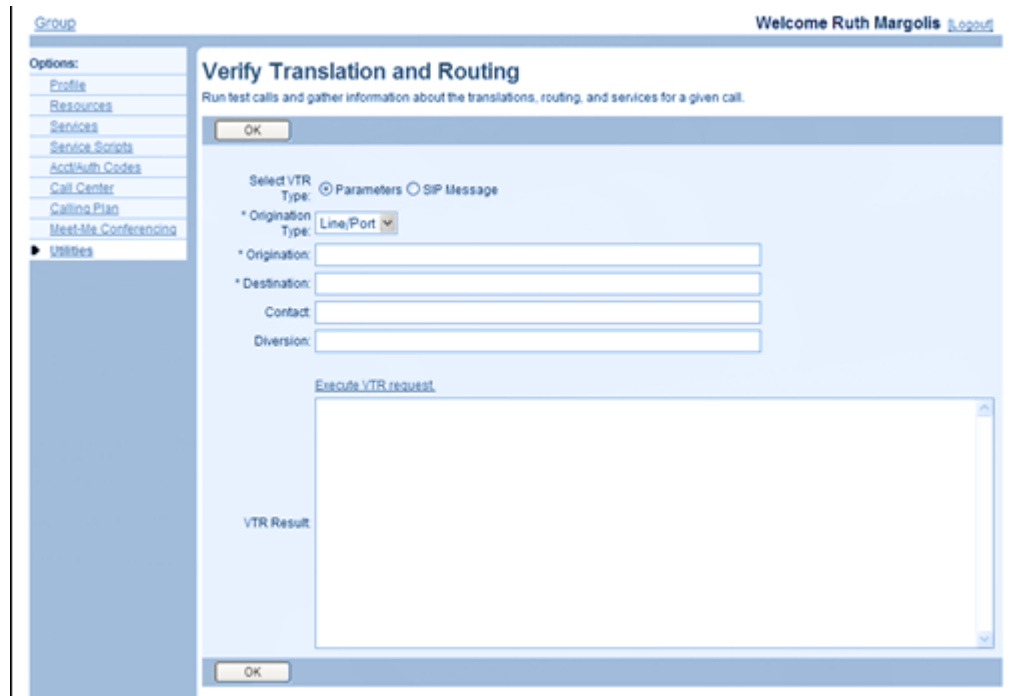


Figure 185 Group – Verify Translation and Routing (Parameters)

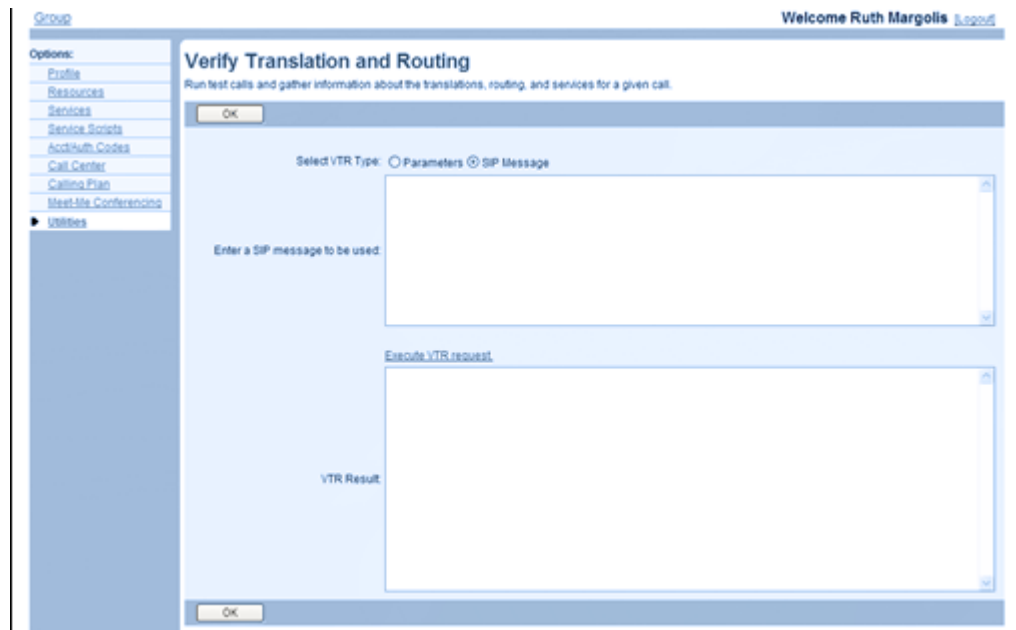


Figure 186 Enterprise – Verify Translation and Routing (SIP Message)

- 1) On the *Group – Utilities* menu page, click **Verify Translation and Routing**. The *Group – Verify Translation and Routing* page appears.

- 2) Select the type of request you want to submit. For *Select VTR Type*, select *Parameters* or *SIP Message*.
- 3) If you selected *Parameters*, provide the following information:
 - From the *Origination Type* drop-down list, select the type of origination to use to trigger the VTR request.
 - In the *Origination* text box, enter the originating address/identification of the selected type:
 - A line or port number must contain the '@' character and can be at most 161 characters.
 - A phone number can be at most 23 characters.
 - A user ID must be in the form 'user@domain' and can be at most 161 characters.
 - A URL must contain the '@' character and can be at most 256 characters.
 - In the *Destination* text box, enter the call destination address/identification. It can be of any type allowed for call originations.
 - In the *Contact* text box, enter the contact URL to use for the test call.
 - In the *Diversion* text box, enter the diversion URL to use for the test call.
- 4) If you selected *SIP message*, enter the message in the *Enter a SIP message to be used* text box. The SIP message must be longer than 20 characters to be considered valid.
- 5) To submit the request, click the **Execute VTR request** link. The result of the test is displayed in the *VTR Result* box.
- 6) To exit the page, click **OK**.

12.16 Voice Portal Branding

Use this item on the *Utilities* menu page to select greetings.

12.16.1 Select Greetings

Use the *Group - Voice Portal Branding* page to select the sources for the voice portal greeting and the voice messaging greeting.

The voice portal greeting is played when a caller dials the voice portal number. The voice messaging greeting is played when users in the group dial their extension to access their mailbox.

Any voice portal administrator can also record or delete these messages by phone after they log in to the voice portal.

NOTE: Assign the Voice Messaging Group service before using this page to brand greetings. The maximum length allowed for the greetings files is five minutes.

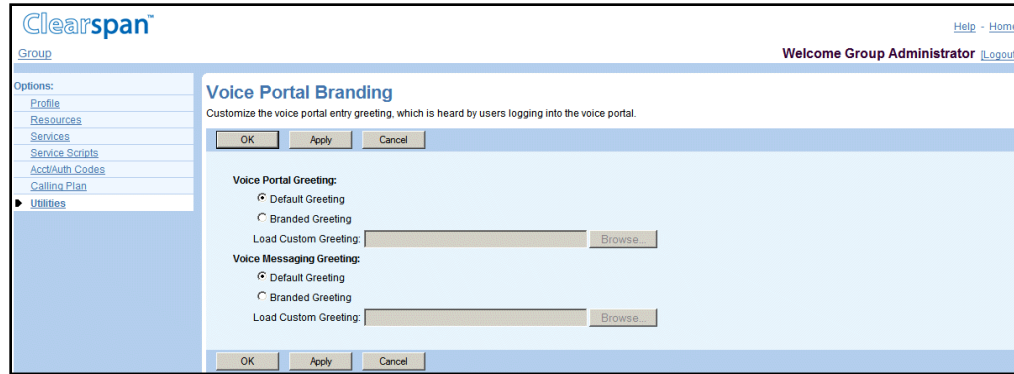


Figure 187 Group – Voice Portal Branding

- 1) On the *Group – Utilities* menu page, click **Voice Portal Branding**. The *Group – Voice Portal Branding* page appears.
- 2) For *Voice Portal Greeting* and *Voice Messaging Greeting*, select the greeting to use:
 - Select *Default Greeting* to use the system default.
 - Select *Branded Greeting* and select a file with your custom greeting from the drop-down list to use a custom greeting.
- 3) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.
To exit without saving, click **Cancel** or select another page.

DEPARTMENT ADMINISTRATION

This section contains the following chapters:

- [Department Administrator Tasks and Responsibilities](#)
- [Profile Menu](#)
- [Group Services Menu](#)
- [Utilities Menu](#)

NOTE: This section lists all the tasks of a department administrator. However, the section references only those tasks a department administrator performs for a department as a unit. Italics identify the tasks that involve individual members of the department, that is, users, for example, *Add, modify, and delete users*. For information about the user tasks, refer to the *Clearspan Application Server Group Web Interface Administration Guide - Part 2*.



13 Department Administrator Tasks and Responsibilities

A department administrator, using the CommPilot web interface of the Application Server, performs these tasks:

- *Add, modify, and delete users*
- *Manage their own password*
- *Add, modify, and delete these Group Services which are configured as virtual users: the Auto Attendant (Basic), Meet-Me Conference Bridges (Basic), Call Center (Advanced), and Hunt Group (Advanced) services.*
- *Add, modify, and delete these utilities: Common Phone List and Group Directory*

A department may be a subdivision of an enterprise, a subdivision of a group within an enterprise, or a subdivision of a group provisioned by a service provider.

Department administrators perform the same tasks as a group administrator, using the same pages in the web interface. Therefore, the sections of this document for department administrators do not also provide these procedures. Instead, references to the procedures shared by department and group administrators are provided.



14 Profile Menu

This chapter contains sections that correspond to each item on the *Group – Profile* menu page for a department administrator.

This menu page is the home page for department administrators and it appears when you log in. To return to this page at any time, click **Home**.

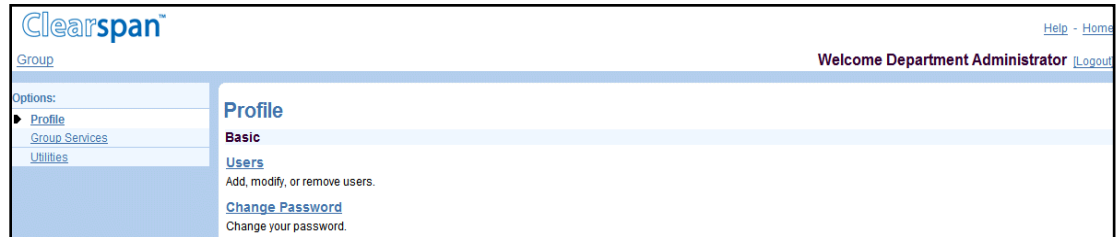


Figure 188 Group – Profile Menu

The *Group – Profile* menu for a department administrator contains this item:

- Basic menu

This menu displays the items that all department administrators can use:

- Users
- Change Password

14.1 Access Group – Profile Menu

Use the *Group – Profile* menu to add, modify, and delete the users in your department and change your password.

On your Home page, in the *Options* list, click **Profile**. The *Group – Profile* menu page appears.

14.2 Access Procedures for Profile Menu Tasks

To perform the department tasks provided by this menu:

- In the online document, click [Change Password](#).
- In the printed document, go to section [4.3.1 Change Your Password](#).

To perform the *user* tasks provided by this menu, see the *Clearspan Application Server Group Web Interface Administration Guide - Part 2*.



15 Group Services Menu

This chapter contains sections that correspond to each item on the *Group – Group Services* menu for a department administrator.

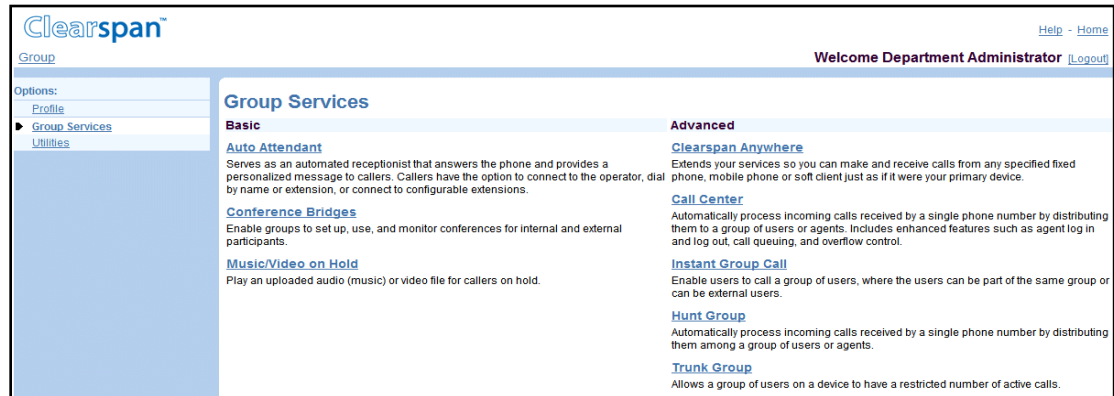


Figure 189 Group – Group Services Menu

The *Group – Group Services* menu for a department administrator contains these items:

- Basic menu
 - This menu displays the items that all department administrators can use:
 - Auto Attendant
 - Meet-Me Conference Bridges
 - Music/Video on Hold
- Advanced menu
 - This menu displays the items that department administrators can use only if such functions have been assigned to them:
 - Clearspan Anywhere
 - Call Center
 - Group Paging
 - Instant Group Call
 - Hunt Group
 - Trunk Group

15.1 Access Group – Group Services Menu

Use the *Group – Group Profile* menu to add, modify, and delete the group services on the menu page for your department.

On your *Home* page, in the *Options* list, click **Group Services**. The *Group – Group Services* menu page appears.

15.2 Access Procedures for Group Services Menu Tasks

To perform the department tasks provided by this menu:

- In the online document, click [Music/Video On Hold](#).
- In the printed document, go to section [6.3 Music/Video On Hold](#).

To perform the *user* tasks provided by this menu, please refer to the *Clearspan Application Server Group Web Interface Administration Guide - Part 2*.

16 Utilities Menu

This chapter contains sections that correspond to each item on the *Group – Utilities* menu page for a department administrator.

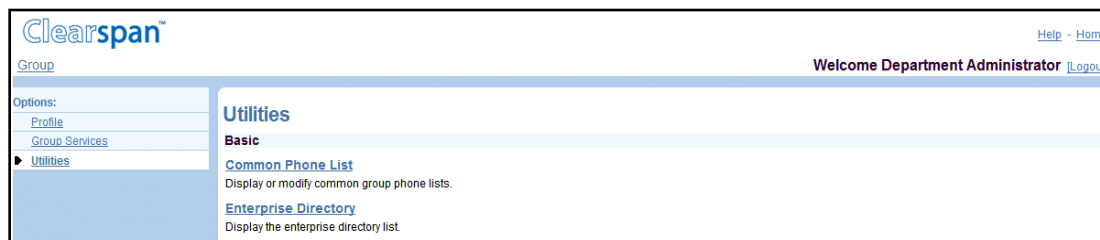


Figure 190 Group – Utilities Menu

The *Group – Utilities* menu for a department administrator contains these items:

- Basic menu
 - This menu displays the items that all department administrators can use:
 - Common Phone List
 - Group Directory
- Advanced menu
 - This menu displays the items that department administrators can use only if such functions have been assigned to them.

16.1 Access the Group – Utilities Menu

Use the *Group – Utilities* menu to add, modify, and delete listings in the Common Phone List and to display the group directory listings.

On your Home page, in the *Options* list, click **Utilities**. The *Group – Utilities* menu page appears.

16.2 Access Procedures for Utilities Menu Tasks Access the Group – Utilities Menu

Use the *Group – Utilities* menu to add, modify, and delete listings in the Common Phone List and to display the group directory listings.

On your Home page, in the *Options* list, click **Utilities**. The *Group – Utilities* menu page appears.

To perform the tasks provided by this menu:

In the online document, click:

- [Common Phone List](#)
- [Group Directory](#)

In the printed document, go to the following sections:

- Section [12.2 Common Phone List](#)
- Section [12.5 Group Directory](#)



Acronyms and Abbreviations

This section lists the acronyms and abbreviations found in Clearspan documents, web interfaces, and online help. The acronyms and abbreviations are listed in alphabetical order along with their meanings.

3DES	Triple Digital Encryption Standard
3GPP	3rd Generation Partnership Project
3PCC	Third Party Call Control
3PCR	Third Party Call Recording
AA	Auto Attendant
AAA	Authentication, Authorization, and Accounting
AAC	Account/Authorization Code
AAC	Advanced Audio Coding
AAL	ATM Adaptation Layer
AAST	Average Answer Setup Time
ABNF	Augmented Backus-Naur Format
AC	Active Calls
AC	Alarm Count
AC	Attendant Console
ACA	Accounting Answer
ACB	Automatic Callback
ACC	Agent Call Control
ACC	Advanced Call Control
ACD	Automatic Call Distribution
ACFS	ASM Cluster File System
ACgPN	Additional Calling Party Number
ACI	Alternate Call Indicator
ACL	Access Control List
ACM	Audio Compression Manager
ACR	Accounting Request
ACR	Anonymous Call Rejection
ACS	Advanced Communications Server
ACST	Average Call Setup Time
ACW	After Call Work
Admin	Administrator
AE	Assistant–Enterprise
AES	Advanced Encryption Standard
AGA	Admin Group Add
AGD	Admin Group Delete
AH	Authentication Header
AHR	Automatic Hold Retrieve
AHT	Average Handle Time

AHTBCL	Average Hold Time Before Call Loss
AKA	Also Known As
ALaw	ITU Standard for Analog to Digital Audio Data Conversion
ALG	Application Layer Gateway
ALI	Automatic Location Identification
ALI DB	Automatic Location Identification Database
AMR	Adaptive Multi-Rate
AMS	Access Mediation Server
ANAB	Average Number of Agents Busy
ANALO	Average Number of Agents Logged Off
ANI	Automatic Number Identification
ANN	Announcement
ANSI	American National Standards Institute

AOR	Address Of Record
AORT	Average OCI Response Time
AP	Application Patch
API	Application Programming Interface
APN	Application Processing Node
APPN	Advanced Peer-to-Peer Networking
ARP	Address Resolution Protocol
ARPA	Advanced Research Projects Agency
ARPU	Average Revenue Per Unit
ART	Answer Response Time
AS	Application Server
ASA	Admin Service Provider Add
ASCF	SIP interface between Application Server and SCF
ASCII	American Standard Code for Information Interchange
ASD	Admin Service Provider Delete
ASM	Automatic Storage Management
ASN	Abstract Syntax Notation
ASN.1	Abstract Syntax Notation 1
ASR	Application Server Redundancy
ASR	Application Server Registration
ASR	Automated Speech Recognition
ASRQD	Average SIP Redirection Queue Delay
ATA	Analog Telephone Adapters
ATABC	Amount of Time Agent Busy With Call
ATALO	Amount of Time Each Agent Logged Off
ATALOI	Amount of Time Each Agent Logged On and Idle
ATASC	Average Time Agents Spends on Call

ATM	Asynchronous Transfer Mode
ATQ	Average Time in Queue
AUA	Admin User Add
AUCX	Audit Connection
AUD	Admin User Delete
AUEP	Audit Endpoint
AVC	Video Compression
AVP	Attribute Value Pair
B2BUA	Back-to-Back User Agent
BA	Clearspan Anywhere
BCCT	Clearspan Common Communication Transport
BCL	Basic Call Log
BCO	Busy Camp-On
BE	Back End
BE	Back End Server
BER	Basic Encoding Rules
BFCP	Binary Floor Control Protocol
BGCF	Border Gateway Control Function
BHCA	Busy Hour Call Attempts
BI	Business Intelligence
BICC	Bearer Independent Call Control
BLF	Busy Lamp Field
BNF	Backus-Naur Format
BPS	Bits Per Second
BRI	Basic Rate Interface
BS	Billing System
BSAM	Basic Sequential Access Method
BSD	Berkeley Software Distribution
BSS	Business SIP Services
C2DM	Cloud to Device Messaging
CA	Certification Authority
CAC	Carrier Access Code
CALA	Central America/Latin America (Spanish)
CALEA	Communication Assistance for the Law Enforcement Act
CALLP	Call a Prototyped Procedure or Program
CAMA	Centralized Automatic Message Accounting
CAMEL	Customized Applications for Mobile Network Enhanced Logic
CAP	Client Application Protocol
CAP	CAMEL Application Part
CAP-C	Client Application Protocol-Client
CAP-S-CallCenter	Client Application Protocol-Server-Call Center
CAS	Conferencing Application Server or Channel Associated Signaling
CAT	Customized Alerting Tone

CBC	Cipher Block Chaining
CBF	Communication Barring – Fixed
CB-UC	Communication Barring – User Control
CC	Country Code
CC	Call Category
CCA	Call Center Agent
CCA	Call Center Agent License
CCA	Credit Control Answer
CC-APDU	Call Content Delivery - Application Protocol Data Unit
CCBS	Completion of Communications to Busy Subscriber
CCC	Call Content Channels
CCC	Client Call Control
CCCF	Call Continuity Control Function
CCF	Charging Collection Function (used for off-line charging)
CCFH	Credit-Control-Failure-Handling
CCLID	CC Link Identifier
CCLink	Call Content Link
CCM	Call Capacity Management
CCNR	Completion of Communications by No Reply
CCPRI	Call Center Public Reporting Interface
CCR	Call Center Reporting
CCR	Credit Control Request
CCRS	Call Center Reporting Server
CCS	Call Center Supervisor
CCS	Call Center Supervisor License
CCSR	Call Center Supervisor Reporting License
CCXML	Call Control eXtensible Markup Language
CD	Compact Disc
CD	Conference Duration
CDC	Call Data Channel
CDF	Charging Data Function
CDIV	Communication Diversion
CDMA	Code Division Multiple Access
CDP	Charge Determination Point
CDR	Call Detail Record
CDR	Charging Data Record
CD-ROM	Compact Disc Read-Only Memory
CDS	Call Detail Server
CEA	Capabilities-Exchange-Answer
CER	Capabilities-Exchange-Request
CERN	Conseil Européen pour la Recherche Nucléaire
CF	Collection Function
CFA	Call Forwarding Always

CFA	Charging Function Addresses
CFB	Call Forwarding Busy
CFE	Customer Furnished Equipment
CFGNA	Call Forwarding Group No Answer
CFGNRc	Call Forwarding Group Not Reachable
CFNA	Call Forwarding No Answer
CFNR	Call Forwarding Not Reachable
CFNRc	Call Forwarding Not Reachable
CFNRY	Call Forward No Reply (No Answer)
CFS	Call Forwarding Selective
CFW	Control Channel Framework
CGF	Carrier Grade Framework
CGF	Charging Gateway Function
CGI	Common Gateway Interface
CGP	Charge Generation Point
CgPN	Calling Party Number
CI	Cell Identification
CI	Charge Indicator
CIC	Carrier Identification Code
CID	Communication Identifier (related to Lawful Intercept Interface)
CID	Calling Number Identification
CIDB	Calling Line ID Blocking
CIF	Common Intermediate Format
CIN	Communication Identity Number
CJK	Chinese, Japanese, and Korean
Class	Custom Local Area Signaling Service
CLEC	Competitive Local Exchange Carrier
CLI	Command Line Interface
CLIB	Calling Line ID Blocking
CLID	Calling Line ID
CLIO	Calling Line ID Blocking Override
CLIP	Calling Line Identification Presentation
CLIR	Calling Line Identification Restriction
CLNP	Connectionless Network Protocol
CM	Call Manager
CM/AC	Call Manager/Attendant Console
CMA	Congestion Management Applied
CMAS or CM-AS	Client Management Access Server (NOT Application Server)
CMI	Client Management Interface
CMPS or CM-PS	Client Management Profile Server
CMR	Congestion Management Requested
CMR	Codec Mode Request

CMS	Conferencing Media Server
CMS	Concurrent Mark Sweep (<i>which is a phase of the Java Garbage collector</i>)
CMS	Call Management Servers Call Management Servers
CN	Call Notify
CNAM	Caller ID with NAME
COLP	Connected Line Identification Presentation
COLR	Connected Line Identification Restriction
COM	Component Object Model
CONF	Conference
CORBA	Common Object Request Broker Architecture
COS	Class of Service
COT	Customer Originated Trace
CP	Call Pickup
CPC	Calling Party Category
CPCF	Content Provider Charging Function
CPCS	Common Part Convergence Sub-Layer
CPD	Call Progress Detection
CPE	Customer Premises Equipment
CPE	CommPilot Express
CPL	Call Processing Language
CPP	CommPilot Push Protocol
CPR	Call Park Retrieve
CPS	Calls Per Second
CPU	Central Processing Unit
CR	Call Rate
CR	Change Request
CRC	Cyclic Redundancy Check
CRCX	Create Connection
CRM	Customer Relationship Management
CRN	Contingency Routing Number
CRS	Call Recording Server
CRS	Cluster Ready Services
CS	Conferencing Server
CS	Circuit Switched
CS-AS	Conferencing Server–Application Server
CSCF	Call Session Control Function
CSEL	Carrier Selection
CSeq	Command Sequence
CSI	Client Service Interface
CSMA/CD	Carrier Sense Multiple Access with Collision Detection
CS-MGW	Circuit-Switched Media GateWay
CS-MS	Conferencing Server–Media Server
CSR	Certificate Signing Request

CSS	Cascading Style Sheets
CSS	Cluster Synchronization Service
CSTA	Computer Supported Telecommunications Applications
CSV	Comma Separated Value
CT	CAC Cut Through
CT	Call Transfer
CT	Call Type
CTI	Computer Telephony Integration
CW	Call Waiting
CW	Communication Waiting
CWC	City-Wide Center
CWC	City-Wide Centrex
CWT	Call Waiting Tone
DAS	Direct-Attached Storage
DB	Database
DBA	Doing Business As
DBA	Database Administrator
dBm	The power ratio in decibel (dB) of the measured power referenced to one milliwatt (mW).
Dbmo	The level of a signal as specified in dBmO, is the level of that signal (in dBm) as measured at the reference point of the network.
DBMS	Database Management System
DBS	Database Server
DbS	Database Server
DCE	Data Circuit Terminating Equipment
DCE	Distributed Computing Environment
DCE	Data Communications Equipment
DCLID	Dialable Caller ID
DDE	Dialed Digit Extraction
DDFH	Direct-Debiting-Failure-Handling
DDNS	Dynamic Domain Name System
DEN	Directory-Enabled Networking
DES	Data Encryption Standard
DFN	Diameter Front Node
DFS	Distributed File Service
DGC	Distributed Group Calls
DH	Diffie-Hellman
DHCP	Dynamic Host Configuration Protocol
DI	Diversion Inhibitor
DID	Direct Inward Dialing
DiffServ	Differentiated Services
DIMM	Dual In-line Memory Module
DKS	Device Key Synchronization
DLC	Data Link Control

DLCI	Data Link Connection Identifier
DLCX	Delete Connection
DLL	Dynamic Link Library
DLSw	Data Link Switching
DME	Distributed Management Environment
DMH	Dual Mode Handset
DMI	Digit Manipulation Index
DMI	Desktop Management Interface
DMS	Device Management System
DMTF	Desktop Management Task Force
DMZ	Demilitarized Zone
DN	Directory Number
DN	Distinguished Name
DNC	Distributed Network Calls
DND	Do Not Disturb
DNH	Directory Number Hunting
DNIS	Dialed Number Identification Service
DNS	Domain Name Server
DNS	Domain Name System
DOD	Direct Outward Dialing
DOI	Domain of Interpretation
DOM	Document Object Model
DOS	Disk Operating System
DoS	Denial of service
DPA	Disconnect-Peer-Answer
DPR	Disconnect-Peer-Request
DPUBI	Directed Call Pickup with Barge-in
DSA	Digital Signature Algorithm
DSAP	Destination Service Access Point
DSCP	Differentiated Services Code Point
DSI	Deployment Studio Image
DSL	Digital Subscriber Line
DSN	Database Store Name
DSO	Data Source Object
DSP	Digital Signal Processor
DSP	Deployment Studio Project
DSR	Direct Signal Reporting
DSS	Digital Signature Standard
DST	Daylight Savings Time
DST	Deployment Studio Template
DTAF	Device Type Archive File
DTD	Document Type Definition
DTE	Data Terminal Equipment
DTG	Destination Trunk Group

DTMF	Dual-Tone Multi-Frequency
DTP	Data Transfer Process
DTP	Deployment Test Plan
DTX	Discontinuous Transmission
DV	Digital Video
DWR	Device-Watchdog-Request
E 164	An ITU-T recommendation for international telecommunication numbering
E1	European Equivalent to North America T1
E911	Emergency 911
EA	Equal Access
EA	External Authentication
EA	Ending Announcement
EACD	Enhanced Automatic Call Distribution
ECCR	Enhanced Call Center Reporting
ECF	Event Charging Function (used for online charging)
ECL	Enhanced Call Log
E-CLIP	External Calling Line ID Delivery
ECMA	European Computer Manufacturers Association
ECN	Expensive Call Notification
E-CSCF	Emergency Call Session Control Function
ECT	Explicit Communication Transfer
ECUR	Event Charging with Unit Reservation
EDCDIC	Extended Binary Communication Data Interchange Code
EDT	Eastern Daylight Time
EGP	Exterior Gateway Protocol
EM	Emergency
EMEA	Europe, Middle East, and Africa
EMS	Element Management System
eMTA	Embedded Media Terminal Adapters
EOCP	Enhanced Outgoing Calling Plan
EOL	End of Line
EP	Emergency Patch
ERDB	ESZ Routing Database
ERP	Enterprise Resource Planning
ESCA	Enhanced Shared Call Appearance
ESGW	Emergency Service Gateway
ESN	Emergency Service Number
ESP	Encapsulating Security Payload
ESPOSREQ	Emergency Positioning Request
ESQK	Emergency Services Query Key
ESRN	Emergency Services Routing Number
ESZ	Emergency Service Zone
ETSI	European Telecommunications Standards Institute

EWM	Estimated Wait Message
EWS	External Web Server
FA	Flexible Alerting
FAC	Feature Access Codes
FAN	Fast Application Notification
FAQ	Frequently Asked Questions
FCAPS	Fault, Configuration, Accounting, Performance, and Security
FCC	Federal Communications Commission
FCF	Fast Connection Failover
FCOF	Forwarding Counter Override feature
FDDI	Fiber Distributed Data Interface
FE	Front End (server)
FEC	Front-End Clipping
FIFO	First In, First Out
FM	Simultaneous Ringing/Sequential Ringing
FMC	Fixed-mobile Convergence
FP	Fixpack
fps	Frames per Second
FPU	Floating Point Unit
FQDN	Fully Qualified Domain Name
FR	Failure Rate
FR	Frame Relay
FR	Feature Request
FRA	Flash Recover Area
FS	Feature Description
FSK	Frequency Shift Keying
FTP	File Transfer Protocol
FX	Firefox
FXO	Foreign eXchange Office
FXS	Foreign eXchange Subscriber
GA	Group Administrator
GB	Gigabyte
GC	Garbage Collection
GCI	Global Cell Identification
GCP	Group Call Park
GGP	Gateway-to-Gateway Protocol
GGSN	GPRS Gateway Support Node
GID	Group ID
GIF	Graphics Interchange Format
GMT	Greenwich Mean Time
GN	Generic Number
GOP	Group of Pictures
GP	Grace Period

GPRS	General Packet Radio Service
GSM	Group Spéciale Mobile
GSM	Global System for Mobile Communications
GT	Global Title
GTD	Generic Transparency Descriptor
GUI	Graphical User Interface
GW	Gateway
GWT	Google Widget Toolkit
HCB	Hierarchical Communication Barring
HD	High Definition
HDD	Hard Disk Drive
HDLC	High-level Data Link Control
HFC	Hold For Enquire
HLR	Home Location Register
HMAC	Hashed Message Authentication Code
HMC	Hosted Messaging and Collaboration
HPR	High Performance Routing
HSQL-DB	HyperSQL Database
HSS	Home Subscriber Server
HTML	Hypertext Markup Language
HTTP	Hypertext Transfer Protocol
HTTPD	Hypertext Transfer Protocol Daemon
HTTPS	Hypertext Transfer Protocol Secure Sockets
Hz	Hertz
I/O	Input/Output
IAB	Internet Activities Board
IAC	Interpret As Command
IAD	Integrated Access Device
IAM	Initial Address Message
IANA	Internet Assigned Numbers Authority
IAP	Intercept Access Point
IC	Instant Conferencing
ICA	Independent Computing Architecture
ICID	IMS Charging Identity
I-CLIP	Internal Calling Line ID Delivery
ICMP	Internet Control Message Protocol
ICP	Incoming Calling Plan
ICSA	In-Call Service Activation
I-CSCF	Interrogating Call Session Control Function
ICSS	Internet Connection Secure Server
ICV	Integrity Check Value
IDD	International Direct Dial
IDE	Integrated Development Environment

IDEA	International Data Encryption Algorithm
IDLC	Integrated Data Link Control
IDRP	Inter-Domain Routing Protocol
IE	Internet Explorer
IEC	InterExchange Carrier
IEC	International Electrotechnical Commission
IEC	Immediate Event Charging
IEEE	Institute of Electrical and Electronics Engineers
IESG	Internet Engineering Steering Group
IETF	Internet Engineering Task Force
iFC	initial Filter Criteria
IFC	Initial Filter Criteria
I-Frame	Intra-Frame
IGC	Instant Group Call
IGMP	Internet Group Management Protocol
IGP	Interior Gateway Protocol
IIOF	Internet Inter-ORB Protocol
IKE	Internet Key Exchange
ILEC	Incumbent Local Exchange Carrier
IM	Instant Messaging
IM&P	Instant Messaging and Presence
IMAP	Internet Message Access Protocol
IMRN	Intermediate Routing Number
IMRN	IP Multimedia Routing Number
IMS	Information Management System
IMS	IP Multimedia Subsystem
IMS-GWF	IP Multimedia Subsystem Gateway Function
IMS-MGW	IP Multimedia Subsystem Media Gateway Function
IN	International
IN	Intelligent Network
INDG	Invalid Digit Range
INSC	Intelligent Network Service Control
InterLATA	Crossing over and terminating in another Local Access Transport Area
InterProcess Communication	
IntraLATA	Originating and terminating in the same Local Access Transport Area
IO	Input Output
IOI	Inter-operator Identifier
IOPS	Input/Output Operations Per Second
IP	Internet Protocol
IPDC	Internet Protocol Device Control
IPEI	International Portable Equipment Identity
IPNet	Internet Protocol Network

IPSec	IP Security Architecture
IPTEL	IP Telephony
IPTV	Internet Protocol Television
IPv4	Internet Protocol Version 4
IPv6	Internet Protocol Version 6
IPX	Internet Packet Exchange
IRFT	Internet Research Task Force
IRI	Intercept Related Information
IS	Interim Standard
ISA	Industry Standard Architecture
ISAKMP	Internet Security Association and Key Management Protocol
ISC	IMS Service Control
ISDN	Integrated Services Digital Network
ISO	International Organization for Standardization
ISP	Internet Service Provider
ISR	Integrated Services Router
ISUP	Integrated Services User Part
ISUP IAM	ISUP Initial Address Message
ISV	Independent Software Vendor
ITSO	International Technical Support Organization
ITU	International Telecommunications Union
ITU-T	International Telecommunication Union – Telecommunication Standardization Sector
IVR	Interactive Voice Response
IXC	Inter Exchange Carrier
JAR	Java Application Resource
JAR	Java ARchive
JASS	JumpStart Architecture and Security Scripts
JDBC	Java Database Connection
JDBC	Java Database Connectivity
JDK	Java Development Kit
JIT	Java Just-in-Time Compiler
JMAPI	Java Management API
JNDI	<i>Java Naming and Directory Interface</i>
JNLP	Java Network Launch Protocol
JPEG	Joint Photographic Experts Group
JRE	Java Runtime Environment
JSP	JavaServer Pages
JVM	Java Virtual Machine
JWS	Java Web Start
KB	Kilobyte
Kbps	Kilobits per Second
KPI	Key Performance Indicator
KTS	Key Telephone System

L2F	Layer 2 Forwarding
L2TP	Layer 2 Tunneling Protocol
LAC	Location Area Code
LAES	Lawfully Authorized Electronic Surveillance
LAI	Location Area Identification
LAN	Local Area Network
LAPB	Link Access Protocol Balanced
LATA	Local Access Transport Area
LCA	Local Calling Area
LCD	Liquid Crystal Display
LCP	Link Control Protocol
LCR	Location-Based Calling Restrictions
LCS	Microsoft Live Communications Service - Microsoft Office Live Communications Server
LD	Long Distance
LDAP	Lightweight Directory Access Protocol
LDAPS	Lightweight Directory Access Over SSL
LDCAE	Long Duration Call Accounting Events
LDIF	LDAP Directory Interchange Format
LEA	Law Enforcement Agency
LEA/MD	Law Enforcement Agency/Mediation Device
LEC	Local Exchange Carrier
LED	Light-emitting Diode
LERG	Local Exchange Routing Guide
LGPL	Lesser General Public License
LI	Lawful Intercept
LIE	Location Information Element
LIID	Lawful Interception Identifier
LIS	Location Information Server
LIS ID	Location Information Server Identifier
LK	Location Key
LLC	Logical Link Layer
LNP	Local Number Portability
LNRD	Last Number Redial
LO	Location Object
LO	Local
LOA	Letter of Agreement
LPS	Local Premium Service
Lr	Loose Route
LRO	Last Routing Option
LSAP	Link Service Access Point
LSSGR	LATA Switching Systems Generic Requirements
LTE	Long Term Evolution
MAC	Media Access Control

MAC	Message Authentication Code
MAC address	Media Access Control address
MACD	Move-Add-Change-Delete
MACs	Moves, Adds, and Changes
MAP	Mobile Application Part
MAST	Maximum Answer Setup Time
MB	Maintenance Build
MB	Megabyte
Mbps	Megabits per Second
MCA	Multiple Call Arrangement
MCC	Mobile Country Code
MCD	Maximum Conference Duration
MCID	Malicious Communication Identification
MCID	Malicious Communication Identification
MCST	Maximum Call Setup Time
MCT	Malicious Call Trace
MCU	Multi-point Control Unit
MCU	Multipoint Control Unit
MD	Mediation Device
MD5	Message Digest 5 Algorithm
MDCX	Modify Connection
MEDGACO	Media Gateway Control
MEED	Mobile Extension to Extension Dialing
MGC	Media Gateway Controller
MGCF	Media Gateway Control Function
MGCP	Media Gateway Control Protocol
MHGBWNRc	Make Hunt Group Busy When All Available Agents are Not Reachable
MHTML	MIME Hypertext Markup Language
MHz	Megahertz
MIB	Management Information Base
MIME	Multipurpose Internet Mail Extensions
MIN	Mobile Identification Number
MLD	Multicast Listener Discovery
MLHG	Multi-Line Hunt Group
MM	Mobile Manager
MMS	Multimedia Messaging Service
MMTel	Multimedia Telephony
MNC	Mobile Network Code
MO	Managed Object
MOC	Microsoft Office Communications
MOH	Music On Hold
MOSPF	Multicast Open Shortest Path First

MP	Maintenance Patch
MP	Play-Collect Category
MP3	MPEG Audio Layer 3
MPC	Multi-Path Channel
MPEG	Moving Pictures Experts Group
MPLS	Multiprotocol Label Switching
MPM	Multi-Processing Modules
MPOA	Multiprotocol Over ATM
MPS	Messages Per Second
MPTN	Multiprotocol Transport Network
MRCP	Media Resource Control Protocol
MRF	Media Resource Function
MRFC	Multimedia Resource Function Controller
MRFC	Media Resource Function Controller
MRFP	Multimedia Resource Function Processor
MS	Media Server
MS	Milliseconds
MSAG	Master Street Address Guide
MSBG	Multi-service Business Gateway
MSC	Mobile Switching Center
MSCML	Media Server Control Markup Language
MSEC	Milliseconds
MSFE	Media Server Front End
MSI	Microsoft Installer
MSISDN	Mobile Station ISDN Number
MSN	Microsoft Network
MSN	Multiple Subscriber Number
MSO	Multiple Service Operators
MSO	Multi System Operator
MSP	Programmable Switch
MSR	Multiservice Switch Router
MSRN	Mobile Station Roaming Number
MSRQD	Maximum SIP Redirection Queue Delay
MSS	Media Server Selection
MTA	Message Transfer Agent
MTP	Message Transfer Part
MTU	Maximum Transmission Unit
MVNO	Mobile Virtual Network Operators
MVS	Multiple Virtual Storage Operating System
MWI	Message Waiting Indicator or Indication
MX	Mail Exchanger
NADP	North American Dial Plan
NAI	Network Access Identifier
NANP	North American Numbering Plan

NAPTR	Naming Authority Pointer
NAS	Network-Attached Storage
NAT	Network Address Translation
NC	Non-Call Category
NCF	Network Computing Framework
NCNAA	Number of Calls Not Answered By Agent
NCOS	Network Class of Service
NCP	Network Control Protocol
NCR	Numeric Character Reference
NCS	Network-based Call Signaling
NCS	Network Call Signaling
NCSA	National Computer Security Association
NDC	National Destination Code
NDIS	Network Driver Interface Specification
NE	Network Element
NEBS	Network Equipment Building Standards
NETANN	NETwork ANNouncements
NetBIOS	Network Basic Input/Output System
NFS	Network File System
NGN	Next Generation Network
NIC	Network Information Center
NIC	Network Interface Card
NIS	Network Information Systems
NIST	National Institute of Standards and Technology
NMS	Network Management System
NNACL	NPA-NXX Active Code List
NNTP	Network News Transfer Protocol
NOC	Network Operations Center
NPA	Numbering Plan Area
NRS	Network Resource Selection
NS	Network Server
NSAP	Network Service Access Point
NSF	National Science Foundation
NSOSS	Network Server Operations Support System
NSPS	Network Server Provisioning Server
NSS	Name Service Switch
NSSync	Network Server Synchronization
NSXS	Network Server Execution Server
NTFS	NT File System (used with Windows NT)
NTI	Network Translation Index
NTP	Network Time Protocol
NUC	Non-upward Compatible
NVT	Network Virtual Terminal
NWC	N-Way Calling

OA	Operator Assisted
OAC	Outgoing Access Code
OAC	Outside Access Code
OAMP	Operations, Administration, Maintenance, and Provisioning
OAP	Operator Assisted Plus
OC	Office Communicator
OCF	Online Charging Function
OCI	Open Client Interface
OCI-C	Open Client Interface-Call Control
OCI-P	Open Client Interface-Provisioning
OCI-R	Open Client Interface-Reporting
OCN	Original Called Number
OCP	Outgoing Calling Plan
OCS	Open Client Server
OCS	Office Communications Server (Microsoft)
ODB	Operator Determined Barring
ODBC	Open Database Connectivity
ODI	Open Datalink Interface
ODM	Original Device Manufacturer
ODP	Outgoing Digit Plan
OEM	Original Equipment Manufacturer
OID	Object Identifier
OIP	Originating Identity Presentation
OIR	Originating Identity Restriction
ONC	Open Network Computing
OOTB	Out-of-the-Blue
OPDP	Outgoing Pinhole Digit Plan
ORB	Object Request Broker
OS	Operating System
OSA	Open Systems Adapter
OSA	Open Service Access
OSF	Open Software Foundation
OSI	Open Systems Interconnect
OSN	Open Solution Network
OSPF	Open Shortest Path First
OSPM	Operating System-level Performance Measurement
OSS	Operations Support System
OSSP	OSS Protocol
OT	Originating Treatment
OTA	Over-The-Air
OTG	Originating Trunk Group
OU	Organization Unit
OZA	Office Zone Announcement

PA	Provisioning Application
PAD	Packet Assembler/Disassembler
PAI	P-Asserted-Identity
PAID	P-Asserted-Identity
PAM	Presence and Availability Management
PAM	Pluggable Authentication Modules
PAP	Password Authentication Protocol
PAS	Premier Access Solution
PB	Patch Bundle
PBX	Private Branch Exchange
PC	Personal Computer
P-CFA	P-Charging-Function-Addresses
PCM	Pulse Code Modulation
PCMM	PacketCable Multimedia
PCPI	P-Called-Party-ID
P-CSCF	Proxy Call Session Control Function
PCV	P-Charging-Vector
PDA	Personal Digital Assistant
PDF	Portable Document Format
PDN	Pilot Directory Number
PDP	Private Dial Plan
PDSN	Packet Data Serving Node
PDU	Protocol Data Unit
PE	Phone Editor
PEM	Privacy Enhanced Mail
P-Frame	Predicted-Frame
P-Frame	Predicted-Frame
PI	Protocol Interpreter
PIC	Points In Call
PIC	Preferred Inter-exchange Carrier
PIC	Primary Inter-exchange Carrier
PID	Protocol Identifier
PIDF LO	Presence Information Data Form - Location Object
PIM	Personal Information Manager
PIM	Protocol Independent Multicast
PINX	Private Integrated Services Network eXchanges
PISN	Private Integrated Services Networks
PIU	Ports in Use
PKCS	Public Key Cryptosystem
PKI	Public Key Infrastructure
PLMN	Public Land Mobile Network
PM	Performance Measurement
PMT	Protocol Monitor Tool
PNA	Push-Notification-Answer

PNNI	Private Network-to-Network Interface
PNR	Push-Notification-Request
PoC	Push-to-Talk over Cellular (<i>Part of the Instant Group Call Capabilities</i>)
POP	Point Of Presence
POP	Post Office Protocol
POTS	Plain Old Telephone Service
PPI	P-Preferred-Identity
PPP	Point-to-Point Protocol
PPTP	Point-to-Point Tunneling Protocol
PRACK	Provisional Response Acknowledgement
PRC	People's Republic of China
PRC	Remote Procedure Call
PRFX	Prefixing Digits
PRI	Primary Rate Interface
PRI	Public Reporting Interface
PS	Profile Server
PS	Provisioning Server
PSAP	Public Service Access Point
PSAP	Public Safety Answering Point
PSDN	Public Switched Data Network
PSI	Public Service Identities
PSM	Phone Status Monitoring
PSTN	Public Switched Telephone Network
PSUI	P-Served-User-Identity
PTPS	Provisioning Transactions Per Second
PTR	<i>PTR stands for a particular type of resource record that can be queried for via DNS (for example, a pointer to another part of the domain name space).</i>
PTT	Push To Talk
PUI	Public User Identity
PVC	Permanent Virtual Circuit
PVEC	Polycom Video Error Concealment
PVI	PriVate user Identity
PVP	Provisioning Validation Protocol
PWD	Print Working Directory
PXS	Phone Xtension Service
PXT	Phone Xtension
QA	Quality Assurance
QCIF	Quarter Common Intermediate Format
QFS	Quick File System
QLLC	Qualified Logical Link Control
QoS	Quality of Service
QSIG	Q (point of the ISDN model) Signaling
QVGA	Quarter Video Graphics Array

RAC	Real Application Cluster
RACF	Resource Access Control Facility
RADIUS	Remote Authentication Dial-In User Service
RAID	Redundant Array of Independent Disks
RAM	Random Access Memory
RARP	Reverse Address Resolution Protocol
RAS	Registration, Admission, and Status Protocol
RAS	Remote Access Service
RBOC	Regional Bell Operating Company
RBT	Ringback Tone
RC	Release Candidate
RC	Rate Center
RCC	Remote Call Control
RCF	Registration Confirmation
RCS	Rich Communications Suite
RDB	Reporting Database
RDBMS	Relational Database Management System
RDN	Relative Distinguished Names
RDP	Remote Desktop Protocol
REST	Representational State Transfer
REXEC	Remote Execution Command Protocol
RFC	Request for Comments
RFN	Rating Function Application
RGB	Red Green Blue
RHEL	Red Hat Enterprise Linux
RIP	Routing Information Protocol
RIPE	Réseaux IP Européens
RISC	Reduced Instruction-Set Computer
RMAN	Oracle Recovery Manager
RMI	Remote Method Invocation
RMPS	REGISTER Messages Per Second
RO	Remote Office
RoHS	Restriction of Hazardous Substance
ROI	Return on Investment
ROM	Read-Only Memory
RPC	Remote Procedure Call
RPID	Remote-Party-ID
RPS	Registrations Per Second
RQNT	Notification Request
RR	Retransmission Rate
RR	Resource Record
RRQ	Read Request
RRQ	Registration Request
RS	Redirect Server

RS	Reporting Service
RSA	Rivest Shamir Adleman
RSH	Remote Shell
RSIP	Realm-specific Internet Protocol
RST	Residential SIP Telephony
RSVP	Resource Reservation Protocol
RTCP	Real-Time Control Protocol
RTF	Rich Text Format
RTP	Real-Time Transport Protocol
RTSP	Real-Time Streaming Protocol
RTTI	Real-time Tariff Information
RTTTL	Ring Tone Text Transfer Language
RU	Rack Unit
R-URI	Request Uniform Resource Identifier
RW	Read Write
SA	System Administrator
SA	Security Association
SA	Subscriber Agent
SaaS	Software as a Service
SAC	Service Access Code
SAC	Sustained Authorization Codes
SAC	Session Admission Control
SAG	Session Agent Group
SAN	Storage Area Network
SAP	Service Access Point
SBC	Session Border Control
SCA	Selective Call Acceptance
SCA	Shared Call Appearance
SCAN	Single Client Access Name
SCC	Service Centralization and Continuity
SCCF	Subscriber Content Charging Function
SCCP	Signaling Connection Control Part
SCCP	Simple Conference Control Protocol
SCCP	Skinny Call Control Protocol
SCE	Service Creation Environment
SCF	Selective Call Forwarding
SCF	Session Continuity Function
SCIM	Service Capability Interaction Manager
SCP	Service Control Point
SCP	Simple Control Protocol
SCP	Secure Copy
SCR	Selective Call Rejection
SCRL	Service Center Routing List

S-CSCF	Serving – Call Session Control Function
SDTP	Stream Control Transmission Protocol
SCTP/IP	Stream Control Transmission Protocol/Internet Protocol
SCUR	Session Charging with Unit Reservation
SDH	Synchronous Digital Hierarchy
SDK	Software Development Kit
SDLC	Synchronous Data Link Control
SDP	Session Definition Protocol
SDP	Session Description Protocol
SDR	Session Data Replication
SET	Secure Electronic Transaction
SFTP	Secure File Transfer Protocol
SGML	Standard Generalized Markup Language
SGW	Signaling Gateway
Sh	The interface between an IP Multimedia Subsystem (IMS) Application Server (AS) and an IMS Home Subscriber Server (HSS)
SHA	Secure Hash Algorithm
SHLR	Smart Home Location Register
S-HTTP	Secure Hypertext Transfer Protocol
SID	Silence Indicator
Sigtran	Signaling transport
SIMPLE	Session Initiation Messaging and Presence Leveraging Enhancements
SIP	Session Initiation Protocol
SISR	Semantic Interpretation for Speech Recognition
SIT	Special Information Tone
SIU	Signaling Interface Unit
SLA	Service Level Agreement
SLF	Subscription Locator Functional
SLIP	Serial Line Internet Protocol
SMAP	Software Management Application Protocol
SMB	Small Medium Business
SMC	Short Message Service Short Code
SMC	Standard Management Committee
SMDI	Simplified Message Desk Interface
SMDR	Station Management Server
SME	Small to Medium-sized Enterprises
SMI	Structure of Management Information
S-MIME	Secure Multipurpose Internet Mail Extension
SMPP	Short Message Peer-to-Peer Protocol
SMS	Short Message Service
SMSC	Short Message Service Center
SMS-C	Short Message Service Center

SMTP	Simple Mail Transfer Protocol
SN	Significant Numbers
SNA	System Network Architecture
SNA	Subscribe-Notifications-Answer
SNAP	Subnetwork Access Protocol
SNMP	Simple Network Management Protocol
SNR	Subscribe-Notifications-Request
SNTP	Simple Network Time Protocol
SOA	Start of Authority
SOAP	Simple Object Access Protocol
SOHO	Small-Office/Home-Office
SONET	Synchronous Optical Network
SP	Service Provider
SP	Server Process
SPAN	Services and Protocols for Advanced Networks
SPE	Service Price Enquiry
SPE	Service Provider Equipment
SPI	Security Parameter Index
SQCIF	Sub-Quarter Common Interchange Format
SQL	Structured Query Language
SR	Selective Router
SRGS	Speech Recognition Grammar Specification
SRT	Setup Response Time
SRTP	Secure Real-time Transport Protocol
SRV	Service Locator
SS7	Signaling System 7
SSAP	Source Service Access Point
SSF	Service Switching Function
SSH	Secure Shell
SSHA	Salted SHA1
SSL	Secure Sockets Layer
SSN	Sub-System Number
SSO	Single Sign-On
SSP	Switch-to-Switch Protocol
SSRC	Synchronization Source
STNC	Station Code
STP	Signal Transfer Point
STUN	Simple Traversal of UDP through NAT
SUT	System Under Test
SVC	Switched Virtual Circuit
SW	Software
T1	Trunk level 1
TAC	Technical Assistance Center
TAPI	Telephony API

TB	Terabyte
TC	Total Calls
TCAP	Transactional Capabilities Application Part
TCC	Trunking Call Capacity
TCP	Transmission Control Protocol
TCP/IP	Transmission Control Protocol/Internet Protocol
TCSPI	Telephony Control Service Provider Interface
TDM	Time Division Multiplexing
TDMA	Time Division Multiple Access
TF	Toll Free
TFTP	Trivial File Transfer Protocol
TGID	Trunk Group ID
TGRP	Trunk Group
TIAS	Transport Independent Application Specific
TIP	Terminating Identity Presentation
TIPHON	Telecommunications and Internet Protocol Harmonization Over Networks
TIR	Terminating Identity Restriction
TISPAN	Telecommunications and Internet Converged Services and Protocols for Advanced Networking
TLDN	Temporary Location Directory Number
TLPB	Transport-Layer Protocol Boundary
TLS	Transport Layer Security
TMN	Telecommunications Management Network
TO	Toll
TON	Type of Network Information
TOS	Type of Service
TPA	Telephony Presence Adapter
TPS	Transactions Per Second
TPS	Toll Premium Services
TPVM	Third-Party Voice Mail
TR	Terminating Redirection
TRD	Transit Routing Domain
TRMT	Treatment
TSD	Two-Stage Dialing
TT	Termination Treatment
TT	TimesTen
TTL	Time to Live
TTRep	TimesTen Replication
TTS	Text-to-Speech
TUI	Telephony User Interface
TZ	Time zone
UA	User Agent
UAC	User Access Control

UAC	User Agent Client
uaCSTA	User Agent Computer Supported Telecommunications Applications
UAS	User Agent Server
UC	Unified Communications
UCD	Uniform Call Distribution
UDA	User-Data-Answer
UDP	User Datagram Protocol
UDPTL	User Datagram Protocol Transport Layer
UDR	User-Data-Request
UE	Unit Equipment
UE	User Equipment
UG	User Get
UI	User Interface
UID	Unique Identifier
Uid	Unique Identifier
UIQ	User Interface Quartz
uLaw	North American Standard for Analog to Digital Audio Data Conversion
UM	Unified Messaging
UMP	User Managed Privacy
UNDT	Undetermined Destination
UO	User Originating
URI	Uniform Resource Identifier
URL	Uniform Resource Locator
US	User Set
USB	Universal Serial Bus
USM	User-based Security Model
UT	Universal Time
UTC	Coordinated Universal Time
UUID	Universally Unique Identifier
UUS	User-to-User
V&H	Vertical and Horizontal
VACM	View-Based Access Control Model
VAD	Voice Activity Detection
VAIL	VoIP Application Interface Layer
VAO	Video Add-On
VAR	Value-Added Reseller
VC	Virtual Circuit
vCard	Virtual (business) Card
VCC	Voice Call Continuity
VCPU	Virtual Central Processing Unit
VDB	Validation Database
VDN	VCC Domain Transfer Number
VFS	Virtual File System

VGA	Video Graphics Array
VIP	Virtual IP
VLAN	Virtual Local Area Network
VLS	Virtual Licensing Server
VM	Virtual Machine
VM	Voice Mail
VM	Voice Messaging
VMD	Voice Mail Deposit
VMR	Voice Mail Retrieval
VMR	Violation Monitoring and Removal
VMS	Voice Mail System
VoIP	Voice over Internet Protocol
VON	Virtual On-Net
VP	Voice Portal
VPB	Virtual Patch Bundle
VPC	Voice Portal Calling
VPC	VoIP Positioning Center
VPN	Virtual Private Network
VRML	Virtual Reality Modeling Language
VRRP	Virtual Router Redundancy Protocol
VSA	Vendor-specific Attributes
VSP	Voice over IP Service Provider
VSP	Virtual System Partition
Vsubs	Virtual Subscribers
VTAM	Virtual Telecommunications Access Method
VTR	Verify Translation and Routing
VTRI	Verify Translation and Routing Input
VXML	Voice Extensible Markup Language
W3C	World Wide Web Consortium
WAN	Wide Area Network
WAP	Wireless Application Protocol
WAR	Web Application ARchive
WAS	Web-based Authentication Server
WAV	Wave (file extension)
Webapp	Web Application
WebDAV	Web-based Distributed Authoring and Versioning
WIFI	Wireless Fidelity
WIN	Wireless Intelligent Network
WIX	Windows Installer XML
WLAN	Wireless Local Area Network
WLSS	WebLogic SIP Server
WPA	Warning Prompt Announcement
WPF	Warning Prompt Final

WS	Web Server
WSDL	Web Service Description Language
WSP	Wireless Session Protocol
WSP	Wholesale Protocol
WTS	Windows Terminal Services
WWW	World Wide Web
X.25	CCITT Packet Switching Standard
X.400	CCITT and ISO Message-handling Service Standard
X.500	ITU and ISO Directory Service Standard
X.509	ITU and ISO Digital Certificate Standard
X11	X Window System Version 11
XA	Execution Application
XAS	eXternal <i>Database</i> Application Server
XCAP	XML Configuration Access Protocol
Xdp	Xtended Developer Program
xDSL	External Digital Subscriber Line
XLA	Transaction Log API (TimesTen term)
XLS	Excel File Format
XML	eXtensible Markup Language
XMPP	Extensible Messaging and Presence Protocol
XOIP	X-Origin-IP
XSD	XML Schema Definition
Xsi	Xtended Services Interface
XSL	eXtensible Stylesheet Language
Xsp	Xtended Services Platform
XWF	Xtended Widget Framework

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