

Clearspan[®] Application Server Enterprise Web Interface Admin Guide

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1 REVISION HISTORY

The following represents the revision history of this publication.

REVISION NUMBER	DATE COMPLETED	POINT OF CONTACT	DESCRIPTION
007	12/2016	Velvet Moore	R21
006	08/2014	Velvet Moore	R20.0
005	03/30/12	Bev Marsh	R17.0
004	09/23/10	Bev Marsh	Changes and Additions for R16.0
003	11/12/2008	Danielle Woelfle	Changes and Modifications
002	08/12/2008	Danielle Woelfle	Changes and Modifications
001	06/04/2008	Bev Marsh	Initial Release

2 SUMMARY OF CHANGES

This section describes the changes to this document since the R14 release.

2.1 CHANGES FOR RELEASE 21.0

This version of the document includes the following changes:

- Updated section Configure Capacity Management and Assign Trunk Groups.
- Added sections System Defined Communication Barring Incoming Criteria and Number Portability Query and updated sections Add Profile and Feature Access Codes for the Support for Number Portability Feature Description.
- Updated section Service Pack Migration for the Service Pack Migration Enhancements Feature Description.
- Added allowed values for most settings and revised indexing.
- Updated section Files Tab (Managed Devices) for the DM General Usability Enhancements Feature Description.
- Updated section Feature Access Codes for the Disabling of Feature Access Codes Feature Description.
- Added sections MWI Delivery to Mobile Endpoint and Configure MWI Delivery to Mobile Endpoint for the Customized Message Waiting Indication for Mobile Handset Feature Description.
- Added sections Enterprise Trunk Number Ranges and Activate Enterprise Trunk Number Ranges and updated section View Assigned Users for the Enterprise Trunk Enhancements Feature Description.
- Updated section Utilities Menu and added section Clearspan Anywhere Number Lookup for the Query Find-Me Follow-Me Numbers Feature Description.
- Updated section Users Tab (All Devices) for the Support for SIP Instance Tag to Identify Device Feature Description.
- Changed references to the Clearspan Application Server User Web Interface Administration Guide to Clearspan User Web Interface Administration Guide as the document has been renamed.
- Updated section List Service Instances for the Video Collaboration Feature Description.
- Updated sections Add Enterprise Trunk using Weighted Routing, Add Enterprise Trunk using Ordered Routing, Configure Capacity Management and Assign Trunk Groups, and Modify Enterprise Trunk for the Enterprise Trunk and Trunk Group Capacity Management Enhancements Feature Description.

2.2 CHANGES FOR RELEASE 20.0

This version of the document includes the following changes:

- Updated section 4.7.3.1 Modify Enterprise Administrator Policies and 10 Utilities Menu for the AS VTR Enhancement for Web Triggers Feature Description.
- Updated sections 8.3.3 Add Profile, 8.3.4 Modify or Delete Profile, 8.2.3 Add Digit Pattern Criteria Entry, and 11.5 Communication Barring Menu for the Hierarchical Communication Barring Enhancements Feature Description.
- Updated section 6.9 Session Admission Control Group for the Access Link Counting Enhancements Feature Description.
- Updated sections 4.9 Call Processing Policies, 11.2.4 Call Processing Policies, and 12.9 Configure Call Processing Policies for the Internal Call CLID Policy Feature Description.
- Updated section 11.2.3 Modify Group Web Policies for the Name Dialing Policy for Auto Attendant Feature Description.
- Added section 10.9 Device Management Event Queues for the Device Management Rebuild/Reset Queue Enhancements Feature Description.
- Updated section 10.5 Feature Access Codes for the Flexible Seating Feature Description and Hunt Group Call Busy Feature Description.
- Updated section 5.5.3 Modify Identity/Device Profile for the for the Device Management Extended File Capture Mode Feature Description.
- Updated section 5.5.3.3 Users Tab (All Devices).
- Modified section 10.5 Feature Access Codes for the Find-me/Follow-me Service Feature Description and the Hunt Group Call Busy Feature Description.
- Added section 6.10 Session Admission Control White List for the Session Admission Control Enhancement for Residential Feature Description.
- Updated sections 7.2 Agent Default Settings (All Services) and 7.4.1 Configure Agent Unavailable Codes Settings for the Call Center Agent Not Reachable Stranded Policy 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 10.7 Passcode Rules for the Voice Portal Passcode Security Rule Enhancements Feature Description.
- Updated section 7 Call Center Menu for the Call Center Thresholds and Alerts Feature Description.
- Updated section 10 Utilities Menu for the SIP Authentication and Device Profile Password Rules Feature Description.
- Updated sections 11.2.4 Call Processing Policies and 12.9 Configure Call Processing Policies for the Unicode Character Support for Calling Line ID Feature Description.
- Updated sections 4.9 Schedules and 7.10.2 Schedule Report for the Schedule User Interface Improvements Feature Description.
- Updated sections Error! Reference source not found. and 11.3.8 Configure Trunking Call Capacity for the Business Trunking License Utilization Reports Feature Description.

- Updated section 7.7 External Reporting Settings (Call Center-Standard and Call Center-Premium) for the Remove CCRS Support Feature Description.
- Corrected the capitalization of "voice portal".
- Updated section 5.5.3.3 Users Tab (All Devices).
- Added sections 5.3 Group Paging Targets Capacity and 11.3.3 Assign Group Paging Targets Capacity for the Group Paging Feature Description.
- Updated section 10.5.1 Configure Feature Access Codes for the Interrogation FACs for CW/SCR/ACR/CLIR/COLR Feature Description and the Call Recording Interface Feature Description.
- Updated section 4.7.3.1 Modify Enterprise Administrator Policies for the Telephone Number Activation Feature Description.
- Added sections 7 Call Center Menu and 11.6 Call Center Menu for the Call Center Reporting Feature Description.
- Added sections 5.14 System Defined Communication Barring Criteria, 8 Communication Barring and 11.5 Communication Barring Menu and updated section 4.7.3.1 Modify Enterprise Administrator Policies for the Hierarchical Communication Barring Feature Description.
- Added section 4.14 Dialable Caller ID and updated sections 4.7.3.1 Modify Enterprise Administrator Policies and 4.9 for the Dialable Caller ID Feature Description.
- Added section 4.9 Schedules for the Service Provider Schedules Feature Description.
- Added sections 9 Meet-Me Conferencing Menu and 11.3.4 Allocate Meet-Me Conference Ports for the Meet-Me Conferencing Feature Description and Meet-Me Conference Delegates.
- Updated section 8 Communication Barring Menu for the Call Me Now Feature Description.
- Updated section 4 Profile Menu for the Make Service Instances Searchable at Higher Levels Feature Description.
- Added section 5.4 Identity/Device Endpoints for the Search Endpoints at Higher Levels Feature Description.
- Updated sections 4.3 Users, 6.8.3.1 View Assigned Users, and 10.4 Enterprise Directory for the Search by Extension and User ID Feature Description.
- Updated sections 4.9 Schedules, 11.2.4 Call Processing Policies, and 12.9 Configure Call Processing Policies for the Calling Line Identity Compliance Enhancements Feature Description, Dialable Caller ID Feature Description and the Department Calling Line ID Override Feature Description.
- Updated sections 5.8 Numbers and 11.3.6 Assign Numbers for the Number Search Enhancements Feature Description.
- Updated section 11.2.3 Modify Group Web Policies for the Basic Call Logs in Portal Feature Description.
- Updated section 11.4.6 Configure Emergency Zones for the IPv6 Support – Application Server Feature Description.

- Removed references to Instant Conferencing as the service has been replaced by Meet-Me Conferencing and replaced by Meet-Me Conferencing where applicable.
- Updated section 8.2.3 Add Digit Pattern Criteria Entry.
- Updated section 8.3 Profiles.
- Updated section 4.9.3 Add Event.
- Updated section 10.5.1 Configure Feature Access Codes.

2.3 1.2 RELEASE 17.0

This version of the document includes the following changes:

- Updated section 5.5.2 Add Identity/Device Profile.
- Updated section 6.4 In-Call Service Activation.
- Updated section 10.5 Feature Access Codes for Call Center Enhancements II, Voice Mail Retrieval FAC, Communication Barring User-Control, Legacy Automatic Callback Service, Call Center Barge-in Enhancements, and Directed MSN Support.
- Updated section 11.7.2 Intercept Group for Intercept Enhancements.
- Added sections 5.13 Session Admission Control Capacity, 6.9 Session Admission Control Group, and 11.3.9 Configure Session Admission Control Capacity; and modified section 4.7.3.1 Modify Enterprise Administrator Policies for Session Admission Control.
- Added section 12.4 Configure Classmark for Classmark Information in SIP Messaging.
- Removed the Digit Collection section as the function was removed and replaced by the Dial Plan policy.
- Updated section 5.5.3.4 Files for Device Management Usability Enhancements.
- Updated sections 4.9 Schedules 11.2.4 Call Processing Policies and 12.9 Configure Call Processing Policies for Calling Name and Number Delivery Split.
- Updated section 4.7.3.1 Modify Enterprise Administrator Policies, 11.2.3 Modify Group Web Policies, and 12.9 Configure Call Processing Policies for Calling Line ID Security.
- Added section 4.12 Virtual On-Net Enterprise Extensions for Enterprise Virtual On-Net Destinations.
- Updated section 6.4 In-Call Service Activation for In-Call Service Activation Enhancements for Call Transfer.
- Added section 11.4.5.1 Configure Agent Unavailable Codes for Call Center Unavailability Code.
- Updated section 4.7.3.1 Modify Enterprise Administrator Policies and added sections 5.9 Office Zones, and 11.3.10 Assign Office Zones for the Location-based Calling Restrictions.
- Added section 6.5 Pre-alerting Announcement for Pre-alerting Announcement.
- Updated sections 4.11 Dial Plan Policy, for E.164 Number Format Support for Callback Services.

- Added section 11.4.5.2 Configure Enterprise-level Disposition Codes for Call Center Disposition Codes.
- Updated section 12.7 Configure Third-Party Voice Mail .
- Updated 11.2.3 Modify Group Web Policies, and 11.3.10 Assign Office Zones

3 ABOUT THIS GUIDE

The *Clearspan Application Server Enterprise Web Interface Administration Guide* is designed to assist enterprise administrators with the management of all Clearspan enterprise administration functions of the Clearspan Application Server. 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.

This guide assumes administrators are familiar with the procedures in the Enterprise Roles and Responsibilities.

4 ENTERPRISE ROLES AND RESPONSIBILITIES

This section describes tasks that are the exclusive responsibility of enterprise administrators and provides some navigational procedures for use on pages that contain lists or text boxes.

4.1 TASK DISTRIBUTION IN CLEARSPAN

In Clearspan, tasks traditionally associated with system providers are now distributed among system providers, provisioning administrators, enterprises, group administrators, and users. Distributing the workload allows more control and interaction on the part of the customer. It also reduces the need for and turnaround time for moves, adds, and changes for customers, further reducing the need for and work of the service department.

The exclusive responsibilities of an enterprise, which are performed using the web interface of the Application Server, consist of the following:

- Add and provision groups (and the initial group administrator for the group)
- Add departments
- Configure carriers
- Configure, add, and assign Voice VPN policies for inter-site calls for groups and users
- Add and delete devices, and service packs
- For existing groups, assign and authorize resources for which only an enterprise administrator has the authority, for example:
 - Assign service packs
 - Assign Meet-Me conference ports
 - Assign phone numbers
 - Authorize services
 - Assign domains
 - Add call capacity groups
 - Create emergency zones
 - Intercept groups
 - Create and run service pack migration tasks
- For existing users with the Zone Calling Restrictions service enabled, configure the home zone.
- Perform tasks for your enterprise ID account:
 - Create enterprise administrators and establish their administration policies
 - Edit some information for the enterprise ID account
 - Add devices
 - Add service packs

- Display service pack usage
- Set password rules for your group administrators and users
- Add additional enterprise administrators
- Reset the password of an enterprise administrator
- Change the web branding for the web portal interface
- View an audit log
- Assist or train group administrators to perform service configuration



Note: After you have created groups and authorized specific resources, a group administrator can do all other tasks that affect a group, for example, add more group administrators, add users, and assign services to users.

4.2 TYPES OF TASKS

As an enterprise administrator, you perform these types of tasks:

- Tasks that affect all groups for an Enterprise ID account, for example, adding groups, and listing group resources authorized to your enterprise ID account by the system administrator.
- Tasks that affect only one group, for example, editing resources for a selected group.
- User-related tasks that only enterprise administrators can perform, for example assigning a home zone to a user.



Note: In this document, for clarity, the type of task is always identified. In the following sections, the tasks you perform for all groups in your Enterprise ID account are provided first, followed by the tasks you perform for a selected group.

4.2.1 MANAGE ALL GROUPS

Enterprise administrators can perform tasks that affect all groups system-wide. Refer to the following sections for tasks you perform that affect all the groups (existing and new) for your Enterprise ID account.

Access the menus for these tasks from the *Options* list on your *Home* page. To display your *Home* page, click **Home**.

4.2.2 MANAGE SELECTED GROUPS

Enterprise administrators can perform tasks on a per group basis (tasks that affect only the selected group).

4.2.3 USER-RELATED TASKS

Enterprise administrators perform some user configuration tasks (tasks that affect only the selected user and can only be done by an enterprise administrator).

4.3 GROUP ADMINISTRATOR

Recommended responsibilities of a group administrator, which are performed using the web interface of the Application Server, are the following:

- Add departments and provision with an administrator and phone numbers.
- Add additional administrators for the group.
- Add users, assign phone numbers, resources, and services.
- Configure group services.
- Assist or train end users to configure personal services.

For information and procedures related to the group administrator, see the Clearspan Application Server Group Web Interface Administration Guide (Parts 1 and 2).

4.4 DEPARTMENT ADMINISTRATOR

The department administrator has a subset of capabilities of a group administrator. Specifically, the department administrator has the following responsibilities:

- Add, modify, and delete users in their department.
- Modify Auto Attendants, Call Centers, and Hunt Groups belonging to the department.
- View the group directory and modify the group common phone list.

For information and procedures related to the group administrator, see the Clearspan Application Server Group Web Interface Administration Guide (Parts 1 and 2).

4.5 USERS

Users can customize and configure their own services once these services have been assigned to them. For information and procedures related to end user self-administration, see the *Clearspan User Web Interface Administration Guide*.

This reduces the cost and need for customer service, and self-managed customers also benefit from reduced lag time for service orders. The design of the system allows for the possibility of requesting and receiving new services, additional numbers, and expanded access online.

4.6 ENTERPRISE HOME PAGE

This is the *Home* page of an enterprise administrator. This page shows the menu items that are used to create and modify groups, profile information, and administrators for your enterprise ID. To display this page, click the **Home** link on the page (top right).

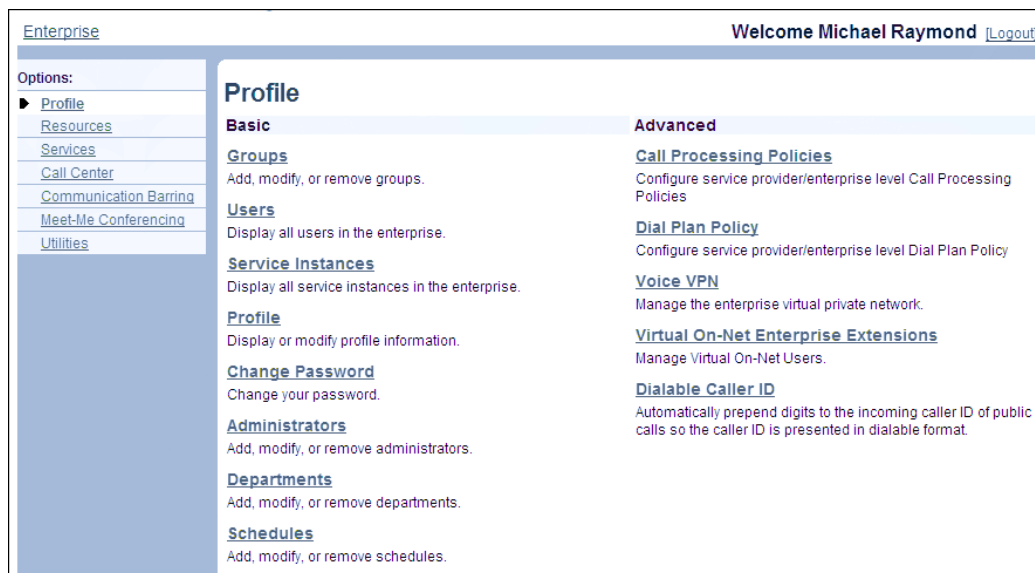


Figure 1 Enterprise – Profile Menu

5 PROFILE MENU

The *Enterprise – Profile* menu page includes menu items that relate to all profiles that the Enterprise can access. This section includes documentation related to *Enterprise – Profile* menu items that can be performed by the enterprise only.

5.1 ACCESS PROFILE MENU

When you log in as an enterprise administrator, the *Enterprise – Profile* menu page appears. This is your *Home* page. To access this page from any other page in Clearspan, click **Home**.

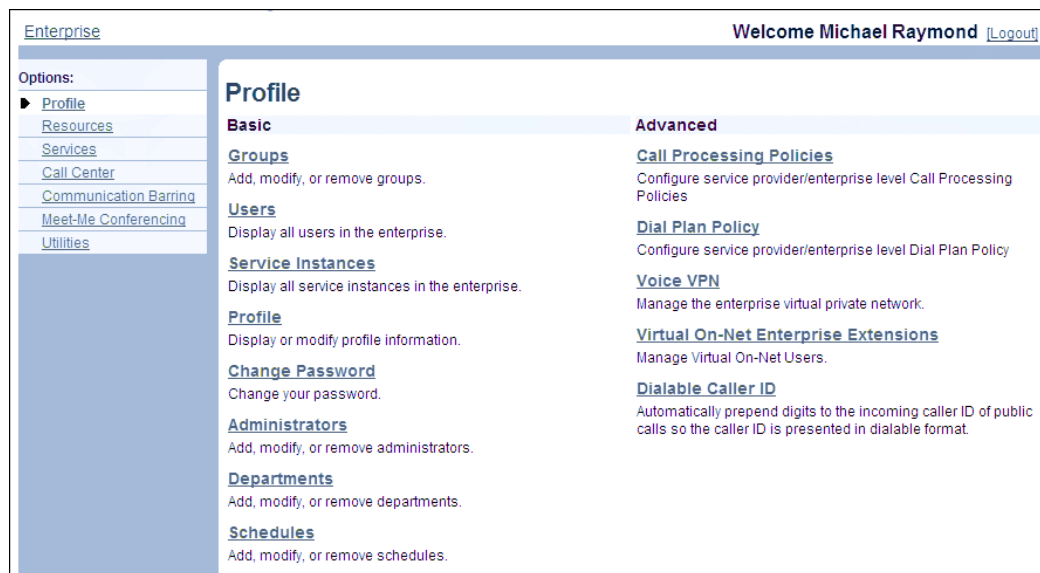


Figure 2 Enterprise – Profile Menu

5.2 GROUPS

Use the Groups menu item on the *Enterprise – Profile* menu page to list groups, add group, and add group with Add Group Wizard.



Note: It is the responsibility of the enterprise administrator to add the first group with the Group Wizard. The group administrator can add additional groups. For reference and procedural information to add, modify, and delete groups after the first group is created, see the *Clearspan Application Server Group Web Interface Administration Guide (Parts 1 and 2)*.

5.2.1 LIST GROUPS

Use the *Enterprise – Groups* page to list the groups on the system as shown in the following figure. From this page, you can add a group, add a group with a group wizard, select a group to be modified or deleted, or search for a particular group.

The *Enterprise – Groups* 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 'Enterprise Groups' page. On the left is a sidebar with 'Options:' and a list: Profile, Resources, Services, Utilities. The main content area is titled 'Groups' and includes the instruction 'Add a new group or manage existing groups.' Below this are buttons: OK, Add, Add Group Wizard, and Cancel. A search section titled 'Enter search criteria below' contains a 'Group ID' dropdown, a 'Starts With' dropdown, a text input field, and a 'Search' button. Below the search section is a table with the following data:

Group ID	Group Name	User Limit	Edit
BaileyGroup	Bailey	25	Edit
Bev	Bev	10	Edit
Marketing	Marketing	25	Edit
TestGroup	Test Group	25	Edit
Test Group	Test Group	25	Edit
Test Group A	Test Group A	25	Edit

At the bottom of the table, it says '[Page 1 of 1]'. Below the table are buttons: OK, Add, Add Group Wizard, and Cancel.

Figure 3 Enterprise – Groups

1. On the *Enterprise – Profile* menu page, click **Groups**. The *Enterprise – Groups* page appears.
2. To display all groups in your Enterprise, click **Search**. To display specific groups, enter your search criteria and then click **Search**.
3. To display the previous page, click **OK** or **Cancel**.

5.2.2 ADD GROUP

Use the *Enterprise – Group Add* page to add a group to the enterprise.

Figure 4 Enterprise – Group Add

1. On the *Enterprise – Profile* menu page, click **Groups**. The *Enterprise – Groups* page appears.
2. Click **Add**. The *Enterprise – Group Add* page appears.
3. Type information specific to the new group. To move between input boxes, use the TAB key on the keyboard, or click in the next text box.

Following is a table of the input boxes and a description for each. Required input boxes are indicated with an asterisk (*).

SETTING NAME	ALLOWED VALUES	DESCRIPTION	EXAMPLE
Group ID	1 through 30 characters. Must start with an underscore, dash, letter, or digit, and cannot contain any of the following characters: %, /, \, +, double colon (::), semicolon, single quotes, double quotes, or extended Unicode characters.	The unique identification code for this group, to be used when adding group members, and configuring group services. Do not use spaces.	ABCcompany
Default Domain	The drop-down box lists the available domains.	The domain to be used by this group. The default domain is at the beginning of the list.	Broadsoft.gb.com
Group Name	1 through 80 characters.	The true company name. Do not use backslashes or double quotation marks.	ABC Company, Inc.
Calling Line ID Group Name	1 through 80 characters. Cannot contain %, +, backslash, double quotes, or extended ASCII characters.	The name displayed as the calling line ID.	ABC Company, Inc.

SETTING NAME	ALLOWED VALUES	DESCRIPTION	EXAMPLE
Location Dialing Code	1 through 30 characters.	The unique location code for the group (used for inter-site dialing).	12
Contact Name	1 through 30 characters.	The primary contact for the company, first, and last name.	Joe Smith
Contact Phone	1 through 30 characters.	The complete phone number of the above-named contact for the group including, for example, a "1" for a long-distance number. Do not use spaces or dashes.	3015551000
Contact E-mail	3 through 80 characters in user@domain format. Can contain only one @ symbol and the following characters: letters, digits, !, #, \$, %, &, *, +, -, /, =, _, {, }, , ~, ` , , ? , ^, or single quotes.	The e-mail address of the contact for the group.	jo@abcompany.com
Time Zone	1 through 80 characters. Cannot contain %, +, backslash, double quotes, or extended ASCII characters.	The group's time zone.	(GMT-05:00) (US) Eastern Standard Time
User limits			
Limited to	1 through 999999.	The limited number of users in this group.	20
Additional Information			
Address	2 lines, maximum 80 characters each.	The street address of the group or company.	123 Main Street
City	1 through 50 characters.	The city name of the group or company.	Gaithersburg
State/Province	The drop-down box lists the values from which to select.	The state or province selected from the drop-down list.	MD
Zip/Postal Code	1 through 50 characters.	The zip or postal code of the group or company.	20877
Country	1 through 50 characters.	The country of the group or company.	United States

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

5.2.3 ADD GROUP WITH ADD GROUP WIZARD

Use the *Group Setup: Step 1 of 6 – Add a Group* page to add a group to the system. The Group Setup Wizard includes six pages to fully configure a group, a group administrator, and group resources.

Group Setup: Step 1 of 6 - Add a Group
Add the group's profile information including the default domain to be used by users in this group.

Cancel Next > Finish

Enterprise ID: Marsh
 * Group ID: Test Group A
 Default Domain: us.aastra.com
 Group Name: Test Group A
 Calling Line ID Group Name: Test Group A
 Location Dialing Code:
 Contact Name:
 Contact Phone:
 Contact E-mail:
 Time Zone: (GMT-05:00) (US) Central Time

User Limits
 * Limited To: 25

Additional Information
 Address:
 City: State/Province: -- Select --
 Zip/Postal Code: Country:

Cancel Next > Finish

Figure 5 Group Setup: Step 1 of 6 – Add a Group

1. On the *Enterprise – Profile* menu page, click **Groups**. The *Enterprises – Groups* page appears.
2. Click **Add Group Wizard**. The *Group Setup: Step 1 of 6 – Add a Group* page appears. This is the first page of the Group Setup Wizard.
3. Type information specific to the new group. To move between input boxes, use the TAB key on the keyboard, or click in the next text box.

Following is a table of the input boxes and a description for each. Required input boxes are indicated with an asterisk (*).

SETTING NAME	ALLOWED VALUES	DESCRIPTION	EXAMPLE
Group ID	1 through 30 characters. Must start with an underscore, dash, letter, or digit, and cannot contain any of the following characters: %, /, \, +, double colon (::) semicolon, single quotes, double quotes, or extended Unicode characters.	The unique identification code for this group, to be used when adding group members, and configuring group services. Do not use spaces.	ABCcompany
Default Domain	The drop-down box lists the available domains.	The domain to be used by this group. The default domain is at the beginning of the list.	Broadsoft.gb.com (Default)

SETTING NAME	ALLOWED VALUES	DESCRIPTION	EXAMPLE
Group Name	1 through 80 characters.	The true company name. Do not use backslashes or double quotation marks.	ABC Company, Inc.
Calling Line ID Group Name	1 through 80 characters. Cannot contain %, +, backslash, double quotes, or extended ASCII characters.	The name displayed as the group calling line ID.	ABC Company, Inc.
Location Dialing Code	1 through 30 characters.	The unique location code for the group (used for inter-site dialing).	12
Contact Name	1 through 30 characters.	The primary contact for the company, first and last name.	Joe Smith
Contact Phone	1 through 30 characters.	The complete phone number of the contact for the group including, for example, a "1" for a long-distance number. Do not use spaces or dashes.	3015551000
Contact E-mail	3 through 80 characters in user@domain format. Can contain only one @ symbol and the following characters: letters, digits, !, #, \$, %, &, *, +, -, /, =, _, {, }, , ~, ` , , ? , ^, or single quotes.	The e-mail address of the contact for the group.	jo@abcompany.com
Time Zone	The drop-down box lists the time zones from which to select.	The group's time zone.	(GMT-05:00) (US) Eastern Standard Time
User Limits			
Limited to	1 through 999999.	The limited number of users in this group.	20
Additional Information			
Address	2 lines, maximum 80 characters each.	The street address of the group or company.	123 Main Street
City	1 through 50 characters.	The city name of the group or company.	Gaithersburg
State/Province	The drop-down box lists the values from which to select.	The state or province selected from the drop-down list.	MD
Zip/Postal Code	1 through 50 characters.	The zip or postal code of the group or company.	20877
Country	1 through 50 characters.	The country of the group or company.	United States

- To save this information and display the next setup page, click **Next >**. The *Group Setup: Step 2 of 6 – Assign Domains* page appears. To save the information and return to the *Enterprise – Group* page, click **Finish**. To cancel the Group Setup Wizard and return to the *Enterprise – Group* page, click **Cancel**.

Figure 6 Group Setup: Step 2 of 6 – Assign Domains

5. In the *Group Available Domains* column, select the domains to be assigned to the group. You can select some or all of the items from a column. Item names are listed in numerical order. To select several items in sequential order, click the first number, hold down the SHIFT key on the keyboard, and click the last number. To select several items, but not in a particular order, click the items while holding down the CTRL key on your keyboard.

To move only selected domains from one box to the other, click **Add >**.

To move all the domains from one box to the other, click **Add All >>**.

Assigned domains appear in the *Group Assigned Domains* box.

6. To save this information and display the next setup page, click **Next >**. The *Group Setup: Step 3 of 6 – Add a Group Administrator* page appears. To save the information and return to the *Enterprise – Group* page, click **Finish**. To cancel the Group Setup Wizard and return to the *Enterprise – Group* page, click **Cancel**.

Figure 7 Group Setup: Step 3 of 6 – Add a Group Administrator

7. Type information specific to the new group. To move between text boxes, use the TAB key on the keyboard, or click in the next text box.

Following is a table that describes the text boxes. Required information for text boxes are indicated with an asterisk (*).

SETTING NAME	ALLOWED VALUES	DESCRIPTION	EXAMPLE
Administrator ID *	6 through 80 characters. Can contain letters, digits, and the following characters: !, #, \$, %, &, +, -, /, =, ?, ^, _ ` , {, , }, periods (.), ~, and single quotes (').	The unique login ID for the group administrator. Type this ID without using spaces.	grpadmin1
Domain	The drop-down menubox lists the available domains.	The name of the domain.	abcdistributing.com
First Name	1 through 30 characters.	The first name of the group administrator.	Joe
Last Name	1 through 30 characters.	The last name of the group administrator.	Smith
Initial Password *	Must follow the password rules for the group.	The initial password for the group administrator. Asterisks appear on the page instead of the characters typed.	*****
Re-type Initial Password *	Same as for <i>Initial Password</i> .	The password for the group administrator is typed a second time for confirmation. Asterisks appear on the page instead of the characters typed.	*****
Language *	The drop-down list *box lists all languages configured for your system.	The language the web interface displays for this administrator and the language in which the system plays announcements and treatments for calls for this administrator.	English

8. Click **Add**. The new administrator appears in the list at the bottom of the *Group Setup: Step 3 of 6 – Add a Group Administrator* page.
9. To save this information and display the next setup page, click **Next >**. The *Group Setup: Step 4 of 6 – Authorize Services* page appears.
10. To save the information and return to the *Enterprise – Group* page, click **Finish**. To cancel the Group Setup Wizard and return to the *Enterprise – Group* page, click **Cancel**.

Group Setup: Step 4 of 6 - Authorize Services

Authorize the service packs and services for this group. For some services you can limit the number of service instances for this group. However, you cannot exceed the limit shown in the Allowed column.

Cancel < Back Next > Finish

Select All Deselect All

Authorized	Service Pack	Limits	Allowed
No Entries Present			
Authorized	Group Services	Limits	Allowed
☒	Account/Authorization Codes		Unlimited
☒	Auto Attendant	☐ Limited To	Unlimited
☒	Auto Attendant - Video	☐ Limited To	Unlimited
☒	Call Capacity Management		Unlimited
☒	Call Park		Unlimited
☒	Call Pickup	☐ Limited To	Unlimited
☒	Custom Ringback Group		Unlimited
☒	Custom Ringback Group - Video		Unlimited
☒	Emergency Zones		Unlimited
☒	Enhanced Outgoing Calling Plan		Unlimited
☒	Hunt Group	☐ Limited To	Unlimited
☒	Incoming Calling Plan		Unlimited
☒	Instant Conferencing		Unlimited
☒	Instant Group Call	☐ Limited To	Unlimited
☒	Intercept Group		Unlimited
☒	Inventory Report		Unlimited
☒	LDAP Integration		Unlimited
☒	Music On Hold		Unlimited
☒	Music On Hold - Video		Unlimited
☒	Outgoing Calling Plan		Unlimited
☒	Preferred Carrier Group		Unlimited
☒	Series Completion	☐ Limited To	Unlimited
☒	Service Scripts Group		Unlimited
☒	Trunk Group	☐ Limited To	Unlimited
☒	Voice Messaging Group		Unlimited

Figure 8 Group Setup: Step 4 of 6 – Authorize Services

Use this page to authorize the use of the service packs and services.

- Click **Select All** or check individual services to permit the use of services by the group. Clicking **Select All** selects all service packs and services.

Checked services are available for authorization to the group.

- Check the *Limited To*: box to the right of the service name (where available), and type a number of services available for assignment for this group. You can enter a number from 1 through 999999.

Based on the number of licenses purchased, this field can be used to track and limit the number of services assigned.

- To save this information and display the next setup page, click **Next >**. The *Group Setup: Step 5 of 6 – Add Phone Numbers* page appears. To save the information and return to the *Enterprise – Group* page, click **Finish**. To cancel the Group Setup Wizard and return to the *Enterprise – Group* page, click **Cancel**.

Figure 9 Group Setup: Step 5 of 6 – Add Phone Numbers

14. Click the range to add in the *Available Range(s)* box and then 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 number, hold down the SHIFT key on the keyboard, and click the last number. To select several items, but not in a particular order, click the items while holding down the CTRL key on the keyboard. The number or range appears in the *Available Phone Number(s)* box.
15. Click the phone number or several numbers to assign in the *Available Phone Number(s)* box 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 number, hold down the SHIFT key on the keyboard, and click the last number. To select several items, but not in a particular order, click the items while holding down the CTRL key on the keyboard.

To move all the phone numbers from one box to the other, click **Add All >>**.

Assigned phone numbers appear in the *Assigned* box.

16. To save this information and display the next setup page, click **Next >**. The *Group Setup: Step 6 of 6 – Add Identity/Device Profiles* page appears. To save the information and return to the *Enterprise – Group* page, click **Finish**. To cancel the Group Setup Wizard and return to the *Enterprise – Group* page, click **Cancel**.

Group Setup: Step 6 of 6 - Add Identity/Device Profiles

Add identity/device profiles for the group to use.

Cancel < Back Finish

* Identity/Device Profile Name:

Identity/Device Profile Type:

Protocol:

Host Name/IP Address: Port:

Transport:

MAC Address:

Serial Number:

Description:

Outbound Proxy Server:

STUN Server:

Physical Location:

Add

Identity/Device Profile Name	Identity/Device Profile Type	Available Ports	Host Name/IP Address	Status
No Entries Present				

Cancel < Back Finish

Figure 10 Group Setup: Step 6 of 6 – Add Identity/Device Profiles

17. Type information specific to the new group. To move between input boxes, use the TAB key on the keyboard, or click in the next text box.

The following is a table that describes the input boxes. Required input boxes are indicated with an asterisk (*).

SETTING NAME	ALLOWED VALUES	DESCRIPTION	EXAMPLE
Identity/Device Profile Name	1 through 80 characters.	The identity/device profile name.	CyberGroupIAD1
Identity/Device Profile Type	The drop-down box lists available identity/device profile types.	The device type. Device types in the list with the same name but different capabilities are differentiated by following the name with the number of available ports.	Cisco 2421-16 Cisco 2421-24
Protocol	The drop-down box lists available values.	The communication protocol used by the device.	MGCP/ITF 1.0
Host Name/IP Address	1 through 80 characters. Cannot contain spaces or @ symbols.	The host name or IP address of the device. Optional for some devices, such as IP phones.	hostdevice1.broadsoft.com 111.1.11.1
Transport	The drop-down box lists the available values.	Allows the acceptable transports to be indicated: <i>UDP</i> , <i>TCP</i> , and <i>all</i> . <i>all</i> indicates that all transports are acceptable; this currently indicates both UDP and TCP. The transport will not appear for MGCP devices.	UDP, TCP, Unspecified
MAC Address	12 characters. Can only contain letters and digits.	The unique Media Access Control (MAC) address of your device's network hardware.	21A1423f23d2
Serial Number	1 through 80 characters.	The serial number of the device.	123AB-C-456

SETTING NAME	ALLOWED VALUES	DESCRIPTION	EXAMPLE
Description	1 through 80 characters.	A brief text description of the device, such as an internal reference, manufacturer name, or other internal feature.	Bldg. 3 Device
Outbound Proxy Server	1 through 80 characters. Cannot contain spaces or @ symbols.	The host name or IP address of the proxy server to be used by this device.	proxy1.broadsoft.com 101.45.3.65
STUN Server	1 through 80 characters. Cannot contain spaces or @ symbols.	The host name or IP address of the Simple Traversal of UDP through NAT (STUN) server to be used by this device.	stunServ1.broadsoft.com 101.45.3.69
Physical Location	1 through 1024 characters.	The physical location is a text value representing the physical location of the user. Should contain the exact information that needs to go into the <i>P-Access-Network-Info</i> header of the SIP message. The attribute can have extra or less white space and it is not case sensitive.	202 Main Street Nowhere, FR

18. Click **Add**. The new device appears in the list at the bottom of the *Group Setup: Step 6 of 6 – Add Devices* page. Add all of the devices this group requires.

19. To save the information and return to the *Enterprise – Group* page, click **Finish**.

To cancel the Group Setup Wizard and return to the *Enterprise – Group* page, click **Cancel**.

5.3 USERS

Use the Users menu item on the *Enterprise-Profile* menu page to display all users in the groups and departments of your enterprise.

The *Enterprise – Users* page is a list page that contains an advanced search. The User ID, Last Name, First Name, Phone Number, Extension, Department, and whether the user is In Trunk Group appear for each user. 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 advance 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*.

You can open the profile for any user listed on the *Enterprise – Users* page by clicking the name of the user or the **Edit** link. For procedures related to user configuration and for enabling user services, see the document *Clearspan Application Server Group Web Interface Administration Guide (Parts 1 and 2)*.

5.3.1 LIST USERS

Use the Users menu item on the *Enterprise-Profile* menu page to display all users in your enterprise.

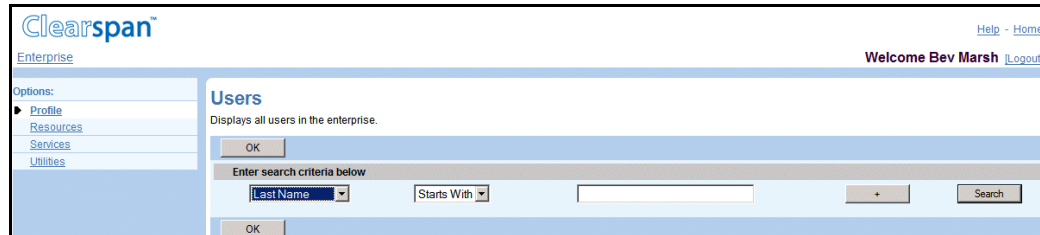


Figure 11 Enterprise – Users

1. On the *Enterprise – Profile* menu page, click **Users**. The *Enterprise – Users* page appears.
2. Use **Search** to find and display the users.



Note: If the list of users contains more than 1,000 entries, you need to narrow the search criteria to produce fewer entries. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.

3. Click **OK** to display the previous page.

5.4 SERVICE INSTANCES

Use the Service Instances menu item on the *Enterprise – Profile* menu page to display service instances in the groups and departments of your enterprise.

The *Enterprise – Service Instances* 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**.



Note: If the list contains more than 1,000 entries, you need to narrow the search criteria to produce fewer entries.

The advanced search lets you define specific search criteria to narrow your search and display a manageable list. You can search by *Service Type*, *Group ID*, *User ID*, *Name*, *Phone Number*, *Extension*, and *Department*. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.

5.4.1 LIST SERVICE INSTANCES

You use the *Enterprise – Service Instances* page to display service instances in your enterprise. You can open the profile of any service instance listed on the *Enterprise –*

Service Instances page by clicking the name of the instance or the **Edit** link. For procedures related to service instance configuration, see the *Clearspan Application Server Group Web Interface Administration Guide Part 2*.

Enterprise Welcome Francine Leroux [Logout](#)

Options:

- Profile
- Resources
- Services
- Call Center
- Communication Barring
- Meet-Me Conferencing
- Utilities

Service Instances

Displays all service instances in the enterprise.

OK

Enter search criteria below

Group ID Starts With of

Service Type	Group ID	User ID	Name	Phone Number	Extension	Department	Edit
Call Center - Standard	OnLineSoft	techsupport	Technical Support	+1-7037038009	8009		Edit
Group Paging	OnLineSoft	PG1235	PG1235	+1-7037038015	8015		Edit
Hunt Group	OnLineSoft	HG1234	HG1234	+1-7037038010	8010		Edit

[Page 1 of 1]

OK

Figure 12 Enterprise – Service Instances

1. On the *Enterprise – Profile* menu page, click **Service Instances**. The *Enterprise – Service Instances* page appears.
2. To display all service instances in your Enterprise, click **Search**.

Or to display specific service instances, enter your search criteria and then click **Search**.

3. Click **OK** to display the previous page.

5.5 PROFILE

Use the Profile menu item on the *Enterprise – Profile* menu page to display and modify your Enterprise profile.

5.5.1 DISPLAY OR MODIFY YOUR ENTERPRISE PROFILE

Use the *Enterprise – Profile* page to display and modify your enterprise profile.

The *Enterprise – Profile* page allows you to edit some of this information (in white text boxes). Only the system administrator can edit information in the *Additional Information* section.

Clearspan™
Enterprise

Options:

- Profile
- Resources
- Services
- Call Center
- Utilities

Profile
View or modify your enterprise information. Some information can be modified only by your administrator.

OK Apply Cancel

Enterprise ID: Marsh

Default Domain: us.aastra.com

Name: John Smith

Contact Name: John Smith

Contact Phone: 445-555-5555

Contact E-mail: jsmith@gmail.com

Support E-mail:

Additional Information

Address:

City: State/Province:

Zip/Postal Code: Country:

Figure 13 Enterprise – Profile Display

1. On the *Enterprise – Profile* menu page, click **Profile**. The *Enterprise – Profile* page appears.
2. Modify information as required. Select or type in any of the input boxes.

The following table shows the settings that can be modified. Required information is indicated with an asterisk (*).

SETTING NAME	ALLOWED VALUES	DESCRIPTION	EXAMPLE
Default Domain *	The drop-down box lists all domains configured for your enterprise.	The default domain for your enterprise.	netgo.com
Name	1 through 80 characters.	The name of your enterprise.	Net Go Services, Inc.
Contact Name	1 through 30 characters.	The name of the primary contact person at your enterprise.	Jane Smith
Contact Phone	1 through 30 characters.	The contact person's phone number.	3105552323
Contact E-mail	3 through 80 characters in user@domain format. Can contain only one @ symbol and the following characters: letters, digits, !, #, \$, %, &, *, +, -, /, =, _, {, }, , ~, ` , ., ? , ^, or single quotes.	The e-mail address of the contact person.	jsmith@netgo.com
Support E-mail	3 through 80 characters in user@domain format. Can contain only one @ symbol and the following characters: letters, digits, !, #, \$, %, &, *, +, -, /, =, _, {, }, , ~, ` , ., ? , ^, or single quotes.	The e-mail address used to send support requests to the enterprise.	supprt@netgo.com

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.

5.6 CHANGE PASSWORD

Use the *Change Password* page to change your password. All the fields are required.

Figure 14 Enterprise – Change Password

1. On the *Enterprise – Profile* page, select **Change Password**.
2. In the **Current Password* text box, enter your current password.
3. In the **Reset Password* text box, enter the new password. Follow the password rules for your enterprise. You can view the password rules for your enterprise on the *Utilities – Password Rules* page.
4. In the **Re-type new password* text box, confirm your new password by typing it again.
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

5.7 ADMINISTRATORS

Use the **Administrators** menu item on the *Enterprise – Profile* menu page to list, add, modify, or delete Enterprise Administrators.

5.7.1 LIST ENTERPRISE ADMINISTRATORS

Use the *Enterprise – Administrators* page to list the enterprise administrators on the system. On this page you can search for a particular enterprise administrator. From this page, you can add an enterprise administrator or select an administrator to be modified or deleted.

The *Enterprise – Administrators* 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 'Enterprise Administrators' page. On the left is a sidebar with 'Options:' and a menu containing 'Profile', 'Resources', 'Services', and 'Utilities'. The main content area is titled 'Administrators' and includes the instruction 'Add a new enterprise administrator or manage existing administrators.' Below this are 'OK', 'Add', and 'Cancel' buttons. A table lists administrators with columns: 'Administrator ID', 'Last Name', 'First Name', and 'Edit'. The table contains three rows: 'bevmarsh' (Marsh, Bev), 'customeradministra...' (Administrator, Customer), and 'PasswordAdministra...' (Administrator, Password). Below the table is a pagination link '[Page 1 of 1]'. Search filters include a dropdown for 'Administrator ID', a 'Starts With' dropdown, and a text input field. 'Find' and 'Find All' buttons are at the bottom right. At the very bottom are 'OK', 'Add', and 'Cancel' buttons.

Figure 15 Enterprise – Administrators

1. On the *Enterprise – Profile* menu page, click **Administrators**. The *Enterprise – Administrators* page appears.
2. To display the previous page, click **OK** or **Cancel**.

5.7.2 ADD AN ENTERPRISE ADMINISTRATOR

Use the *Enterprise – Administrators Add* page to add an enterprise administrator to the system.

The screenshot shows the 'Enterprise Administrator Add' page. The sidebar is identical to Figure 15. The main content area is titled 'Administrator Add' and includes the instruction 'Add a new enterprise administrator.' Below this are 'OK' and 'Cancel' buttons. The form contains the following fields: '* Administrator ID:' (text input), 'Last Name:' (text input), 'First Name:' (text input), '* Initial Password:' (text input), '* Re-type Initial Password:' (text input), 'Language:' (dropdown menu set to 'English'), and 'Administrator Type:' with three radio buttons: 'Service Provider' (selected), 'Customer', and 'Password Reset Only'. At the bottom are 'OK' and 'Cancel' buttons.

Figure 16 Enterprise – Administrator Add

1. On the *Enterprise – Profile* menu page, click **Administrators**. The *Enterprise – Administrators* page appears.

2. Click **Add**. The Enterprise – Administrator Add page appears.

Following is a table of the text boxes and the input necessary for each. To move between text boxes, use the TAB key on the keyboard, or click in the next text box.

SETTING NAME	ALLOWED VALUES	DESCRIPTION	EXAMPLE
Administrator ID *	6 through 80 characters. Can contain letters, digits, and the following characters: !, #, \$, %, &, +, -, /, =, ?, ^, _, ` , {, , }, periods (.), ~, and single quotes (').	The unique login ID for the enterprise administrator, without using spaces. An e-mail address is a valid user ID.	servpadmin1
First Name	1 through 30 characters.	The first name for the enterprise administrator.	Joe
Last Name	1 through 30 characters.	The last name for the enterprise administrator.	Smith
Initial Password *	Must follow the password rules for the group.	The initial password for the enterprise administrator. For security, asterisks appear on the page instead of the characters typed.	*****
Re-type Initial Password *	Same as for <i>Initial Password</i> .	The password for the enterprise administrator to verify authenticity. For security, asterisks appear on the page instead of the characters typed.	*****
Language *	The drop-down box lists all languages configured for your system.	Displays all languages configured for your system. English is the default. Once you change your language setting, you must log out and log in for the settings to take effect.	English
Administrator Type	Service Provider, Customer, Password Reset Only.	"Service Provider" creates a normal enterprise-level administrator, with access to the web interface determined by the policies you set on the <i>Administrator Policies</i> page (accessible from the administrator's <i>Profile</i> page). "Customer" creates a Customer administrator. The customer administrator only has access to the <i>Groups</i>, <i>Users</i>, and <i>Change Password</i> pages. The customer administrator does not have access to <i>Call Capacity</i> and has read-only access to <i>Intercept Group</i>. "Password Reset Only" restricts the administrator to modifying user passwords. The administrator will have no access to any other pages, data, or commands within the web interface.	

3. To save your changes and display the previous page, click **OK**. To exit without saving, select another page or click **Cancel**.

5.7.3 MODIFY ENTERPRISE ADMINISTRATOR

Use the *Enterprise – Administrators Modify* page to modify profile information for an enterprise administrator.



Note: Password-only limitations cannot be applied to or removed from existing administrator accounts. If you need to restrict an administrator account to modifying user passwords, or to allow a password-only administrator access to other system commands, you must delete the administrator account and create a new account with the correct configuration.

Figure 17 Enterprise – Administrators Modify

1. On the *Enterprise – Profile* menu page, click **Administrators**. The *Enterprise – Administrators* page appears.
2. Click **Edit** in the row for the administrator to edit or click the *Administrator ID*. The *Enterprise – Administrators Modify* page appears.
3. Edit the profile information. If you want to modify the password, type the password in both the ** Reset Password* and ** Re-type new password* boxes.
4. To change the language, select the language from the drop-down list.



Note: You need to log out and log back in to the system for the new language interface to appear.

5. Click **Set Administrator Policies** (Also save current screen data.) Clicking this link opens the *Enterprise Administrator Policies* page and saves your information.
6. To save your changes and display the previous page, click **OK**. To exit without saving, select another page or click **Cancel**.

5.7.3.1 Modify Enterprise Administrator Policies

Use the *Enterprise – Enterprise Administrator Policies* page to modify policy information for an enterprise administrator. Policies include various access permissions to default enterprise functionality.

Enterprise Administrator Policies
View or modify the policies for the selected enterprise administrator.

OK Apply Cancel

Enterprise Profile Access:
☒ Full access to enterprise profile
☐ Read-only access to enterprise profile
☐ No access to enterprise profile

Enterprise Group Access:
☒ Full access to groups
☐ Restricted from adding or removing groups
☐ No access to groups

Enterprise 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

Enterprise Administrator Access:
☒ Full access to enterprise administrators
☐ Read-only access to enterprise administrators
☐ No access to enterprise administrators

Department Access:
☒ Full access to departments list
☐ Read-only access to departments list
☐ No access to departments 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

Enterprise Network Policy Access:
☒ Full access to network policies
☐ No Access to network policies

Phone Number/Extension Access:
☒ Full access to phone numbers/extensions
☐ Access to assign phone numbers/extensions to services and users only
☐ Read-only access to phone numbers/extensions

Service Access:
☒ Full access to service authorization and assignment to the group and users
☐ Restricted from authorizing services to a group
☐ Read-only access to service authorization and assignment

Session Admission Control Access:
☒ Full access to enterprise session admission control
☐ Read-only access to enterprise session admission control
☐ No access to enterprise session admission control

Service Back Definition Access:

Figure 18 Enterprise – Enterprise Administrator Policies

1. On the *Enterprise – Profile* menu page, click **Administrators**. The *Enterprise – Administrator* page appears.
2. Click **Edit** in the row for the administrator to edit or click the *Administrator ID*. The *Enterprise – Administrator Modify* page appears.
3. Click **Set Administrator Policies (Also save current data)**. The *Enterprise – Enterprise Administrator Policies* page appears.

The following table lists the policies and provides a description of each. To move between input boxes, use the TAB key on the keyboard, or click in the next input box.

POLICY	DESCRIPTION
Enterprise Profile Access	
Full access to enterprise's profile	The <i>Enterprise – Profile</i> page appears. This is the default.
Read-only access to enterprise's profile	The <i>Enterprise – Profile</i> page is read-only.
No access to enterprise's profile	The Enterprise Profile menu item does not appear on the <i>Enterprise – Profile</i> menu page.
Enterprise Group Access	
Full access to groups	The Groups menu item on the <i>Enterprise – Profile</i> menu page appears. This is the default.
Restricted from adding or removing groups	The Add and Add Group Wizard buttons on the <i>Enterprise – Groups</i> page do not appear. Additionally, the Delete button on the <i>Group – Profile</i> page does not appear.
No access to groups	The Groups menu option does not appear on the <i>Enterprise – Profile</i> menu page.

Enterprise User Access

Full Access to users	Provides the administrator with full rights to create, modify, and delete users. This is the default.
Restricted from adding or removing users; full access to user profile	Hides the Add buttons and restricts the administrator from adding or deleting users. The administrator may view the user profile but cannot modify it.
Restricted from adding or removing users; read-only access to user profile	Hides the Add buttons and restricts the administrator from adding or deleting users. The administrator may view the user profile but cannot modify it.
Restricted from adding or removing users; no Access to user profile	Hides the Add buttons and restricts the administrator from adding or deleting users. The administrator has no access to the user profile.
No Access to Users	Hides the Users menu option on the administrator's home page, preventing the administrator from creating, modifying, or deleting users.

Enterprise Administrator Access

Full access to enterprise administrators	The Enterprise menu item on the <i>Enterprise – Profile</i> menu page appears. This is the default.
Read-only access to enterprise administrators	The <i>Enterprise – Administrator</i> page is read-only.
No access to enterprise administrators	The Administrators menu item does not appear on the <i>Enterprise – Profile</i> menu page.

POLICY	DESCRIPTION
Department Access	
Full access to departments list	The Departments menu item on the <i>Group – Profile</i> menu page appears. This is the default.
Read-only access to departments list	The <i>Group – Departments</i> page is a read-only list.
No access to departments list	The Departments menu item does not appear on the <i>Group – Profile</i> menu page.
Enterprise Network Policy Access	
Full access to network policies	Provides the administrator with full control over the Voice VPN configuration for the enterprise.
No access to network policies	Hides the Voice VPN menu item on the administrator's home page.
Device Access	
Full access to devices	The Identity/Device Profiles menu item on the <i>Group - Resources</i> menu page displays an editable list. The administrator may create, modify, and delete devices, and may create, modify, and delete associations between devices and users. This is the default.
Read-only access to devices; may associate users to existing devices	The <i>Group – Identity/Device Profiles</i> page is a read-only list. The administrator may not create, modify, or delete devices, but may create, modify, and delete associations between devices and users.
Read-only access to devices and user associations	The <i>Group – Identity/Device Profiles</i> page is a read-only list. The administrator may not create, modify, or delete devices, and may not create, modify, or delete any associations between devices and users.
Phone Number/Extension Access	
Full access to phone numbers/extensions	The Assign Numbers menu item on the <i>Group – Resources</i> menu page appears. This is the default.
Access to assign phone numbers/extensions to services and users only	- The Assign Numbers menu item on the <i>Group – Resources</i> menu page does not appear. - The extension in each of the group services is modifiable. The administrator is able to configure an extension for group services.
Read-only access to phone numbers/extensions	- The Assign Numbers menu item on the <i>Group – Resources</i> menu page does not appear. - The extension in each of the group services is read-only. The administrator can add these services, but is not able to configure an extension. - The extension on the <i>Group – Add User</i> and <i>User – Profile</i> page are read-only. - The extension in the <i>Group – Alternate Numbers</i> page is read-only. - The <i>Charge Number</i> page is read-only.

POLICY	DESCRIPTION
Calling Line ID Number Access	
Full access to calling line ID number	The administrator can view and modify calling line ID phone numbers for the enterprise groups and users.
Read-only access to calling line ID number	The administrator can view but not modify calling line ID phone numbers for the enterprise groups and users.
Service Access	
Full access to service assignment to the group or users	The Services , Assign Group Services , New User Services , and Existing User Services menu items appear from the <i>Group – Resources</i> menu page. This is the default.
Restricted from authorizing services to a group	Prevents the administrator from authorizing services to a group and will have read-only version of the <i>Group Services</i> page. May assign services to the group or user.
Read-only access to service assignments	▪ The <i>Group – Services</i> page is read-only. ▪ The Group assignment pages do not appear (<i>Group – Assign Group Services</i>, <i>Group – New User Services Template</i>, and <i>Group – Existing User services</i>). ▪ The <i>Group – Assign User Services</i> page does not appear.
Session Admission Control Access	
Full access to service provider session admission control	The administrator can add, modify, and delete group-level session admission control (SAC) groups and manage group-level session admission control capacity settings.
Read-only access to service provider session admission control	The administrator can view group-level SAC groups and group-level SAC capacity settings. This is the default setting.
No access to service provider session admission control	▪ The <i>Session Admission Control Group</i> item on the <i>Group – Services</i> page does not appear. ▪ The <i>Session Admission Control Capacity</i> item on the <i>Group – Resources</i> page does not appear.
Service Pack Definition Access	
Full access to service packs	The Service Packs menu item on the <i>Enterprise – Resources</i> menu page appears. This is the default.
No access to service packs	▪ The <i>Enterprise – Service Packs</i> page does not appear. ▪ The <i>Enterprise – Service Pack Migration</i> page does not appear.
Web Branding Access	
Full access to web branding	The Web Portal Branding menu item on the <i>Enterprise – Utilities</i> menu page appears. This is the default.
No access to web branding	The <i>Enterprise – Web Portal Branding</i> page does not appear.

POLICY	DESCRIPTION
Office Zone Access	
Full access to service provider, group, and user office zone control	The administrator can view their service provider office zone settings and configure groups' and users' office zone settings.
Read-only access to service provider, group, and user office zone control	The administrator can see but not configure office zone settings.
Communication Barring Access	
Full access to enterprise and group communication barring control	Provides the administrator with full rights to create, modify, and delete communication barring criteria and profiles for the enterprise and to assign profiles to groups.
Read-only access to enterprise and group communication barring control	Allows the administrator to view but not modify communication barring information for the enterprise and groups.
Number Activation Access	
Full Access to number activation	Provides the administrator with full control over activating phone numbers.
Read-only access to number activation	Allows the administrator to view but not modify phone number activation information.
No access to number activation	Prevents the administrator from modifying or viewing phone number activation information.
Dialable Caller ID Access (This policy is only visible if the Dialable Caller ID feature is enabled on your system.)	
Full Access to Dialable Caller ID criteria	Provides the administrator with full control over creating, modifying, and deleting dialable caller ID criteria and settings at the enterprise and group levels.
Read-only access to Dialable Caller ID criteria	Allows the administrator to view but not modify dialable caller ID settings for the enterprise and groups.
No access to Dialable Caller ID criteria	Prevents the administrator from modifying or viewing dialable caller ID settings for the enterprise and groups.
Verify Translation and Routing Access	
Full access to Verify Translation and Routing	Provides the administrator with full control over creating Verify Translation and Routing (VTR) requests and running test calls to gather information about translation, routing, and services for the calls.
No access to Verify Translation and Routing	Hides the <i>Verify Translation and Routing</i> menu item on the administrator's <i>Utilities</i> page, preventing the administrator from creating VTR requests and running test calls.

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

5.7.4 DELETE AN ENTERPRISE ADMINISTRATOR

Use the *Enterprise – Administrators Modify* page to delete an enterprise administrator from the system.

Figure 19 Enterprise – Administrator Modify - Delete

1. On the *Enterprise – Profile* menu page, click **Administrators**. The *Enterprise – Administrators* page appears.
2. Click **Edit** in the row for the administrator to delete or click the *Administrator ID*. The *Enterprise – Administrators Modify* page appears.
3. Click **Delete**. The *Enterprise – Administrators* page appears.

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



Note: 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.

5.8 DEPARTMENTS

Use the **Departments** menu item on the *Enterprise – Profile* menu page to list, add, modify, and delete Departments.

5.8.1 LIST DEPARTMENTS

Use the *Enterprise – Departments* page to list the departments in the enterprise. The full path name of each department is shown in the list. Each sub-department is separated from its parent by a backslash (\). On this page, you can search for a particular department. From this page, you can add a department or select a department to be modified or deleted.

The *Enterprise – Departments* 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*.

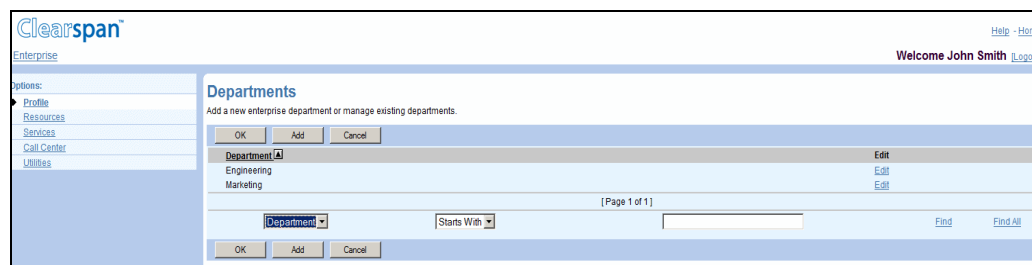


Figure 20 Enterprise – Departments

1. On the *Enterprise – Profile* menu page, click **Departments**. The *Enterprise – Departments* page appears.
2. To display the previous page, click **OK** or **Cancel**.

5.8.2 ADD A DEPARTMENT

Use the *Enterprise – Departments Add* page to add a department to the enterprise.



Note: Departments within a group do not appear on this list. Select a group before you add a department to it.

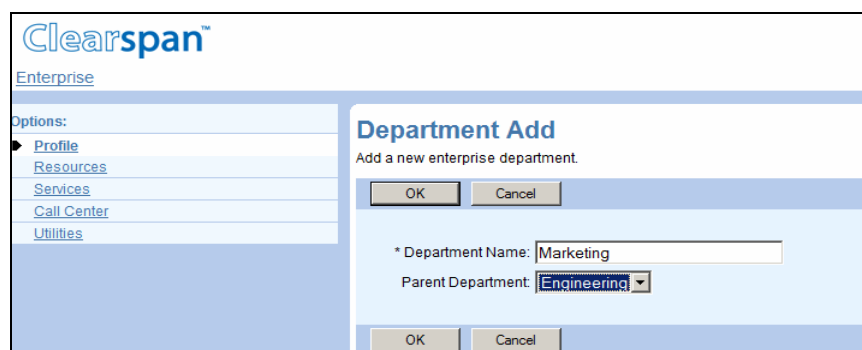


Figure 21 Enterprise – Department Add

1. On the *Enterprise – Profile* menu page, click **Departments**. The *Enterprise – Departments* page appears.
2. Click **Add**. The *Enterprise – Department Add* page appears.
3. Type the name of the department. This name may not exceed 50 characters, and must be unique at the enterprise level. It cannot contain % or + symbols, backslashes, parenthesis, or double quotes.
4. Select the parent department from the drop-down list. If this department is a parent, select the default value “None”.



Note: If you have not yet added the appropriate parent directory, you can modify the Parent Directory value from the *Enterprise – Department Modify* page.

5. To save your changes and display the previous page, click **OK**. To exit without saving, select another page or click **Cancel**.

5.8.3 MODIFY DEPARTMENT

Use the *Enterprise – Department Modify* page to modify a department in the enterprise. Changes to the parent department affect all sub-departments.

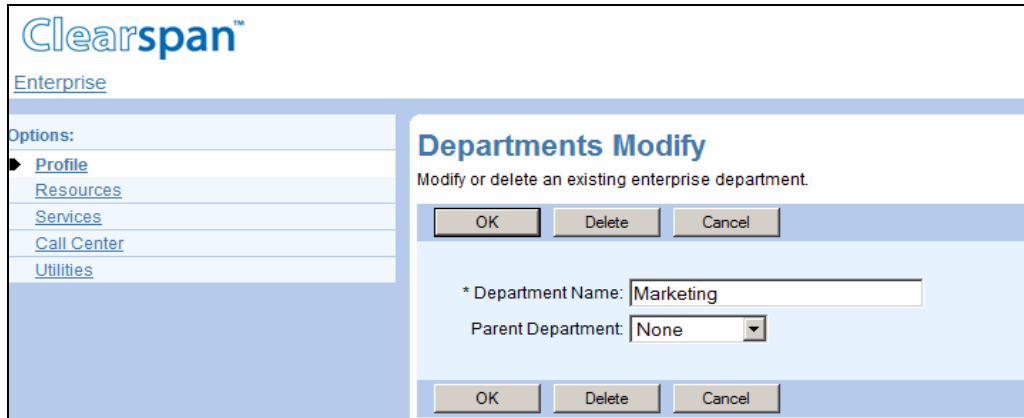


Figure 22 Enterprise – Departments Modify

1. On the *Enterprise – Profile* menu page, click **Departments**. The *Enterprise – Departments* page appears.
2. Click **Edit** or any item in the row for the department to edit. The *Enterprise – Departments Modify* page appears.
3. Edit the department information by typing over the existing text or selecting from the drop-down list.



Note: Change the name of the *Parent Department* to change the structure of all sub-departments (or dependents) of the current department.

4. To save your changes and display the previous page, click **OK**. To exit without saving, select another page or click **Cancel**.

5.8.4 DELETE DEPARTMENT

Use the *Enterprise – Departments Modify* page to delete a department from the enterprise. You may not remove a department with users assigned to it or with departments connected to it.

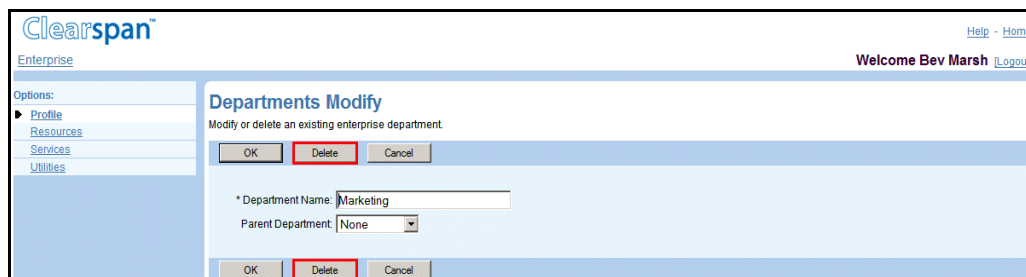


Figure 23 Enterprise – Departments Modify - Delete

1. On the *Enterprise – Profile* menu page, click **Departments**. The *Enterprise – Departments* page appears.
2. Click **Edit** or any item in the row for the department to edit. The *Enterprise – Departments Modify* page appears.
3. Click **Delete**. The *Enterprise – Departments* page appears.

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



Note: 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.

5.9 SCHEDULES

Use the *Enterprise – Schedules* page to configure time and holiday schedules for your enterprise. Schedules are used in services such as Clearspan Anywhere, Call Forwarding Selective, and Priority Alert.

All enterprise groups and users can use the schedules defined at the enterprise level in their services.

You 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 applying.

5.9.1 LIST AND DELETE SCHEDULES

Use the *Enterprise – Schedules* page to list and delete enterprise schedules.

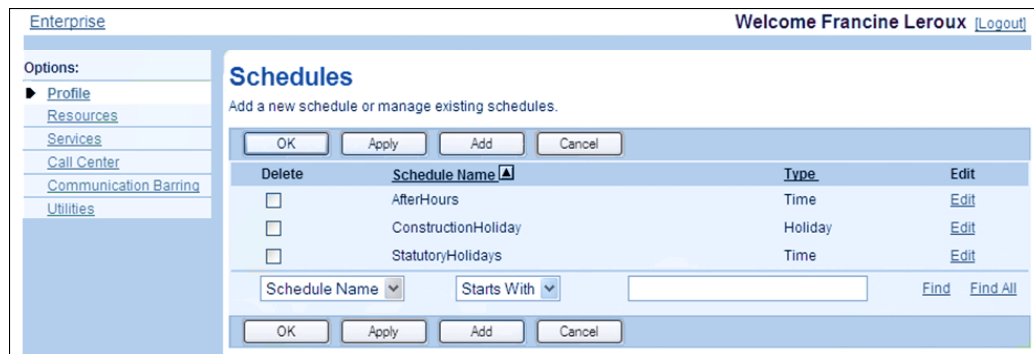


Figure 24 Enterprise – Schedules

1. On the *Enterprise – Profile* menu page, click **Schedules**. The *Enterprise – Schedules* page appears.
2. To delete a schedule, check the *Delete* box in the row of the schedule to delete.
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.

5.9.2 ADD SCHEDULE

Use the *Enterprise – Schedule Add* page to add a schedule for your enterprise.

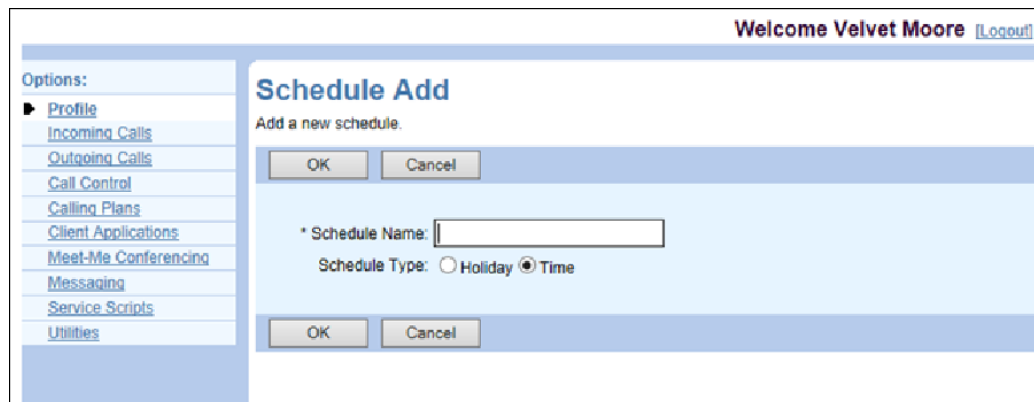


Figure 25 Enterprise – Schedule Add

1. On the *Enterprise – Profile* menu page, click **Schedules**. The *Enterprise – Schedules* page appears.
2. Click **Add**. The *Enterprise – Schedule Add* page appears.
3. In the *Schedule Name* text box, enter the name for the schedule. The name can be from 1 through 40 characters.
4. Specify the type of schedule you want to create: check *Holiday* or *Time*.
5. Click **OK**. This creates a schedule with no events. To complete the definition, follow the procedure in the Add Event section to add one or more events to the schedule.

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

5.9.3 ADD EVENT

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

Figure 26 Enterprise –Event Add

1. On the *Enterprise – Profile* menu page, click **Schedules**. The *Enterprise – Schedules* page appears.
2. Click **Edit** in the row of the schedule to which you want to add an event. The *Enterprise – Schedule Modify* page appears.
3. Click **Add**. The *Enterprise – Event Add* page appears.
4. In the *Event Name* text box, enter a name for the event.
5. In the *Start Date* box, select a day from the calendar.
6. 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.

7. If applicable, in the *Start Time* box, type a time (HH:MM, 1 <= HH <= 12, 00 <= MM <= 59) and select *AM* or *PM* from the drop-down list.
8. In the *End Date* box, select a day from the calendar.
9. If applicable, in the *End Time* box, type a time (HH:MM, 1 <= HH <= 12, 00 <= MM <= 59) and select *AM* or *PM* from the drop-down list.
10. Configure the recurrence pattern for the event. From the *Recurs* drop-down list, select the type of recurrence from the following options:
 - *Never* to make it a one-time event.
 - *Daily* and enter the frequency of occurrence in days from 1 through 999.

Recurrence Pattern:

Recurs: **Daily**

Every: day(s)

Figure 27 Event Add – Recurrence Pattern (Daily)

- *Weekly*, enter the frequency of occurrence in weeks (from 1 through 999) and select the day or days of the week on which the event should occur.

Recurrence Pattern:

Recurs: **Weekly**

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

Figure 28 Event Add – Recurrence Pattern (Weekly)

- *Monthly*, enter the frequency of occurrence in months (from 1 through 999) and specify the day for the recurrence of the event. 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 from 1 through 31. If you select 29, 30, or 31, the occurrence will fall on the last day of the month for months that are shorter than 29, 30, or 31 days respectively.
 - 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: month(s) on ☒ Day of the month
☐ The of the month

Figure 29 Event Add – Recurrence Pattern (Monthly)

- *Yearly*, specify the frequency of occurrence in years (from 1 through 99), for example, every two years; and specify the day for the recurrence of the event. Select one of the following options:
 - To schedule the event on a specific day of the year, check *Day <X> of <Month>*, enter the day and select the month from the drop down list. For example, if you select April, you can enter a day from 1 through 30, and if you select February, you can enter a day from 1 through.
 - To schedule the event on a specific day of the week and month, for example the first Sunday of February, 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: year(s) on ☐ Day of
☒ The of

Figure 30 Event Add – Recurrence Pattern (Yearly)

11. For a recurrent 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 from 1 through 999
- Date, and select the date from the calendar or enter a date in the MM/DD/YYYY format

Recurrence Range:
 Start Date: 05/27/2012 Note: Start Date is always equal to Event Time Start Date value
 End: ☒ Never
☐ After occurrences
☐ Date 05/27/2012 (mm/dd/yyyy)

Figure 31 Event Add – Recurrence Range

12. Click **OK**. OK saves your changes and displays the previous page.

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

5.9.4 MODIFY SCHEDULE

Use the *Enterprise – Schedule Modify* page to modify a schedule.

Enterprise Welcome Francine Leroux [Logout](#)

Options:
 ▶ Profile
 Resources
 Services
 Call Center
 Communication Barring
 Utilities

Schedule Modify

Modify an existing schedule.

OK Apply Add Cancel

* Schedule Name:
 Type: Holiday

Delete	Event Name	Edit
☐	ConstructionWeek	Edit

Event Name Starts With [Find](#) [Find All](#)

OK Apply Add Cancel

Figure 32 Enterprise – Schedule Modify

1. On the *Enterprise – Profile* menu page, click **Schedules**. The *Enterprise – Schedules* page appears.
2. Click **Edit** in the row of the schedule to modify. The *Enterprise – Schedule Modify* page appears.
3. If needed, modify the schedule name.
4. To delete an event, check the *Delete* box on the row for the event.
5. Click **Apply**.
6. To modify an event, click **Edit** in the row of the event. The *Enterprise – Event Modify* page appears.

The screenshot displays the 'Event Modify' page in the Enterprise web interface. The sidebar on the left lists navigation options: Enterprise, Options, Profile, Resources, Services, Communication Barring, and Utilities. The main content area is titled 'Event Modify' and includes a sub-header 'Modify an existing event from schedule.' Below this, there are three buttons: OK, Apply, and Cancel. The form contains the following fields and controls:

- Schedule Name:** U.S. Holidays
- * Event Name:** Christmas
- Event Details:**
 - Event Time:**
 - * Start Date: 12/23/2012 (mm/dd/yyyy)
 - * End Date: 12/26/2012 (mm/dd/yyyy)
 - Duration: 4 days
 - Recurrence Pattern:** Recurs: Never
 - Start Time:** [] AM
 - End Time:** [] AM
 - All Day Event:** ☒

Buttons for OK, Apply, and Cancel are located at the bottom of the form.

Figure 33 Enterprise – Event Modify

7. Modify information as required. For information about the options available on this page, see section
8. To add an event, follow the procedure in section
9. 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.

5.10 CALL PROCESSING POLICIES

Use the *Call Processing Policies* page to configure Clearspan call processing behavior at the enterprise level.

On a per-call basis, the system selects the policy to use based on the level at which the policies are configured, with the user level policies having the highest priority and the system level policies the lowest.

The screenshot shows the 'Call Processing Policies' configuration page in the Clearspan Enterprise web interface. The page has a sidebar with 'Options' (Profile, Resources, Services, Settings) and a main content area. The 'Calling Line ID' section includes checkboxes for 'Non-Emergency Calls' and 'Emergency Calls', each with radio buttons for 'Use user phone number for Calling Line Identity' and 'Use configurable CLID for Calling Line Identity'. The 'Media' section has a 'Media Policy' dropdown set to 'None'. The 'Call Limits' section contains several checkboxes and input fields for call limits (e.g., 'Enable Maximum Number of Concurrent Calls', 'Enable Maximum Duration for Unanswered Calls'). The 'Conferencing' section has a 'Use Conference URI Setting' dropdown set to 'System' and a 'Conference-URI' field. The 'Translation and Routing' section includes checkboxes for 'Network Usage' and 'Enterprise Extension Dialing'.

Figure 34 Enterprise – Call Processing Policies

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

FIELD	DESCRIPTION
Calling Line ID External Calls: • Use user phone number for Calling Line Identity • Use configurable CLID for Calling Line Identity	This option allows you to override the system Calling Line ID policy settings for external calls at the enterprise level. • Select <i>Use user phone number for Calling Line Identity</i> to send the user's phone number as calling line identity. • Select <i>Use configurable CLID for Calling Line Identity</i> to send the user's custom calling line ID as calling line identity.
Enterprise Calls • Use extension • Use location code plus extension • Use External Calls Policy	This option allows you to override the system Calling Line ID policy settings for enterprise calls at the enterprise level. • 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.
Emergency Calls:	This option allows you to override the system Calling Line ID policy settings for emergency calls at the

FIELD	DESCRIPTION
- Use user phone number for Calling Line Identity - Use configurable CLID for Calling Line Identity	enterprise level. - Select <i>Use user phone number for Calling Line Identity</i> to send the user's phone number as calling line identity. - Select <i>Use configurable CLID for Calling Line Identity</i> to send the user's custom calling line ID as calling line identity.
Allow Alternate Numbers for Redirecting Identity	Select this option to allow an alternate number to be used as a redirecting identity in the redirection header.
Allow Configurable CLID for Redirecting Identity	Select this option to allow a configurable CLID to be used as a redirecting identity in the redirection header.
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.
Media	
Media Policy: - Force Use of Uncompressed Codec - Supported Media - None	Configure the Media policy as follows: - Select <i>Force Use of Uncompressed Codec</i> to force a user's device to use an uncompressed codec. For example, fax machines and modems require the use of a clear channel and an uncompressed codec. This setting does not apply to virtual users. - Select <i>Use Supported Media</i> to provision what media (codec) subscribers are permitted to use. This is done by building media sets that are applied to subscribers. The policy does not apply to virtual subscriber services such as Auto Attendant, voice portal, hunt group, trunk group, call center, and so on. - Select <i>None</i> to specify that no Media Policy is enforced at the enterprise level.
Call Limits	
Enable Maximum Number of Concurrent Calls	Select this option and enter the number from 1 through 999999 in the text box to specify the maximum allowed number of concurrent calls. If a caller exceeds the maximum number of simultaneous calls allowed on terminations, they are given busy treatment. Busy treatment may include Voice Messaging, Call Forwarding Busy, and any other active service assigned to the subscriber that is invoked on Busy. Note that this feature only counts originating and terminating calls for a subscriber. Redirected calls are not counted as part of this policy. NOTE: This setting does not apply to virtual users.
Enable Maximum Number of Concurrent Video Calls	Select this option and enter the number in the text box to restrict the number of concurrent video calls a user can make. If a caller exceeds the maximum number of simultaneous video calls allowed on terminations, they are given busy treatment. Busy treatment can include Voice Messaging, Call Forwarding Busy, and any other active service assigned to the subscriber that is invoked on <i>Busy</i>. Note that this feature only counts originating and

FIELD	DESCRIPTION
	terminating calls for a subscriber. Redirected calls are not counted as part of this policy. NOTE: This setting does not apply to virtual users.
Enable Maximum Duration for Answered Calls	Select this option and enter the number from 1 through 2880 in the text box to restrict the duration of answered calls. If a user exceeds the maximum time on a given call, the call is taken down and an abnormal call release is indicated in the call detail record. NOTE: This setting does not apply to virtual users.
Enable Maximum Duration for Unanswered Calls	Select this option and enter the number from 1 through 2880 in the text box to restrict the duration of answered calls. When a call exceeds the maximum time, it is taken down and the calling party receives reorder tone.
Enable Maximum Number of Concurrent Redirected Calls	Select this option and enter the number from 1 through 999999 in the text box to place a limit on the number of simultaneous redirections for a subscriber. The <i>Enable Maximum Number of Concurrent Redirected Calls</i> policy is similar to the policy that limits the number of simultaneous calls, the difference being that this policy counts only calls that are redirected. When the allowed maximum number of concurrent redirected calls is exceeded, the call is short-circuited in a similar way to the <i>Maximum Redirection Depth</i> policy. The <i>Maximum Number of Concurrent Redirected Calls</i> policy applies to the same redirecting services as the <i>Maximum Redirection Depth</i> policy. However, the <i>Maximum Number of Concurrent Redirected Calls</i> policy does not apply to redirecting services assigned to virtual subscribers.
Enable Maximum Number of Concurrent Find Me/Follow Me Invocations	Select this option and enter the number from 1 through 999999 in the text box to limit the number of simultaneous invocations of Find Me/Follow Me services. These services include Simultaneous Ringing, Sequential Ringing, and Remote Office.
Enable Maximum Find Me/Follow Me Depth	Select this option and enter the number from 1 through 100 in the text box to limit the cascading of forking services, that is, Simultaneous Ringing and Sequential Ringing. It is similar to the <i>Maximum Redirection Depth</i> policy, but different in that it counts only the diversion entries where the reason is "follow-me". Simultaneous Ringing and Sequential Ringing both cause redirections that add a "follow-me" diversion entry, which means that the policy restricts the cascading of these forking services. Although it is not a forking service, Remote Office also causes a redirection with a "follow-me" diversion entry. Therefore, the policy also applies to the Remote Office service.

FIELD	DESCRIPTION
Maximum Redirection Depth	Select this option and enter the number from 1 through 100 in the text box to specify the maximum allowed number of cascaded redirections or “hops”. The Maximum Redirection Depth policy applies to the following redirecting services: ▪ Call Forwarding Always ▪ Call Forwarding Busy ▪ Call Forwarding No Answer ▪ Selective Call Forwarding ▪ Voice Mail Deposit ▪ Direct Voice Mail Transfer ▪ SIP Phone Forwarding (302 from SIP phone) ▪ Call Processing Language ▪ Client-initiated Blind Transfer (for example, from Clearspan Assistant–Enterprise) ▪ Phone-initiated Blind Transfer ▪ Series Completion ▪ PBX Deflection Before Answer ▪ Trunk Group Forward on Unreachable or Capacity Exceeded Condition The <i>Maximum Redirection Depth</i> policy applies to redirecting services assigned to virtual subscribers, such as Auto Attendant. Since these virtual subscribers do not have per-user call processing policies that regular subscribers have, the Application Server applies the policies of the virtual subscriber’s enterprise.
Conferencing	
Use Conference URI Setting • System • Service Provider	This setting allows you to specify the conference URI to use. • Select <i>System</i> to use the setting defined at the system level. • Select <i>Service Provider</i> to use a custom setting and enter the conference URI to use. The conference URI is used by devices to refer the conference parties and is shared with the Three-Way Calling and N-Way Calling services. The user part of the conference URI can be from 1 through 80 characters and cannot contain the @ symbol.
Translation and Routing	
Network Usage: ▪ Force All Calls to use the Network ▪ Force All Calls to the Network except extension/location ▪ Do not Force Enterprise/Group Calls to the Network	Specify whether calls should be routed via the network interface as follows: • Select <i>Force All Calls to use the Network</i> to force all calls from the enterprise, including extensions dialed and location code/extensions dialed, to route via the network interface. Note that a Network Server with Private Dial Plan is required for extension dialed and location code/extension dialed calls to work properly when forced to the network. • Select <i>Force All Calls to the Network except extension/location</i> to force all calls from the

FIELD	DESCRIPTION
	enterprise excluding extensions dialed and location code/ extensions dialed to route via the network interface. Select <i>Do not Force Enterprise/Group Calls</i> to the Network to not enforce call routing via the network interface.
Enable Enterprise Extension Dialing	Select this option to allow extension dialing for the enterprise. When the policy is disabled, the calls route to the Network Server. When the policy is enabled, the calls route to the enterprise destination, internally (within the same Application Server cluster).
Enforce Group Calling Line Identity Restriction	Select this option to enforce group calling line identity restrictions for incoming calls.
Enforce Enterprise Calling Line Identity Restriction	Select this option to enforce enterprise calling line identity restrictions for incoming calls.
Allow Enterprise/Group Call Typing for Private Dialing Plan	When this option is selected,, 302 responses from the Network Server that result in a group or enterprise call are routed internally within the Application Server, if the destination is hosted on the same Application Server, and if the Network Server used a Private Dialing Plan Routing policy.
Allow Enterprise/Group Call Typing for Public Dialing Plan	The <i>Allow Enterprise/Group Call Typing for Public Dialing Plan</i> call processing policy is very similar to the one above, with the exception that the type of network from the Network Server contact must be set to "PUBLIC". The category must still be "PRIVATE" to indicate that an Enterprise Routing policy was used. Note that if the category is not set to "PRIVATE", the call is routed externally.
Override CLID Restriction For Private Call Category	When the Network Server returns a contact via its private dial plan (the <i>cat</i> and <i>ton</i> parameters in the returned contact are both set to "PRIVATE"), whether or not the destination is part of the same enterprise as the caller. The CLID restrictions can be overridden (the caller's privacy made public) if the Override Calling Line Identity Restriction for External Calls via Private Dialing Plan call processing policy is enabled, for calls going to the network.
Use Enterprise CLID For Private Call Category	This policy uses the enterprise CLID to identify the caller for inter-Application Server calls via a private dialing plan. Previously the caller's directory number (DN) was used to identify the caller. The enterprise CLID is: - The user's extension for intra-group calls. - The user's location code followed by the user's extension for intra-enterprise calls.
Incoming Caller ID	
Use Service Provider/Enterprise Dialable	This option allows you to specify the Dialable Caller ID policy to use.

FIELD	DESCRIPTION
Caller ID Policy Use System Dialable Caller ID Policy	- Select <i>Use Service Provider/Enterprise Dialable Caller ID Policy</i> to use the policy defined on this page. - Select <i>Use System Caller ID Policy</i> to use the policy defined at the system level.
Dialable Caller ID: On/Off	Check <i>On</i> to enable or check <i>Off</i> to disable the use of the dialable caller ID.

- 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.

5.11 DIAL PLAN POLICY

Use the *Dial Plan Policy* page to configure the enterprise Dial Plan policy for digit collection and outside access codes policies.

You can configure a customizable digit map including public and private dial plans simultaneously on a per-group basis. This allows integrated and consistent control of digit collection and external digit processing policies for Media Gateway Control Protocol (MGCP) devices and Clearspan Media Servers, which minimizes a long inter-digit timeout and/or the requirement for a terminator key (that is, #) to be dialed by the user. This also allows the “dial 9 to access an outside line” feature, which is commonly used in many private branch exchange (PBX) systems.

Note that the Dial Plan policy replaces the Digit Collection policy, which has been removed.

The screenshot shows the 'Dial Plan Policy' configuration page in the Clearspan Enterprise web interface. The page has a sidebar with navigation links: Enterprise, Profile, Resources, Services, and Utilities. The main content area is titled 'Dial Plan Policy' and contains the following elements:

- A header bar with 'Clearspan' logo and 'Enterprise' text.
- A sidebar with 'Options:' and a list of links: Profile, Resources, Services, and Utilities.
- A main content area with the title 'Dial Plan Policy' and a description: 'Configure Service Provider/Enterprise dial plan policy for digit collection and outside Access Codes policies. Configure the customizable digit map including public and private dial plans simultaneously on a per-group basis. This capability allows integrated and consistent control of digit collection and external digit processing policies for MGCP devices and Clearspan media servers minimizing usage of the long inter-digit timeout and/or requiring a terminator key (i.e., #) to be dialed by the user. Also provides the capability to allow the "dial 9 to access an outside line" feature common in many PBX systems.'
- A set of buttons: OK, Apply, Add, and Cancel.
- Two checkboxes: 'Requires Access Code for Public Calls' and 'Allow E.164 Public Calls'.
- Two text input fields: 'Public Digit Map:' and 'Private Digit Map:'.
- A table with the following columns: Access Code, Enable Secondary Dial Tone, Description, and Edit. The table contains one row with the value '2345' in the Access Code column and 'Test Dial Plan Policy' in the Description column.
- A footer bar with the text '[Page 1 of 1]' and a set of buttons: OK, Apply, Add, and Cancel.

Figure 35 Enterprise – Dial Plan Policy

Use the following procedure to configure the Dial Plan policy:

- On the *Enterprise – Profile* menu page, click **Dial Plan Policy** under the Advanced menu. The *Enterprise – Dial Plan Policy* page appears.

2. Check the *Requires Access Code for Public Calls* box to require dialing, as well as an access code to access the public dialing plan. Uncheck to ignore this requirement.
3. Check the *Allow E.164 Public Calls* box to allow E.164 addresses as public calls (regardless of the non-permissive option setting). Note that this option is only relevant when the *Requires Access Code for Public Calls* option is checked. Uncheck to ignore this requirement.
4. Check the *Prefer E.164 Number Format for Callback Services* box to indicate that E.164 number format is the preferred format for Callback services.
5. In the *Public Digit Map* text box, enter the digit map using the following syntax. The format is:

DigitString | "(" DigitString 0*("|" DigitString) ")"

... where:

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

Example

Following is an example of a valid digit map valid:

(1xxx| 2.[#T])

In this digit map, collection of digit strings starting with “1” stops after four digits (total) are collected. 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.

6. In the *Private Digit Map* text box, enter the private digit map. The private digit map is optional. If it is not entered, the public digit map is used. For information about the digit map syntax, see the previous step.
7. 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.

5.11.1 ADD ACCESS CODE

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

Figure 36 Enterprise – Dial Plan Policy Add

Use the following procedure to add a new access code for the Dial Plan policy:

1. On the *Enterprise – Profile* menu page, click **Dial Plan Policy** under the Advanced menu. The *Enterprise – 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 wildcard characters.
4. In the *Description* text box, enter the description, which is a meaningful description of the access code.
5. Check or uncheck *Include Code for Translations and Routing*. This determines whether the access code should be included as part of the dialed digits for network translations and routing.
6. Check or uncheck *Include Code for Screening Services*. This determines whether the access code should be included as part of the dialed digits for call screening (for example, for the Outgoing Dialing Plan and Outgoing Calling Plan).
7. Check or uncheck *Enable Secondary Dial Tone*. This attribute determines whether a secondary dial tone is applicable for calls initiated from an 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: The *Enable Secondary Dial Tone* check box is available only when a private digit map has been configured.

8. To save your changes, click **OK**. The *Enterprise – Dial Plan Policy* page appears.

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

5.11.2 MODIFY OR DELETE ACCESS CODE

Use this page to modify an access code for the Dial Plan policy.

Figure 37 Enterprise – Dial Plan Policy Modify

Use the following procedure to modify or delete an access code for the Dial Plan policy:

1. On the *Enterprise – Profile* menu page, click **Dial Plan Policy** under the Advanced menu. The *Enterprise – Dial Plan Policy* page appears.
2. Click **Edit** on the row for the access code to edit or click on the *Access Code*. The *Enterprise – Dial Plan Policy Modify* page appears.
3. To delete the access code, click **Delete**. The *Enterprise – Dial Plan Policy* page appears.



Note: 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 access code, edit the access code information.
5. To save your changes, click **OK**. The *Enterprise – Dial Plan Policy* page appears.

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

5.12 VIRTUAL ON-NET ENTERPRISE EXTENSIONS

The Virtual On-Net Enterprise Extensions service allows Clearspan users to reach destinations that are not part of their enterprise, 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 their extensions, as they would to users in their enterprise.

Destinations configured using the Virtual On-Net Enterprise Extensions service are called Virtual On-Net users. They are configured by group administrators. For more information, see the *Application Server Group Web Interface Administrator Guide – Part 1*.

Use the *Enterprise – Virtual On-Net Users* page to view Virtual On-Net users in your enterprise. Virtual On-Net users are also listed in your enterprise directory.

From this page, you can also access the pages to modify Virtual On-Net users.

Virtual On-Net Users
Display all the Virtual On-Net users in the enterprise.

Enter search criteria below

Last Name Starts With

Group ID	Last Name	First Name	Phone Number	Extension	Virtual On-Net Call Type	Edit
CallCenter	District	South	+1-8763331062	1062	Frisco Test Beds	Edit
CallCenter	District	South	+1-8763331063	1063	Frisco Test Beds	Edit
CallCenter	District	South	+1-8763331064	1064	Frisco Test Beds	Edit
CallCenter	District	South	+1-8763331065	1065	Frisco Test Beds	Edit
CallCenter	District	South	+1-8763331066	1066	Frisco Test Beds	Edit
CallCenter	District	South	+1-8763331067	1067	Frisco Test Beds	Edit
CallCenter	District	South	+1-8763331068	1068	Frisco Test Beds	Edit
CallCenter	District	South	+1-8763331069	1069	Frisco Test Beds	Edit
CallCenter	District	South	+1-8763331070	1070	Frisco Test Beds	Edit
CallCenter	District	South	+1-8763331071	1071	Frisco Test Beds	Edit
CallCenter	District	South	+1-8763331072	1072	Frisco Test Beds	Edit
CallCenter	District	South	+1-8763331073	1073	Frisco Test Beds	Edit
CallCenter	District	South	+1-8763331074	1074	Frisco Test Beds	Edit
CallCenter	District	South	+1-8763331075	1075	Frisco Test Beds	Edit
CallCenter	Jones	Brian	+1-8673331059	1059	Frisco Test Beds	Edit

[Page 1 of 1]

Figure 38 Enterprise – Virtual On-Net Users

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

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*.

2. To edit a Virtual On-Net user entry, click **Edit** in the row for the entry. For information on modifying Virtual On-Net users see *Clearspan Application Server Group Web Interface Administration Guide Part 1*.
3. Click **OK** to return to the previous menu.

5.13 VOICE VPN

Use the *Enterprise – Voice VPN* page to configure Voice Virtual Private Network (VPN) rules and add Voice VPN entries. You can also edit or delete exiting entries.

You must set Voice VPN rules and add Voice VPN entries to your enterprise to allow groups to make and receive inter-site calls from any other group within your enterprise. Voice VPN rules are assigned automatically to any group you add. You must create a location code (via the Voice VPN entry) for each group in your enterprise and assign that location code when you create the group.

Figure 39 Enterprise – Voice VPN

5.13.1 CONFIGURE VOICE VPN RULES

Voice VPN rules apply to all groups you add to your enterprise.

1. On the *Enterprise – Profile* menu page, click **Voice VPN**. The *Enterprise – Voice VPN* page appears.
2. To enable or disable routing, select *On* or *Off*.

When routing is enabled, this instance is active and you can use your own facilities to terminate public calls at specified NEs.

3. For *Default selector*, select *Public* or *Private* to select the default behavior of routing if no Voice VPN entry matches the digits dialed.
4. For *Selector for non-matching E164 numbers*, select *Public* or *Default selector* to select the default behavior of routing if no Voice VPN entry matches the digits dialed.
5. For *Route using*, select *Called number only* or *Called number and phone-context*. If required by the Voice VPN policy, select the *Called number and phone-context* option when the *phone-context* parameter must be returned (which has the proper service name and group name).
6. 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.

5.13.2 ADD VOICE VPN POLICY

Use the *Enterprise – Voice VPN Add* page to add a new Voice VPN policy. Policies are used to create location codes and dialing patterns. You require a unique location code for each group in your enterprise to allow inter-site calls. Required fields are indicated with an asterisk (*).

1. On the *Enterprise – Profile* menu page, click **Voice VPN**. The *Enterprise – Voice VPN* page appears.
2. Click **Add**. The *Enterprise – Voice VPN Add* page appears.

Figure 40 Enterprise – Voice VPN Add



Note: The contents of the page change depending on the *Selector* you choose.

3. Specify the *Location Code* (from 1 through 22 digits).
4. Select the Minimum and Maximum Extension Length from the drop-down lists.
5. Enter a description for the entry (optional).
6. Specify the *Selector* as follows:

Private – Use only private policies to process calls.

Public – Continue through all available policies starting with private policies first, and then public ones.

Route – Route calls with redirect.

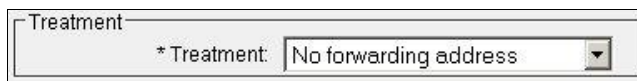
Treatment – Treat calls using the corresponding treatment.

7. If you select *Private* or *Public*, the page appears as shown above.

If you select *Route*, the following drop-down menu appears before the Digit Manipulations section. Select the *Group ID* to whom you want to assign the Voice VPN entry.

Figure 41 Route – Group ID

If you select *Treatment*, the following drop-down menu appears. Select one of the following treatments: *No forwarding address*, *SIP formatting error*, or *NS to refuse to process request*. Go to step 9.



Treatment

* Treatment: No forwarding address

Figure 42 Treatment – Treatment

8. Specify the *Digit Manipulation Operations* (for Private, Public, and Route Selectors). You can select up to eight digit manipulation operations from the drop-down lists.
9. Click **OK** to add the entry. Click **Cancel** to return to the *Enterprise – Voice VPN* page without applying your changes.

5.13.3 MODIFY OR DELETE A VOICE VPN POLICY

Use the *Enterprise – Voice VPN Modify* page to edit or delete an existing Voice VPN policy.

To modify a policy:

1. On the *Enterprise – Profile* menu page, click **Voice VPN**. The *Enterprise – Voice VPN* page appears.
2. Click the desired Voice VPN policy, or click **Edit** (located to the right of the policy). The *Enterprise – Voice VPN Modify* page appears.

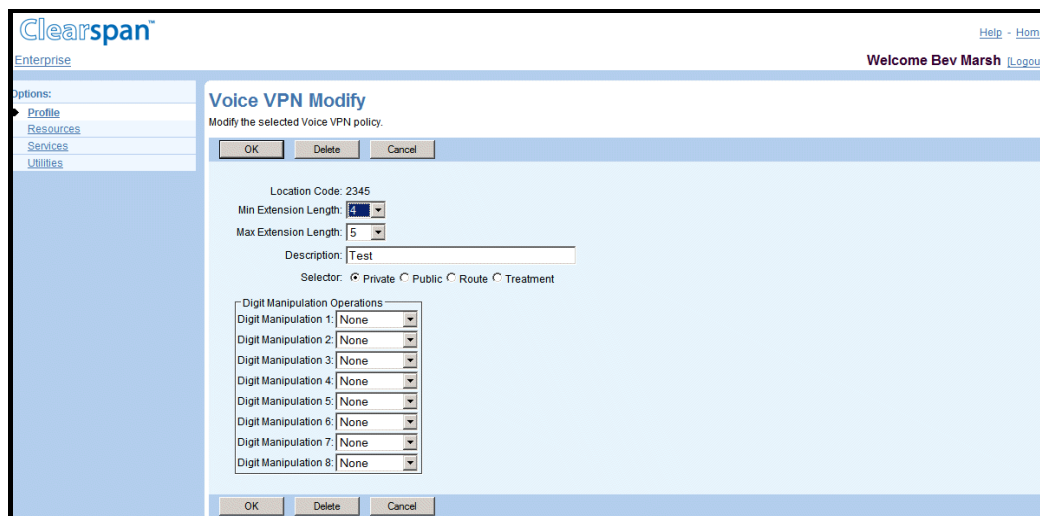


Figure 43 Enterprise – Voice VPN Modify

3. Modify the fields as needed. You cannot edit the *Location Code*.
4. Click **OK** to modify the policy or click **Cancel** to return to the *Voice VPN* page without applying your changes.

To delete a policy:

Click **Delete**. The *Enterprise – Voice VPN* page appears.



WARNING: THIS ACTION CANNOT BE UNDONE. ONCE YOU CLICK DELETE, THE POLICY IS PERMANENTLY DELETED.

5.1 DIALABLE CALLER ID

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

Dialable caller ID criteria, organized in criteria entries, 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, enterprise, and group levels. The level to apply to a call is determined by the Call Processing Policies settings and the settings defined 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 is 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 at the beginning of the remote party's number received from the Network Server. Note that the prefix digits can be empty.

5.1.1 VIEW DIALABLE CALLER ID SETTINGS

You use the *Enterprise – Dialable Caller ID* page to view the dialable caller ID settings for your enterprise.

Depending on your access permissions you can have full or read-only access to this page.

The screenshot shows the 'Enterprise' web interface. The top navigation bar includes 'Enterprise' and 'Welcome Michel Raymond [Logout]'. A left sidebar contains 'Options:' with links for 'Profile', 'Resources', 'Services', and 'Utilities'. The main content area is titled 'Dialable Caller ID' and includes the instruction 'View the service provider's Dialable Caller ID settings.' Below this is an 'OK' button. The configuration section has two radio buttons: 'Use Service Provider/Enterprise Criteria' (unselected) and 'Use System Criteria' (selected). Under 'NS Screening Failure Policy', there are three radio buttons: 'Display the received caller ID' (selected), 'Do not display the caller's number' (unselected), and 'Do not display the caller's name or number' (unselected). A table lists two criteria entries:

Name	Description	Prefix Digits	Priority	View
Criteria 1	Dialable CLID Criteria 1	11	1	View
Criteria 2	Dialable CLID Criteria 2	0	2	View

At the bottom of the table is another 'OK' button.

Figure 44 Enterprise – Dialable Caller ID (Read-only)

1. On the *Enterprise – Profile* menu page, click **Dialable Caller ID**. The *Enterprise – 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**.

5.1.2 CONFIGURE DIALABLE CALLER ID SETTINGS AND PRIORITIZE ENTRIES

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

The screenshot shows the 'Enterprise – Dialable Caller ID' configuration page. On the left is a sidebar with 'Options:' and links for 'Profile', 'Resources', 'Services', and 'Utilities'. The main content area is titled 'Dialable Caller ID' and includes instructions: 'Configure the service provider's Dialable Caller ID settings. You can select to use the System defined criteria, or to use the Service Provider/Enterprise criteria. You can also create a new Dialable Caller ID criteria or manage existing criteria.' Below this are buttons for 'OK', 'Apply', 'Add', and 'Cancel'. The configuration section has two radio buttons: 'Use Service Provider/Enterprise Criteria' and 'Use System Criteria' (which is selected). Under 'NS Screening Failure Policy', there are three radio buttons: 'Display the received caller ID' (selected), 'Do not display the caller's number', and 'Do not display the caller's name or number'. A table lists two criteria entries:

Name	Description	Prefix Digits	Priority	Edit
Criteria 1	Dialable CLID Criteria 1	11	1	Edit
Criteria 2	Dialable CLID Criteria 2	0	2	Edit

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

Figure 45 Enterprise – Dialable Caller ID

1. On the *Enterprise – Profile* menu page, click **Dialable Caller ID**. The *Enterprise – Dialable Caller ID* page appears.
2. Select the Dialable Caller ID configuration to use for your enterprise. 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 enterprise.
 - Check *Use System Criteria* to use the dialable caller ID criteria defined at the system level.
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* to not display the caller's identity.
4. Prioritize criteria entries. To change the priority of a criteria 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 re-numbered 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 will be listed first with priority 1, and entry A will be 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.

5.1.3 ADD DIALABLE CALLER ID CRITERIA ENTRY

You use the *Enterprise – Dialable Caller ID Criteria Add* page to add a dialable caller ID criteria entry for your enterprise.

A criteria entry is a collection of criteria to be applied to incoming calls and optionally a prefix to add at the beginning of the caller'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 in three 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 via the CLI interface at the following 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 via the CLI interface at the following level:

AS_CLI/System/CallP/CommunicationBarring/AltCallIndicators

The screenshot shows the 'Enterprise' web interface with a sidebar menu containing 'Options:', 'Profile', 'Resources', 'Services', and 'Utilities'. The main content area is titled 'Dialable Caller ID Criteria Add' with the subtitle 'Adds a Dialable Caller ID criteria.' and 'Welcome Michel Raymond [Logout]'. The form includes 'OK' and 'Cancel' buttons at the top and bottom. The form fields are: '* Name:', 'Description:', and 'Prefix Digits:'. Below these are three sections: 'Match Categories' with checkboxes for Local, Interlata, International, Emergency, National, Intralata, Private, and Other; 'Match Configurable Call Types' with a list of call types (All, CAC Cut Through, Carrier Services, Dial Plan, Directory Assistance, Emergency, Equal Access, International, Local, Local Premium Service, Media Server) and buttons for 'Add >', 'Remove <', 'Add All >>', and 'Remove All <<'; and 'Match Alternate Call Indicators' with empty boxes and buttons for 'Add >', 'Remove <', 'Add All >>', and 'Remove All <<'.

Figure 46 Enterprise – Dialable Caller ID Criteria Add

1. On the *Enterprise – Profile* menu page, click **Dialable Caller ID**. The *Enterprise – Dialable Caller ID* page appears.
2. Click **Add**. The *Enterprise – Dialable Caller ID Add* page appears.
3. Enter a name and a description for the entry. The name is mandatory and can be from 1 through 40 characters.
4. In the *Prefix Digits* text box, enter the digits to add at the beginning of the caller's phone number if the call satisfies the conditions specified in this entry. The prefix consists of 1 through 10 digits (0 through 9, *, #) and does not contain wildcard characters.
5. In the *Match Categories* section, select one or more call categories to match.

6. Select configurable call types to match. In the *Available Configurable Call Types* column, select the call types and click **Add >**. Or to select all configurable call types, click **Add All>>**.
7. Select alternate call indicators to match. In the *Available Alternate Call Indicators* column, select the indicators and click **Add**. Or to select all alternate call indicators, click **Add All>>**.
8. 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.

5.1.4 MODIFY OR DELETE DIALABLE CALLER ID ENTRY

You use *Enterprise – Dialable Caller ID Modify* page to edit or delete a selected dialable caller ID criteria entry.

Figure 47 Enterprise – Dialable Caller ID Criteria Modify

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



WARNING: THIS OPERATION IS FINAL AND CANNOT BE UNDONE.

4. Modify the entry as required.
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.

6 RESOURCES MENU

The *Enterprise – Resources* menu page includes menu items that relate to all resources within your enterprise ID. This section includes procedures for *Resources* menu items that can be performed only by the enterprise.



Note: The pages under the Resources heading allow you to display and modify information related to the resources for your enterprise ID account.

6.1 ACCESS RESOURCES MENU

On your *Home* page, in the Options list, click **Resources** to access the *Enterprise – Resources* menu page.

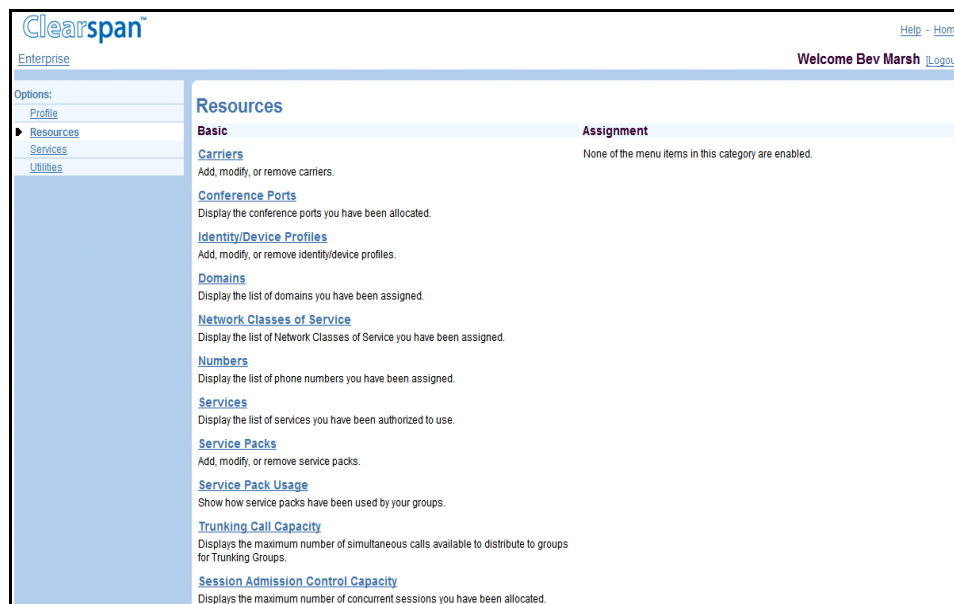


Figure 48 Enterprise – Resources Menu

6.2 CARRIERS

Use the **Carriers** menu item on the *Enterprise – Resources* menu page to list, add, modify, or delete carriers.

6.2.1 LIST CARRIERS

Use the *Enterprise – Carriers* page to display carriers for the enterprise by country code. On this page, you can search for a particular carrier, or you can add a carrier, or select a carrier to be modified or deleted. *Intra-LATA*, *Inter-LATA*, and *International* appear next to the country code in the list.

The *Enterprise – Carriers* 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*.

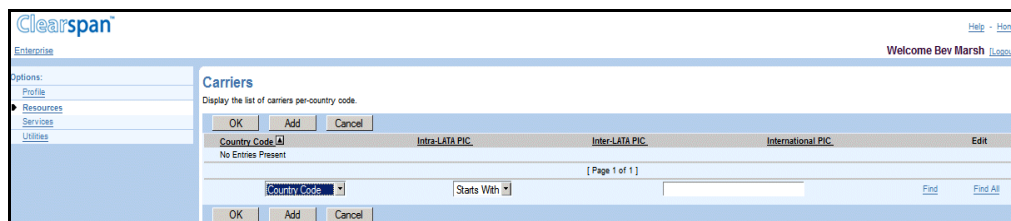


Figure 49 Enterprise – Carriers

1. On the *Enterprise – Resources* menu page, click **Carriers**. The *Enterprise – Carriers* page appears.
2. To display the previous page, click **OK** or **Cancel**.

6.2.2 ADD CARRIERS

Use the *Enterprise – Carriers Add* page to associate up to three carriers with a country code. These provisioned carriers are available to groups and users who do not specify their provisioned carriers.

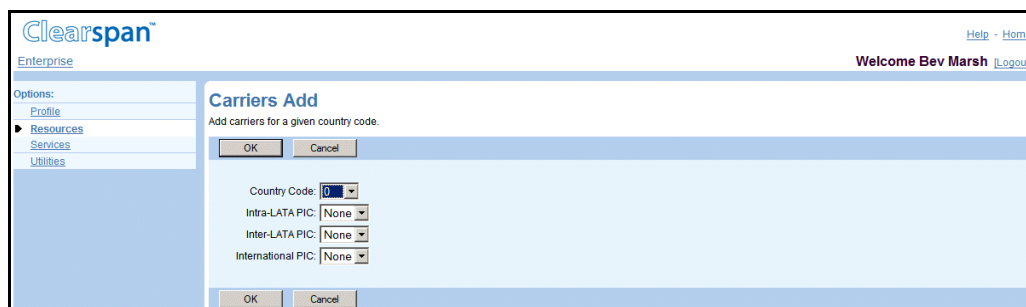


Figure 50 Enterprise – Carriers Add

1. On the *Enterprise – Resources* menu page, click **Carriers**. The *Enterprise – Carriers* page appears.
2. Click **Add**. The *Enterprise – Carriers Add* page appears.
3. Select the country code from the drop-down list.
4. From the drop-down list, select the Intra-LATA carrier for the country code.
5. From the drop-down list, select the Inter-LATA carrier for the country code.
6. From the drop-down list, select the International carrier for the country code.
7. Save your changes. Click **OK**. The previous page appears.

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

6.2.3 MODIFY CARRIERS

Use the *Enterprise – Carriers Modify* page to modify carriers associated with a country code. Associate individual carriers to Intra-LATA, Inter-LATA, and International calls.

Figure 51 Enterprise – Carriers Modify (a)

1. On the *Enterprise – Resources* menu page, click **Carriers**. The *Enterprise – Carriers* page appears.
2. Click **Edit** or any item in the row of the country code to edit. The *Enterprise – Carriers Modify* page appears.
3. Edit the carrier information.
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.

6.2.4 DELETE CARRIERS

Use the *Enterprise – Carriers Modify* page to delete carriers associated with a country code.

Figure 52 Enterprise – Carriers Modify - Delete

1. On the *Enterprise – Resources* menu page, click **Carriers**. The *Enterprise – Carriers* page appears.
2. Click **Edit** or any item in the row of the country code to edit. The *Enterprise – Carriers Modify* page appears.
3. Click **Delete**.

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

6.3 GROUP PAGING TARGETS CAPACITY

Use the Group Paging Targets Capacity menu item on the *Enterprise – Resources* menu page to view the group paging targets capacity assigned to your enterprise. This setting applies to the Group Paging service and determines the maximum number of target users a paging group can have. Target users are members of a paging group that are paged simultaneously when a call is made to the paging group.

6.3.1 VIEW GROUP PAGING TARGETS CAPACITY

Use the *Enterprise – Group Paging Targets Capacity* page to view the maximum targets capacity that can be assigned to a paging group in your enterprise.

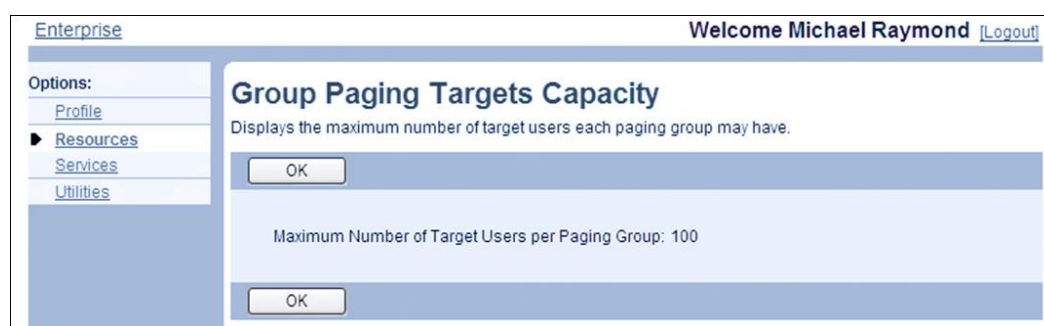


Figure 53 Enterprise – Group Paging Targets Capacity

1. On the *Enterprise – Resources* menu page, click **Group Paging Targets Capacity**. The *Enterprise – Group Paging Targets Capacity* page appears.
2. To return to the previous page, click **OK**.

6.4 IDENTITY/DEVICE ENDPOINTS

Use the Identity/Device Endpoints menu item on the *Enterprise – Resources* menu page to display identity/device endpoints defined for your enterprise.

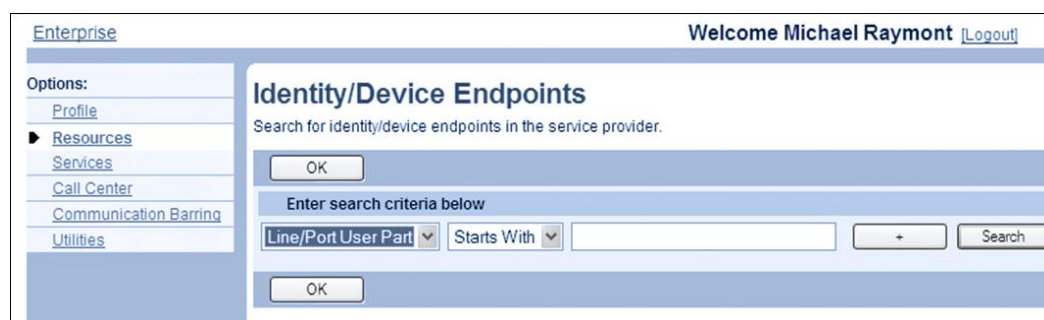


Figure 54 Enterprise – Identity/Device Endpoints

1. On the *Enterprise – Resources* menu page, click **Identity/Device Endpoints**. The *Enterprise – Identity/Device Endpoints* page appears.
2. To display all the endpoints in your enterprise, click **Search**.

To display specific endpoints, enter your search criteria and click **Search**. You can search by Line/Port User Part, Line/Port Domain, Organization ID, Organization Type, Group ID, 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*.

3. To exit the page, click **OK**.

6.5 IDENTITY/DEVICE PROFILES

Use the Identity/Device Profiles menu item on the *Service Provider – Resources* menu page to list, add, modify, and delete Identity/Device Profiles.

6.5.1 LIST IDENTITY/DEVICE PROFILES

Use the *Enterprise – Identity/Device Profiles* page to display identity/device profiles available to assign to users in all groups. On this page, you can add a new identity/device profile or manage existing identity/device profiles.

Identity/Device Profile Type, Available Ports, and Host Name IP Address, MAC Address, Status and Edit appear next to the device name on the list. For information and procedures related to group assignments, see the Clearspan Application Server Group Web Interface Administration Guide (Parts 1 and 2). The list also displays users who are currently assigned a shared device. Click **Edit** or any item on the row to display the user's profile information.

This page is a list page. Depending on the number of pages of data on 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*.

The screenshot shows the 'Enterprise' web interface. On the left is a sidebar with 'Options:' and a list: 'Profile', 'Resources' (selected), 'Services', and 'Utilities'. The main header area displays the 'Clearspan' logo, 'Enterprise', and user information: 'Welcome Bev Marsh' with links for 'Help', 'Home', and 'Logout'. The main content area is titled 'Identity/Device Profiles' and includes the instruction 'Add a new identity/device profile or manage existing identity/device profiles.' Below this are 'OK', 'Add', and 'Cancel' buttons. A search section titled 'Enter search criteria below' contains a dropdown for 'Identity/Device Profile Name', a 'Starts With' dropdown, an input field, and a 'Search' button. Below the search section is a table with the following data:

Identity/Device Profile Name	Identity/Device Profile Type	Available Ports	Host Name/IP Address	MAC Address	Status	Edit
6739 Test	Aastra 6739i	9			Online	Edit

At the bottom of the table area, it says '[Page 1 of 1]' and there are 'OK', 'Add', and 'Cancel' buttons.

Figure 55 Enterprise – Identity/Device Profiles

1. On the *Enterprise – Resources* menu page, click **Identity/Device Profiles**. The *Enterprise – Identity/Device Profiles* page appears.
2. To display the previous page, click **OK** or **Cancel**.

6.5.2 ADD IDENTITY/DEVICE PROFILE

Use the *Resources – Identity/Device Profile Add* page to add a new shared access identity/device profile.

Figure 56 Enterprise – Identity/Device Profile Add

1. On the *Enterprise – Resources* menu page, click **Identity/Device Profiles**. The *Enterprise – Identity/Device Profiles* page appears.
2. Click **Add**. The *Enterprise – Identity/Device Profile Add* page appears.
3. Enter information specific to the access identity/device profile. Required input boxes are indicated with an asterisk (*).

SETTING NAME	ALLOWED VALUES	DESCRIPTION	EXAMPLE
Identity/Device Profile Name	1 through 40 characters.	The identity/device profile name.	CyberGroupIAD1
Identity/Device Profile Type	The drop-down box lists the available device types.	The device type. Device types on the list with the same name but different capabilities are differentiated by following the name with the number of available ports.	Cisco 2421-16 Cisco 2421-24
Protocol	The drop-down box lists the available protocols.	The communication protocol used by the device.	MGCPIETF 1.0
Host Name/ IP Address	1 through 80 characters with no spaces or @ characters.	The host name or IP address of the device. Optional for some devices, such as IP phones.	host.broadsoft.com 111.1.11.1
Port	1025 through 65535.	The port number of the device. Not available in IMS deployments.	5050

SETTING NAME	ALLOWED VALUES	DESCRIPTION	EXAMPLE
Transport	The drop-down box lists the available protocols.	The transport protocol used.	TCP
MAC Address	12-characters string composed of letters and digits.	The unique Media Access Control (MAC) address of your device's network hardware.	21A1423f23d2
Serial Number	1 through 80 characters.	The serial number of the device.	123AB-C-456
Description	1 through 80 characters.	A brief text description of the device, such as an internal reference, manufacturer name, or other internal feature.	Bldg. 3 Device
Outbound Proxy Server	1 through 80 characters with no spaces or @ characters.	The host name or IP address of the proxy server to be used by this device.	proxy1.broadsoft.com 101.45.3.65
STUN Server	1 through 80 characters with no spaces or @ characters.	The host name or IP address of the Simple Traversal of UDP through NAT (STUN) server to be used by this device.	stunServ1.broadsoft.com 101.45.3.69
Physical Location	1 through 1024 characters.	The physical location is a text value representing the physical location of the user. Should contain the exact information that must go into the <i>P-Access-Network-Info</i> header of the SIP message. The attribute can have extra or less white space and is not case sensitive.	202 Main Street Nowhere, FR

4. For the Authentication information, select from the following:
 - Use Identity/Device Profile Types Credentials
 - Use Custom Credentials
5. If you have selected *Use Custom Credentials*, in the *Device Access User Name* text box enter the user name for authentication from 1 through 161 characters.
6. In the *Device Access Password* text box, enter and confirm a password for authentication from 3 through 60 characters.
7. Save your changes. Click **OK**. The previous page appears.

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

6.5.3 MODIFY IDENTITY/DEVICE PROFILE

Use the *Enterprise – Identity/Device Profile Modify* page to modify a shared access identity/device profile.

The *Enterprise – Identity/Device Profile Modify* page allows you to modify a shared identity/device profile. For information and procedures related to user profiles containing shared devices, see the *Clearspan Application Server Group Web Interface Administration Guide – Part 2*.

The *Enterprise – Identity/Device Profile Modify* page contains several tabs. The tabs available for a selected identity/device profile depend on the type of management supported by the device.

Clicking a tab different than the current tab also saves your changes.

6.5.3.1 Profile Tab (**All Devices**)

Use the *Profile* tab on the *Enterprise – Identity/Device Profile Modify* page to view and modify profile information for an identity/device profile. This tab is available for all devices.

Figure 57 Enterprise – Identity/Device Profile Modify – Profile

The following read-only information is displayed on this page.

TEXT BOX NAME	DESCRIPTION	EXAMPLE
Identity/Device Profile Name	The identity/device profile name.	CyberGroupIAD1
Identity/Device Profile Type	The device type. Device types on the list with the same name but different capabilities are differentiated by following the name with the number of available ports.	ADTRAN TA604 Clearspan Communicator
Device Type URL	The URL of the device type.	http://dms/Polycom_Soundpoint_IP_500

TEXT BOX NAME	DESCRIPTION	EXAMPLE
Lines/Ports	The number of lines/ports on the device.	Unlimited
Assigned Lines Ports	The number of assigned lines/ports.	2
Unassigned Lines/Ports	The number of ports still available to assign.	Unlimited
Version	The software version of the device. It is only displayed for SIP devices.	Grandstream BT100 1.0.5.23

1. On the *Enterprise – Resources* menu page, click **Identity/Device Profiles**. The *Enterprise – Identity/Device Profiles* page appears.
2. Click **Edit** or any item on the row of the identity/device profile to edit. The *Enterprise – Identity/Device Profile Modify* page appears showing the *Profile* tab by default.
3. Edit the identity/device profile information. Required information is indicated with an asterisk. For more information about the identity/device profile information settings, see the Add Identity/Device Profile section.
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.

6.5.3.2 Configure Tab (Legacy Devices)

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

From this page, you can also delete an identity/device profile.

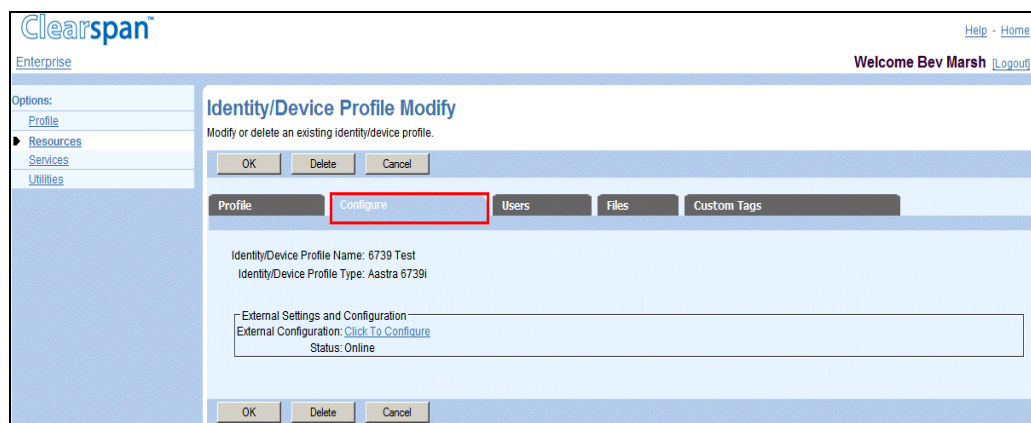


Figure 58 Enterprise – Identity/Device Profile Modify – Configure

1. On the *Enterprise – Identity/Device Profile Modify* page, select the **Configure** tab.
2. To modify the external configuration of an identity/device profile, click **Click To Configure**.



Note: You can only configure the identity/device profile types that are configured for monitoring.

- To delete an identity/device profile, click **Delete**. The previous page appears.



WARNING: THIS ACTION CANNOT BE UNDONE. ONCE THE DELETE BUTTON HAS BEEN CLICKED, THE DEVICE IS PERMANENTLY DELETED.

- Save your changes. Click **OK**. The previous page appears.

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

6.5.3.3 Users Tab (All Devices)

You use the *Users* tab on the *Enterprise – Identity/Device Profile Modify* page to view and modify the user information for an identity/device profile. This tab is available for all devices.

This page is a list page. Depending on the number of pages of data on 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*.

You can search for users by *Line/Port* (must be an exact type), *Last Name*, *First Name*, *Phone Number*, or *User ID*. The Edit link takes you to the user/virtual subscriber profile menu.



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

The screenshot shows the 'Enterprise > Bev' page with the 'Identity/Device Profile Modify' section. The 'Users' tab is highlighted. Below the tabs, there is a search bar with the text 'Enter search criteria below' and a dropdown menu for 'Line/Port/User Port'. The table below has the following data:

Primary Line/Port	Line/Port	Endpoint Type	Last Name	First Name	Phone Number	User ID	Edit
	9783331003@marsh.aastra.com	Primary	1003	Test31	9783331003	test31@marsh.aastra.com	Edit

At the bottom of the table, it says '[Page 1 of 1]'.

Figure 59 Enterprise – Identity/Device Profile Modify – Users

- On the Enterprise – Identity/Device Profile Modify page, click the **Users** tab.
- To modify the user information for an identity/device profile, click **Edit** or an item in the row for the user. The *Profile* page appears for the user or the virtual subscriber. For information and procedures related to user profiles containing shared devices, see the *Clearspan Application Server Group Web Interface Administration Guide*

- To reorder the lines/ports, click **Reorder Line/Ports on this Identity/Device Profile**. For information and procedures related to reordering lines/ports for a device, see the *Clearspan Application Server Group Web Interface Administration Guide – Part 1*.



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 device/profile type.

- To make a user's identity/device line/port the primary line/port, check the *Primary Line/Port* box in the row for the target user.
- 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.

6.5.3.4 Files Tab (Managed Devices)

Use the *Files* tab on the *Enterprise – Identity/Device Profile Modify* page to manage configuration files for the identity/device profile. This tab is only available for managed devices.



Figure 60 Enterprise – Identity/Device Profile Modify – Files

- On the Enterprise – Identity/Device Profile Modify page, select the Files tab.
- To regenerate IP phones and transmit the configuration files to the file server, click **Rebuild the files**. Or click **Rebuild the files (force)** to regenerate IP phones and transmit the configuration files to the file server even if the files have not changed since the last rebuild.
- To instruct IP phones that support a remote reset display to reload their configuration files, click **Reset the phones**.
- 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 the operation of accessing the device file. If the operation is successful, a new browser window opens displaying the file. Otherwise, an error message appears.
- To download a repository file, click the link in the *Repository File* column and the row for the file you want to download, and then follow the instructions of your browser.

6. To download a template file, click the link in the *Template File* column and the row for the template file you want to download, and then follow the instructions of your browser.
7. To download an 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.

6.5.3.5 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 61 Enterprise – Identity/Device Profile Modify - Files

1. On the Enterprise – Identity/Device Profile Modify page, select 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 Access File link. The browser imitates a device access for the file. If the operation is successful a new browser window is open displaying the file. Otherwise, you are shown an error message.
4. To download the repository file, click the Repository File **Download** link, and then follow your browser's instructions.
5. To download the template file, click the Template File **Download** link, 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 *Extended File Capture* **Download** link, and then follow your browser's instructions. This link only appears when the *Enable Extended File Capture* option is enabled.
8. To assign the type of file, 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 assigned a custom file, click **Browse** to add the file to *Upload Configuration File* text box. The uploaded file remains on your local computer.
10. For IP phones, click **Rebuild the files** to regenerate and transmit the configuration file to the file server.
11. For IP phones, click **Rebuild the files (force)** to regenerate and transmit the configuration file to the file server even if the file has not changed since the last rebuild.
12. For IP phones that support a remote reset display, to instruct the phone to reload its configuration file, click **Reset the phones**.
13. 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.

6.5.3.6 Custom Tags Tab (Managed Devices)

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

The *Identity/Device Profile Modify Custom Tags* 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*.

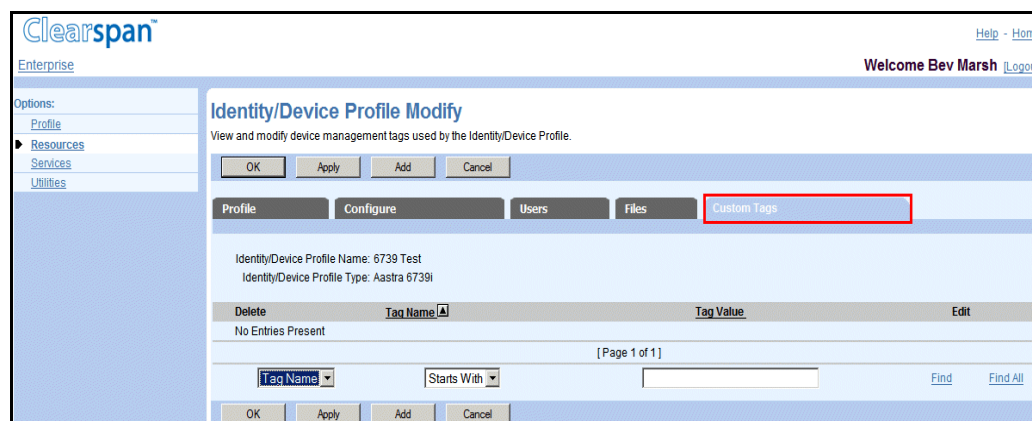


Figure 62 Enterprise – Identity/Device Profile Modify – Custom Tags

1. On the Enterprise – Identity/Device Profile Modify page, select the Custom Tags tab.
2. 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.
3. 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 Add Custom Tag.
4. To modify a custom tag, click **Edit** in the row for the desired tag. The *Identity/Device Profile Custom Tag Modify* page appears. For more information on modifying custom tags, see section Modify Custom Tag.

6.5.3.6.1 Add Custom Tag

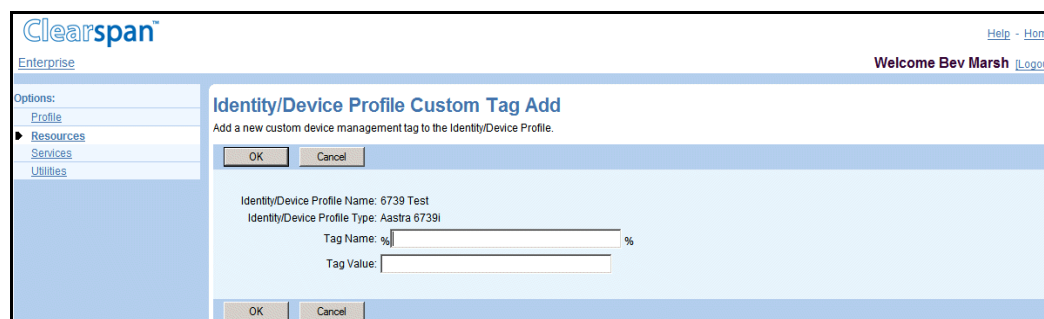


Figure 63 Enterprise – Identity/Device Profile Modify – Custom Tag Add

1. On the Enterprise – Identity/Device Profile Modify page, select 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. A tag name can be from 3 through 64 characters and cannot contain the % character (except for the beginning and end % already provided on the web page) and cannot start with %BW (reserved for Clearspan tabs).
4. In the *Tag Value: %* text box, enter the value for the tag (from 1 through 256 characters).
5. 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.

6.5.3.6.2 Modify Custom Tag

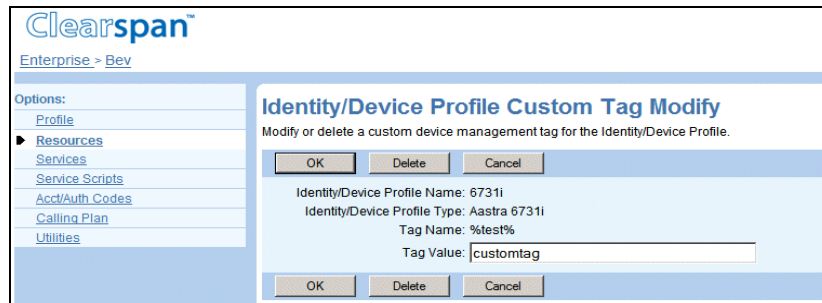


Figure 64 Enterprise – Identity/Device Profile Modify – Custom Tags Modify

1. On the Enterprise – Identity/Device Profile Modify page, select 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 (from 1 through 256 characters).
5. To save your changes, click **OK**. OK saves your changes and displays the previous page.
6. To exit without saving, click **Cancel** or select another page.

6.5.4 DELETE IDENTITY/DEVICE PROFILE

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

To delete an identity/device profile, display the *Enterprise – Identity/Device Profile Modify* page. For information and procedures related to user profiles containing shared devices, see the *Clearspan Application Server Group Web Interface Administration Guide*.

Figure 65 Enterprise – Identity/Device Profile Modify

1. On the *Enterprise – Resources* menu page, click **Identity/Device Profiles**. The *Enterprise – Identity/Device Profiles* page appears.
2. Click **Edit** on the row for the device to edit or click on any item in the row. The *Enterprise – Identity/Device Profile Modify* page appears.
3. Click **Delete**. The *Enterprise – Identity/Device Profiles* page appears.

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



Notes: 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.

Devices assigned to users cannot be deleted.

6.6 DOMAINS

Use the **Domains** menu item on the *Enterprise – Resources* menu page to list domains or view groups assigned to a domain.

6.6.1 LIST DOMAINS

Use the *Enterprise – Domains* page to display the virtual domains that are available for the group administrators and users in your enterprise ID account. Domains are listed in alphabetical order. A default domain is assigned automatically when a system provider adds an enterprise ID account. The default domain is represented with a check mark on this page. Enterprise administrators assign domains to groups.

The *Enterprise – Domains* 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*.

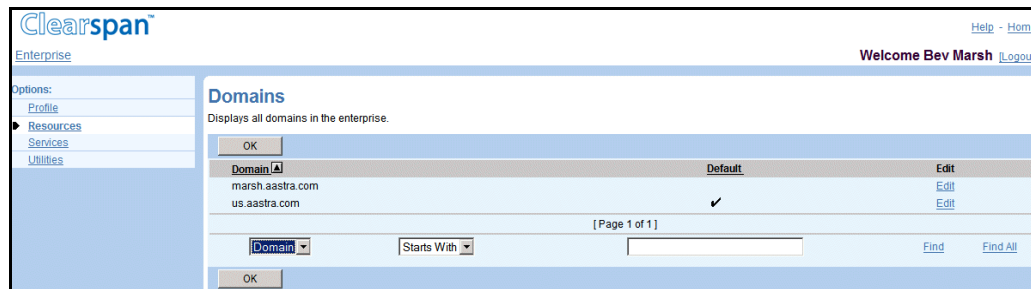


Figure 66 Enterprise – Domains

1. On the *Enterprise – Resources* menu page, click **Domains**. The *Enterprise – Domains* page appears.
2. To display the previous page, click **OK** or **Cancel**.

6.6.2 VIEW GROUPS ASSIGNED TO A DOMAIN

Use the *Enterprise – Domains Modify* page to view the groups assigned to a domain. The *Group Name* is listed beside the *Group ID*. From this page, you can also access the profile page for an assigned group.

1. On the *Enterprise – Resources* menu page, click **Domains**. The *Enterprise – Domains* page appears.
2. Click **Edit** on the row for the domain to edit or click on any item in the row. The *Enterprise – Domains Modify* page appears.

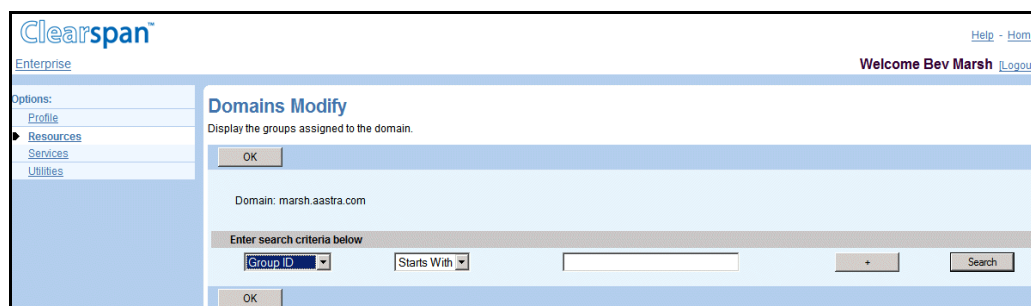


Figure 67 Enterprise – Domains Modify

3. Click **Search** to find all groups or use the search criteria to find a particular group.
4. To access a listed group's profile page, click **Edit** in the row for the group to edit or click on any item in the row. The *Group – Profile* page appears.
5. To display the previous page, select another page or click **Cancel** to display the previous page.

6.7 NETWORK CLASSES OF SERVICE

Use the *Network Classes of Service* menu item on the *Enterprise – Resources* menu page to display the network classes of service assigned to your enterprise.

6.7.1 LIST NETWORK CLASSES OF SERVICE

Use the *Enterprise – Network Classes of Service* page to display the network classes of service assigned to your enterprise by your system provider administrator.

The *Enterprise – Network Classes of Service* 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*.

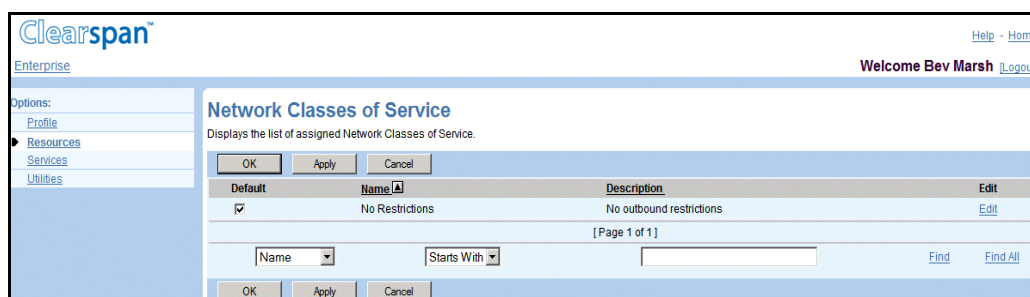


Figure 68 Enterprise – Network Classes of Service

1. On the *Enterprise – Resources* menu page, click **Network Classes of Service**. The *Enterprise – Network Classes of Service* page appears.
2. To display the previous page, click **OK**.

6.7.2 VIEW GROUPS ASSIGNED TO A NETWORK CLASS OF SERVICE

Use the *Enterprise – Network Class of Service* page to view the groups assigned to a network class of service. From this page, you can also access the profile page of an assigned group.

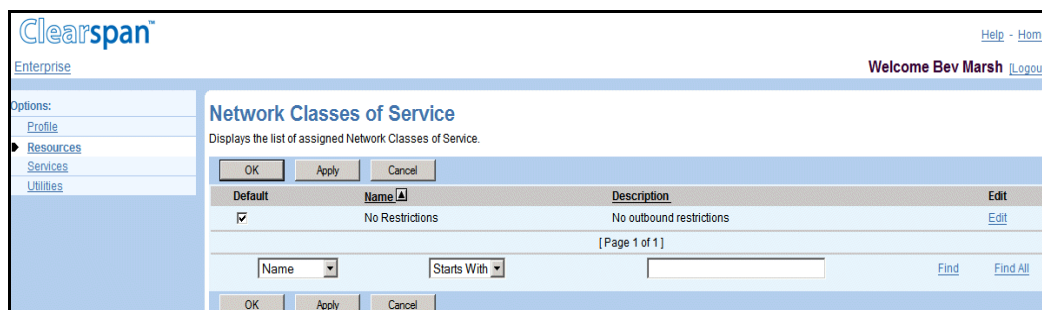


Figure 69 Enterprise – Network Class of Service

1. On the *Enterprise – Resources* menu page, click **Network Classes of Service**. The *Enterprise – Network Classes of Service* page appears.
2. Click **Edit** or any item in the row for the Network Class of Service you want to view. The *Network Class of Service* page appears.
3. To access a group's profile, click **Edit** or any item in the row for the group. The *Group – Profile* page appears.
4. To display the previous page, click **OK**.

6.8 NUMBERS

Use the Numbers menu item on the *Enterprise – Resources* menu page to display phone numbers.

DISPLAY NUMBERS

Use the *Enterprise – Numbers* page to display the phone numbers and number ranges assigned to your enterprise ID account by your system provider administrator.

The *Enterprise – Numbers* page displays the Group IDs next to the phone number in the list. The *Enterprise – Numbers* 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*.

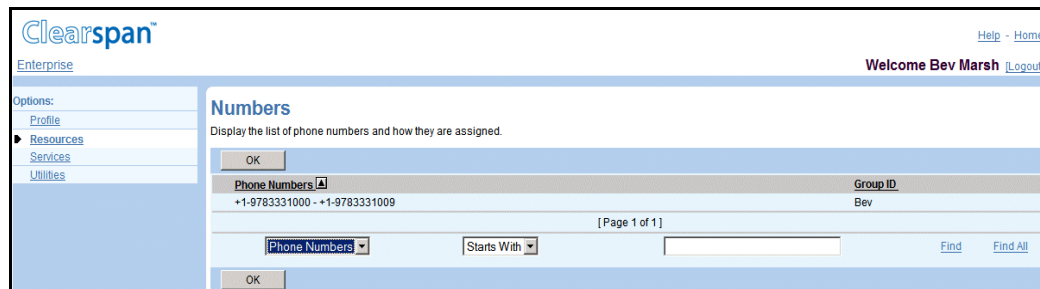


Figure 70 Enterprise – Numbers

1. On the *Enterprise – Resources* menu page, click **Numbers**. The *Enterprise – Numbers* page appears.
2. To search for specific phone numbers, enter your search criteria and click **Find**. If a number that satisfies the search criteria is part of a range of numbers, the range is returned.
3. To display the previous page, click **OK**.

6.9 ENTERPRISE TRUNK NUMBER RANGES

Use the Enterprise Trunk Number Ranges menu item on the *Enterprise – Resources* menu page to view enterprise trunk number ranges assigned to your enterprise.

Depending on the system configuration, number ranges can be automatically activated when they are assigned to your enterprise and always stay activated, or they can be initially deactivated and need to be activated before they are used. You activate enterprise trunk number ranges on the *Enterprise – Activate Enterprise Trunk Number Ranges* web page. For instructions on activating enterprise trunk number ranges, see section *Activate Enterprise Trunk Number Ranges*.

6.9.1 DISPLAY ENTERPRISE TRUNK NUMBER RANGES

Use the *Enterprise – Enterprise Trunk Number Ranges* page to display the enterprise trunk number ranges assigned to your enterprise by your system provider administrator.

If a number range is assigned, the page displays the assignment details next to the number range on the list. A check in the *Activated* column means that the range is activated.

The *Enterprise – Enterprise Trunk Number Ranges* 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*.

4. On the *Enterprise – Resources* menu page, click **Enterprise Trunk Number Ranges**. The *Enterprise – Enterprise Trunk Number Ranges* page appears.
5. To search for specific number ranges, enter your search criteria and then click **Find**.
6. To display the previous page, click **OK**.

6.10 OFFICE ZONES

6.10.1 LIST OFFICE ZONES

Use the *Enterprise – Office Zones* page to view the office zones assigned to your enterprise by your system administrator.

The page displays the name and description of each office zone and shows which zone is the default zone for your enterprise.

The *Enterprise – Office Zones* 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*.

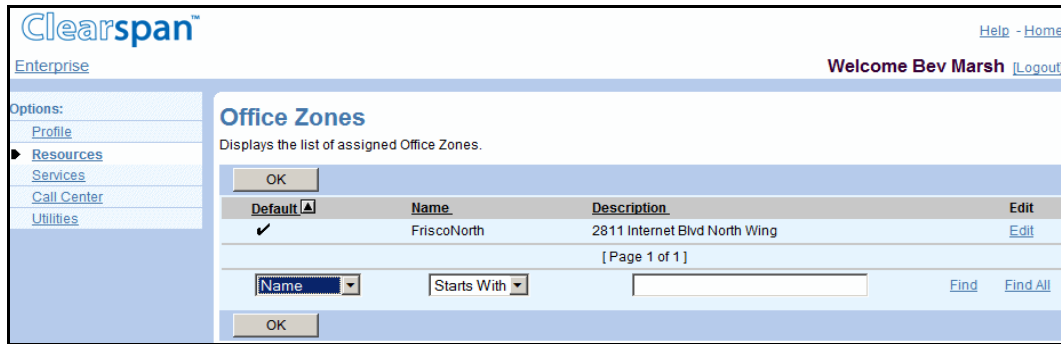


Figure 71 Enterprise – Office Zones

1. On the *Enterprise – Resources* menu page, click **Office Zones**. The *Enterprise – Office Zones* page appears.
2. To return to the previous page, click **OK** again or click **Cancel**.

6.10.2 VIEW OFFICE ZONE USAGE

Use the *Enterprise – Office Zone* page to view the groups assigned an office zone.

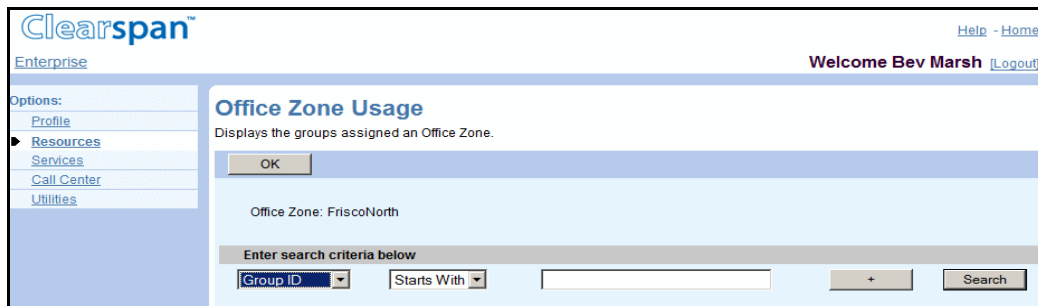


Figure 72 Enterprise – Office Zones (Usage)

1. On the *Enterprise – Resources* menu page, click **Office Zones**. The *Enterprise – Office Zones* page appears.
2. To view the groups that have been assigned the office zone, click **Edit** in the row for the office zone whose assignment you want to view. The *Enterprise – Office Zone* page appears displaying the groups assigned the office zone.
3. To display the previous page, click **OK**.

6.11 SERVICES

Use the Services menu item on the *Enterprise – Resources* menu page to display services.

6.11.1 DISPLAY SERVICES

Use the *Enterprise – Services* page to display the services authorized to your enterprise ID by your system provider administrator.

The *Enterprise – Services* page displays a description of the service, user limits, and the number of users that have been allocated the service. As an enterprise administrator, you can assign these services to your groups.

Note that the following figure shows only the top part of the page.

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.	Unlimited	4
Auto Attendant	A customizable, automated receptionist that allows callers to dial by extension or dial by name.	Unlimited	Unlimited
Auto Attendant - Video	Adds video support to an Auto Attendant	Unlimited	Unlimited
Call Capacity Management	Allows a system administrator to limit the number of active sessions for a user in a group.	Unlimited	4
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.	Unlimited	4
Call Pickup	Users assigned to a call pickup group can answer calls from any phone in that group.	Unlimited	Unlimited
Custom Ringback Group	Allows a group administrator to configure the ringback played to callers to your group.	Unlimited	4
Custom Ringback Group - Video	Adds video support for Custom Ringback Group.	Unlimited	4
Emergency Zones	Allows an enterprise administrator to restrict SIP device call originations to within the home zone of a user's group.	Unlimited	4
Enhanced Outgoing Calling Plan	Allows a group administrator to enable enhanced functions for an outgoing calling plan.	Unlimited	4
Hunt Group	Allows calls to be routed to a idle member of a group using a pre-selected pattern.	Unlimited	Unlimited
Incoming Calling Plan	Allows a group administrator to restrict incoming calls by call type.	Unlimited	4
Instant Conferencing	Allows a group to start instant conferences between many participants.	Unlimited	4
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	Unlimited
Intercept Group	Allows an enterprise administrator to gracefully take a group out of service by providing callers with informative announcements and options.	Unlimited	4
Inventory Report	Allows a group administrator to produce reports on services, users, phone numbers, departments and devices.	Unlimited	4
LDAP Integration	Allows a group to retrieve contacts from a LDAP directory using their CommPilot Call Manager.	Unlimited	4
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.	Unlimited	4
Music On Hold - Video	Adds video support for Music on Hold	Unlimited	4
Outgoing Calling Plan	Allows a group administrator to restrict outgoing calls by call type.	Unlimited	4
Preferred Carrier Group	Allows an enterprise administrator to assign preferred carriers selected when group members make calls.	Unlimited	4
Series Completion	Allows calls to be forwarded to the next line in the series for key system implementation.	Unlimited	Unlimited
Service Scripts Group	Allows a group administrator to configure Call Processing Language (CPL) script files to manage incoming and outgoing calls for all users in the group.	Unlimited	4
Trunk Group	Allows a group of users on a device to have a restricted number of active calls.	Unlimited	Unlimited
Voice Messaging Group	Allows simple phone retrieval of voice messages.	Unlimited	4

User Services	Description	Limits	Allocated (Packs)
Alternate Numbers	Allows a user to have alternate phone numbers and extensions.	Unlimited	Unlimited (0)
Anonymous Call Rejection	Allows a user to ignore incoming calls from anonymous callers (those with Calling Line ID Delivery blocked).	Unlimited	Unlimited (0)

Figure 73 Enterprise – Services

- On the *Enterprise – Resources* menu page, click **Services**. The *Enterprise – Services* page appears.
- To display the previous page, click **OK**.

6.12 SERVICE PACKS

Use the **Service Packs** menu item on the *Enterprise – Resources* menu page to display, add, modify, and delete Service Packs.

6.12.1 DISPLAY SERVICE PACKS

Use the *Enterprise – Service Packs* page to display the service packs that are available to authorize and assign to groups. From this page, you can add a service pack or select a service packs to be modified or deleted.

The *Enterprise – Service Packs* 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*.

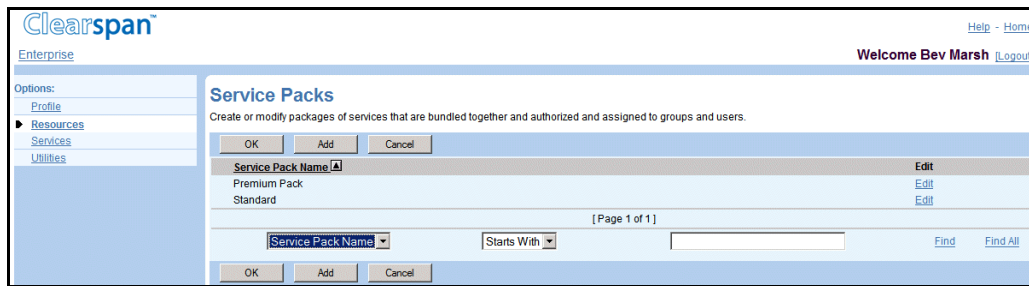


Figure 74 Enterprise – Service Packs

1. On the *Enterprise – Resources* menu page, click **Service Packs**. The *Enterprise – Service Packs* page appears.
2. To display the previous page, click **OK** or **Cancel**.

6.12.2 ADD SERVICE PACKS

Use the *Enterprise – Service Packs Add* page to add a new service pack to authorize to groups.

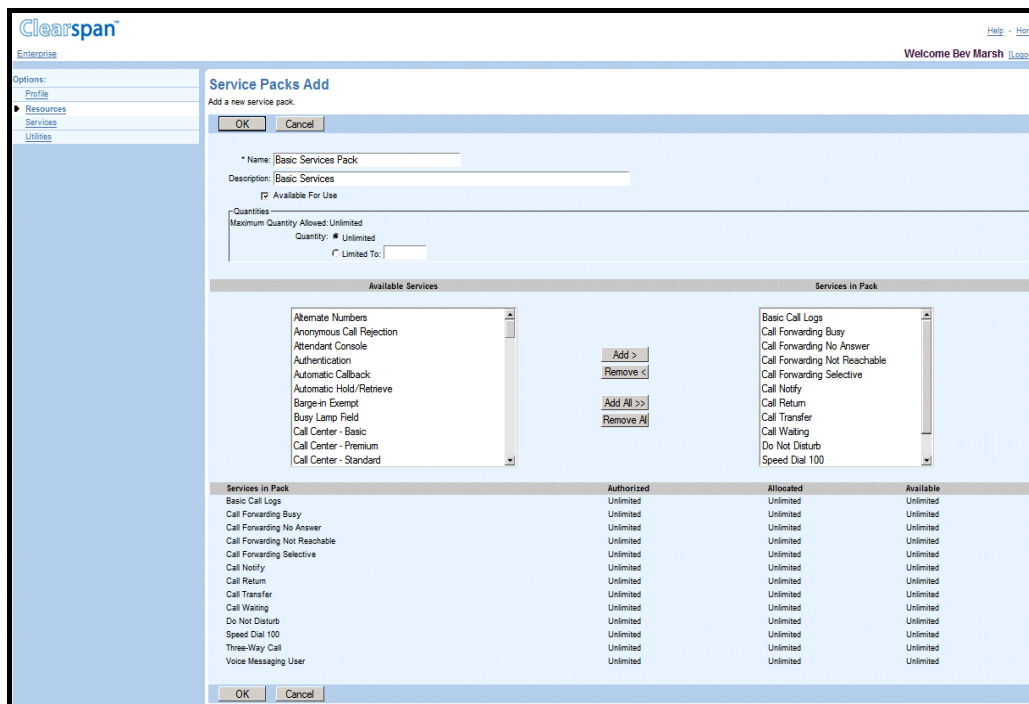


Figure 75 Enterprise – Service Packs Add

1. On the *Enterprise – Resources* menu page, click **Service Packs**. The *Enterprise – Service Packs* page appears.
2. Click **Add**. The *Enterprise – Service Packs Add* page appears.
3. Type a name for the new service pack (from 1 through 80 characters). This information is mandatory.
4. Type a description for the service pack.

5. Check the *Available For Use* box to make the service pack available for authorization for all groups. Leave the check box empty to limit authorization to groups that already have this service pack.
6. Click **Unlimited quantity** to assign an unlimited number of users to this service pack. Click **Limited To** and type the number of users to provision to this service pack if you want to control their use. The number can be from 1 through 999999.
7. Assign Services:
 - To assign all services, click **Add All >>**.
 - To assign selected services, in the *Available Services* column, select the services to add to the service pack and click **Add >**.

To select several services listed in consecutive order, click the first service name you want and, while holding down the SHIFT key on the keyboard, click the last service name you want to select. To select more than one service, but not in a particular order, use your mouse to click the service names while holding down the CTRL key on the keyboard.

- As you add services to the service pack, you see the authorization statistics appear at the bottom of the page. *Authorized* indicates the service that is authorized from your system provider. *Allocated* indicates the number of instances of the service that have already been provisioned. *Available* indicates the number of instances of that service that are still available.
8. To save your changes and display the previous page, click **OK**.

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

6.12.3 MODIFY SERVICE PACKS

Use the *Enterprise – Service Packs Modify* page to modify a service pack. Note that you cannot add or remove services from an existing service pack. Instead, delete the service pack and add a new service pack.

Services in Pack	Authorized
Alternate Numbers	Unlimited
Attendant Console	Unlimited
Authentication	Unlimited
Basic Call Logs	Unlimited
Busy Lamp Field	Unlimited
Call Forwarding Always	Unlimited
Call Forwarding Busy	Unlimited
Call Forwarding No Answer	Unlimited
Call Forwarding Not Reachable	Unlimited
Call Forwarding Selective	Unlimited

Figure 76 Enterprise – Service Packs Modify

1. On the *Enterprise – Resources* menu page, click **Service Packs**. The *Enterprise – Service Packs Modify* page appears.
2. Click **Edit** or any item in the row for the service pack to edit. The *Enterprise – Service Packs Modify* page appears.
3. Edit the service pack information. Highlight and then type over the text that you want to edit in the *Name* or *Description* boxes. You can also modify the *Available For Use* and *Quantity* values.
4. To save your changes and display the previous page, click **OK**.

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

6.12.4 DELETE SERVICE PACKS

Use the *Enterprise – Service Packs Modify* page to delete a service pack.

Clearspan[™]
Enterprise

Options:
[Profile](#)
[Resources](#)
[Services](#)
[Utilities](#)

Service Packs Modify

Modify attributes of the selected service pack. Note you cannot add or remove services from an existing service pack.

OK **Delete** Cancel

* Name: Basic Services Pack
 Description: Basic Services
☒ Available For Use

Quantities
 Number Allocated to Groups: 0
 Maximum Quantity Allowed: Unlimited
 Quantity: ☒ Unlimited
☐ Limited To:

Services in Pack	Authorized
Basic Call Logs	Unlimited
Call Forwarding Busy	Unlimited
Call Forwarding No Answer	Unlimited
Call Forwarding Not Reachable	Unlimited
Call Forwarding Selective	Unlimited
Call Notify	Unlimited
Call Return	Unlimited
Call Transfer	Unlimited
Call Waiting	Unlimited
Do Not Disturb	Unlimited
Speed Dial 100	Unlimited
Three-Way Call	Unlimited
Voice Messaging User	Unlimited

Figure 77 Service Packs - Delete

1. On the *Enterprise – Resources* menu page, click **Service Packs**. The *Enterprise – Service Packs Modify* page appears.
2. Click **Edit** or any item in the row for the service pack to edit. The *Enterprise – Service Packs Modify* page appears.
3. Click **Delete**. The *Enterprise – Service Packs* page appears.

To exit the page without deleting the service pack, click **Cancel**.



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.

6.13 SERVICE PACK USAGE

Use the **Service Pack Usage** menu item on the *Enterprise – Resources* menu page to display information on your service pack usage.

6.13.1 DISPLAY SERVICE PACK USAGE

Use the *Enterprise – Service Pack Usage* page to display how groups use service packs.

The *Enterprise – Service Pack Usage* page allows you to see how groups use the service packs. For each group in your enterprise, the *Total Packs* and *Assigned* statistics appear.

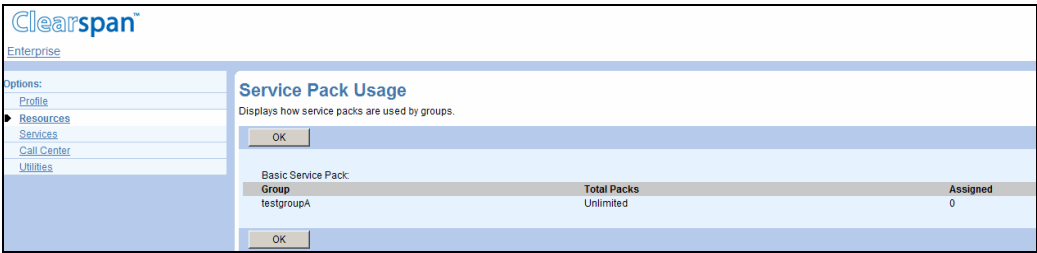


Figure 78 Enterprise – Service Pack Usage

1. On the *Enterprise – Resources* menu page, click **Service Pack Usage**. The *Enterprise – Service Pack Usage* page appears.
2. To display the previous page, click **OK**.

6.14 SESSION ADMISSION CONTROL CAPACITY

The Session Admission Control feature provides a mechanism to control the number of simultaneous sessions at the subscriber and logical link level for a group. The logical link capacity is controlled by creating sets of access devices logically grouped together, called session admission control (SAC) groups, and imposing restrictions on the number of concurrent sessions for a given set of devices (SAC group).

Use the *Enterprise – Session Admission Control Capacity* page to view the session capacity settings assigned to your enterprise by the system administrator.

Figure 79 Enterprise – Session Admission Control Capacity

1. On the *Enterprise - Resources* menu page, select **Session Admission Control Capacity**. The *Enterprise - 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
Session Admission Control	This parameter specifies the level of control for the maximum number of concurrent sessions. When <i>Control by SAC group only</i> is selected, no limits are imposed on the number of concurrent subscriber sessions. When <i>Control aggregate sessions as well as SAC groups</i> is selected, the maximum allowed number of concurrent subscriber sessions for the enterprise is as defined by the <i>Maximum number of concurrent sessions</i> parameter.
Maximum number of concurrent sessions	This number represents the maximum number of simultaneous subscriber sessions allowed for the enterprise. When the maximum number is reached, creating new sessions is denied. This parameter takes effect only if the <i>Session Admission Control</i> parameter is set to <i>Control aggregate sessions as well as SAC groups</i>. It then has two meanings. First, it is the upper limit for the maximum number of sessions that can be assigned at the SAC group level; second, it also controls the total number of sessions throughout the enterprise.
Maximum number of concurrent user originating sessions	This number represents the maximum number of simultaneous originating sessions allowed for the enterprise. When the maximum number is reached, creating new originating sessions is denied.
Maximum number of concurrent user terminating sessions	This number represents the maximum number of simultaneous terminating sessions allowed for the enterprise. When the maximum number is reached, creating new terminating sessions is denied.
Count intra Enterprise sessions	This parameter determines whether calls within the enterprise count toward the total number of sessions.

6.15 SYSTEM DEFINED COMMUNICATION BARRING CRITERIA

The *Enterprise – System Defined Communication Barring Criteria* page displays the list of system-defined communication barring criteria entries assigned to your enterprise. You can use these criteria entries, in addition to the criteria entries defined at the enterprise level, in communication barring profiles.

The screenshot shows the 'Enterprise' web interface. On the left is a navigation menu with 'Options:' and sub-items: 'Profile', 'Resources' (selected), 'Services', 'Call Center', 'Communication Barring', 'Meet-Me Conferencing', and 'Utilities'. The main content area is titled 'System Defined Communication Barring Criteria' and includes a description: 'Displays the list of assigned system defined communication barring criteria.' Below this is a table with columns 'Name', 'Description', and 'Edit'. The table contains three rows: 'International', 'LocalPremium', and 'LocalStandard', each with an 'Edit' link. At the bottom of the table is a pagination link '[Page 1 of 1]'. Below the table are search filters: 'Name' (a dropdown menu), 'Starts With' (a dropdown menu), and a text input box. To the right of the input box are 'Find' and 'Find All' buttons. An 'OK' button is located at the top left of the table area.

Figure 80 Enterprise – System Defined Communication Barring Criteria

1. On the *Enterprise - Resources* menu page, click **System Defined Communication Barring Criteria**. The *Enterprise – System Defined Communication Barring Criteria* page appears.
2. To return to the previous page, click **OK**.

6.15.1 VIEW SYSTEM DEFINED COMMUNICATION BARRING CRITERIA USAGE

Use the *Enterprise – System Defined Communication Barring Incoming Criteria Usage* page to view the communication barring profiles using a selected system-defined communication barring criteria entry assigned to your enterprise.

1. On the *Enterprise – Resources* menu page, click **System Defined Communication Barring Criteria**. The *Enterprise – System Defined Communication Barring Criteria* page appears.
2. To view a criteria entry usage, click the **Edit** link in the row of the criteria entry. The *Enterprise – System Defined Communication Barring Criteria Usage* page for the selected criteria entry appears listing communication barring profiles using the entry.

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 return to the previous page, click **OK**.

6.16 SYSTEM DEFINED COMMUNICATION BARRING INCOMING CRITERIA

Use this item on the *Enterprise – Resources* menu page to view the system-defined communication barring incoming criteria entries assigned to your enterprise and how they are used.

You can use these incoming criteria entries, in addition to the digit pattern criteria entries defined for your enterprise, in communication barring profiles to define barring rules for incoming calls.

6.16.1 VIEW SYSTEM-DEFINED COMMUNICATION BARRING INCOMING CRITERIA

The *Enterprise – System Defined Communication Barring Incoming Criteria* page displays the list of system-defined communication barring incoming criteria entries assigned to your enterprise.

1. On the *Enterprise – Resources* menu page, click **System Defined Communication Barring Incoming Criteria**. The *Enterprise – System Defined Communication Barring Incoming Criteria* 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 return to the previous page, click **OK**.

6.16.2 VIEW SYSTEM-DEFINED COMMUNICATION BARRING INCOMING CRITERIA USAGE

Use the *Enterprise – System Defined Communication Barring Incoming Criteria Usage* page to view the communication barring profiles using a selected system-defined communication barring criteria entry assigned to your enterprise.

1. On the *Enterprise – Resources* menu page, click **System Defined Communication Barring Incoming Criteria**. The *Enterprise – System Defined Communication Barring Incoming Criteria* page appears.
2. Click the Edit link in the row of the criteria entry to view. The *Enterprise – System Defined Communication Barring Incoming Criteria Usage* page for the selected criteria entry appears listing communication barring profiles using the entry.

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 return to the previous page, click **OK**.

6.17 TRUNKING CALL CAPACITY

The *Enterprise – Trunking Call Capacity* page displays the number of business trunking license units and the bursting maximum number of trunking simultaneous calls allocated to your enterprise.

The number of business trunking license units allocated to your enterprise determines the maximum number of simultaneous trunking calls your enterprise can have over all its trunk groups. 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 allocated license units also limits the call capacity of any trunk group in your enterprise.



Note: The total capacity of trunk groups in your enterprise can exceed the number of business trunking license units allocated to your enterprise, but the number of simultaneous active calls over all trunk groups cannot exceed this limit.

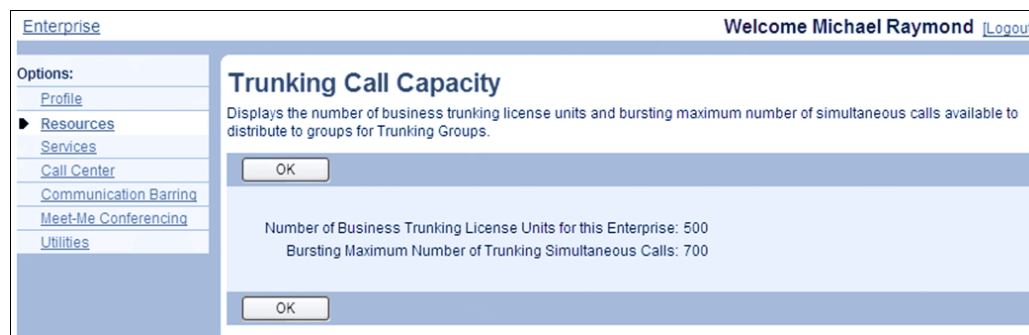


Figure 81 Enterprise – Trunking Call Capacity

1. On the *Enterprise - Resources* menu page, select **Trunking Call Capacity**. The *Enterprise – Trunking Call Capacity* page appears.
2. To return to the previous page, click **OK**.

6.18 ACTIVATE ENTERPRISE TRUNK NUMBER RANGES

Use the *Enterprise – Activate Enterprise Trunk Number Ranges* page to activate enterprise trunk number ranges.

This page and the *Activate Enterprise Trunk Number Ranges* link on the *Enterprise – Resources* menu page only appear when the Route List service is authorized to the enterprise and enterprise trunk number ranges activation is enabled by the system administrator. Otherwise, enterprise trunk number ranges are always activated.

1. On the Enterprise – Resources menu page, click **Activate Enterprise Trunk Number Ranges**. The Enterprise – Activate Enterprise Trunk Number Ranges page appears.
2. Select the number ranges to activate in the *Deactivated Number Range* column and then click **Add >**. Or, to activate all ranges, click **Activate All >>**. The ranges appear in the *Activated Number Range* column.

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.

3. To remove some number ranges from the *Activated Number Range* column, select the ranges and click **Remove <**.

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

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.

6.19 IMRNS

You use the *IMRNs* item on the *Enterprise – Resources* menu page to manage the IP Multimedia Routing Number (IMRN) pool for your enterprise. You assign numbers to the IMRN pool from the unassigned numbers in your enterprise's phone numbers. Once a number is assigned to the IMRN pool it is removed from your enterprise's pool of numbers and cannot be assigned to a group.

6.19.1 VIEW IMRNS

You use the *Enterprise – IMRNs* page to view the numbers in your enterprise's IMRN pool.

The screenshot displays the 'Enterprise – IMRNs' page. On the left is a sidebar with 'Options:' and a list of links: Profile, Resources (selected), Services, Call Center, Communication Barring, Meet-Me Conferencing, and Utilities. The main content area has a header 'Enterprise' and a user greeting 'Welcome Michael Raymond [Logout]'. Below this is the 'IMRNs' section with the subtitle 'Manage the IMRNs assigned to the service provider/enterprise.' There are buttons for 'OK', 'Apply', 'Add', and 'Cancel'. A table lists IMRNs with columns for 'Delete' (checkboxes), 'IMRNs' (text), and 'Edit' (links). The table contains four rows of IMRN ranges. At the bottom, there is a search section with a dropdown for 'IMRNs', a 'Starts With' dropdown, a text input field, and 'Find' and 'Find All' buttons. Another set of 'OK', 'Apply', 'Add', and 'Cancel' buttons is at the very bottom.

Delete	IMRNs	Edit
☐	+1-3012345003 - +1-3012345010	Edit
☐	+1-3012345039 - +1-3012345045	Edit
☐	+1-3012345093 - +1-3012345099	Edit
☐	+1-3017771314	Edit

Figure 82 Enterprise – IMRNs

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

6.19.2 ASSIGN IMRNS

You use the *Enterprise – Assign IMRNs* page to assign phone numbers to your enterprise's IMRN pool. The available numbers are the unassigned numbers in your enterprise's pool of phone numbers.

Figure 83 Enterprise – Assign IMRNs

1. On the *Enterprise – Resources* menu page, click **IMRNs**. The *Enterprise – IMRNs* page appears.
2. Click **Add**. The *Enterprise – Assign IMRNs* page appears.
3. Select the ranges that you want to assign numbers in the *Available Range(s)* column and then click **Add**. The numbers appear in the *Available IMRNs* column.

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.

4. Select the number or numbers to assign in the *Available IMRNs* column and click **Add**.

Or 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**.

Or 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**.

6.19.3 UNASSIGN IMRNS

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

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

Figure 84 Enterprise – IMRNs (Unassign IMRN Range)

Figure 85 Enterprise – Unassign IMRNs

1. On the *Enterprise – Resources* menu page, click **IMRNs**. The *Enterprise – IMRNs* page appears.

To unassign a range of numbers:

2. Check the *Delete* box in the rows for the numbers or number ranges to unassign and click **Apply**.

To unassign some numbers in a range:

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

Or 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.

6.20 MOBILE SUBSCRIBER DIRECTORY NUMBERS

Use the *Enterprise – Mobile Subscriber Directory Numbers* page to view the Mobile Subscriber Directory Numbers assigned to your enterprise and how they are assigned to users.

Enterprise Welcome Michael Raymond [Logout](#)

Options:

- [Profile](#)
- [Resources](#)
- [Services](#)
- [Call Center](#)
- [Communication Barring](#)
- [Meet-Me Conferencing](#)
- [Utilities](#)

Mobile Subscriber Directory Numbers

Display the Mobile Subscriber Directory Numbers assigned to the enterprise.

Enter search criteria below

Mobile Numbers	Group ID	User ID	Last Name	First Name	Phone Number	Extension	Department
+1-3012222222	ClearConcept	brendamoreno	Moreno	Brenda	+1-7037038996	8996	
+1-3012427222							
+1-3012427223							
+1-3012427225	DEFDistributing	vickynorris	Norris	Vicky	+1-3012345111	5111	Sales
+1-3012427227							
+1-3019448544	DEFDistributing	gabrielohanu	Ohanu	Gabriel	+1-3012345145	5145	Sales
+1-7034441236							
+1-7034441237							
+1-7034441238							
+1-7034441537							
+1-7034441538	OnLineSoft	nigelbaker	Barer	Nigel	+1-7037038005	8005	Engineering
+1-7034441539	ClearConcept	myronpotter	Potter	Myron	+1-7037038997	8997	
+1-7039999976	OnLineSoft	sophiaeades	Eades	Sophia	+1-7037038006	8006	Support

[First](#) [Previous](#) [Page 2 of 7] [Next](#) [Last](#)

Figure 86 Enterprise – Mobile Subscriber Directory Numbers

1. On the *Enterprise – Resources* menu page, click **Mobile Subscriber Directory Numbers**. The *Enterprise – Mobile Subscriber Directory Numbers* 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 in 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 **OK** to return to the previous page.

7 SERVICES MENU

The *Enterprise – Services* menu page includes menu items that relate to all services within your enterprise ID. This section includes procedures for *Services* menu items that can be performed only by the enterprise.



Note: The pages under the Services heading allow you to display and modify information related to the services for your enterprise ID account.

7.1 ACCESS SERVICES MENU

On your *Home* page, in the Options list, click **Services** to access the *Enterprise – Services* menu page.

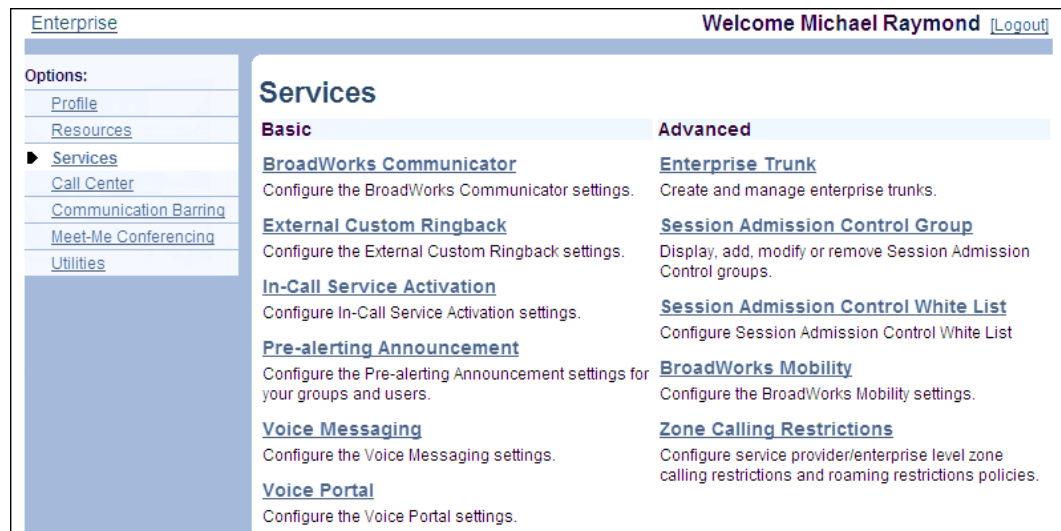


Figure 87 Enterprise – Services Menu

7.2 CLEARSPAN COMMUNICATOR

Use the Clearspan Communicator menu item on the *Enterprise – Services* menu page to configure the Clearspan Communicator settings.

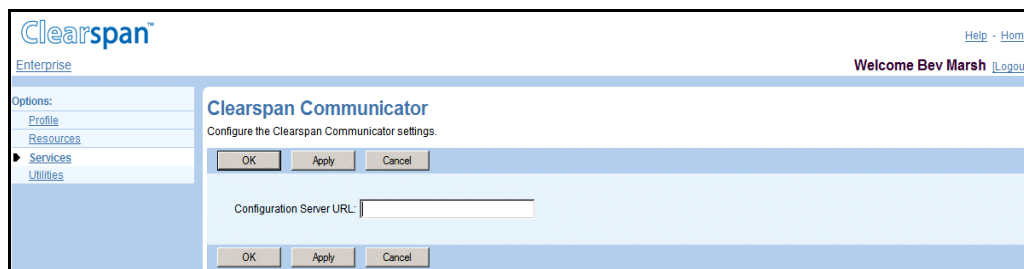


Figure 88 Enterprise – Clearspan Communicator

Use this procedure to configure the Clearspan Communicator settings:

1. To set the configuration server URL, in the *Configuration Server URL* text box enter the URL (maximum of 256 characters).
2. 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.

7.3 EXTERNAL CUSTOM RINGBACK

Use the External Custom Ringback menu item on the *Enterprise – Services* menu page to configure the External Custom Ringback service. This service allows you to specify an external ringback server that substitutes a Clearspan Media Server and supplies the media to be returned to the caller.

7.3.1 CONFIGURE EXTERNAL CUSTOM RINGBACK SETTINGS

Use the *Enterprise – External Custom Ringback* page to configure the External Custom Ringback settings.

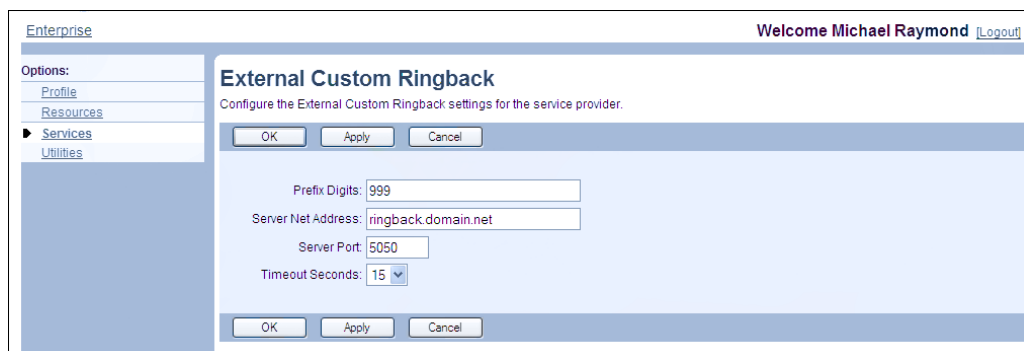


Figure 89 Enterprise – External Custom Ringback

Use this procedure to configure the External Custom Ringback service:

1. To define the prefix digits, in the *Prefix Digits* text box enter the prefix digits. This is a numeric value (from 1 through 30 digits), for example, 999.

2. To define the Internet address for the server, in the *Server Net Address* text box, enter the address. This is a valid Internet address, for example, ringback.domain.net. An IP address or domain name must be from 1 through 80 characters in length and cannot contain a space or an @ character.
3. To define the server port, in the *Server Port* text box, enter the port. This is an integer value from 1 through 65535, for example, 5050.
4. To select the number of seconds to wait for the response before a timeout occurs, from the *Timeout in Seconds* drop-down list, select the number of seconds. You can select a number from 1 through 20. The default value is "15".
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.

7.4 IN-CALL SERVICE ACTIVATION

Use the *Enterprise – In-Call Service Activation* page to configure the dual-tone multi-frequency (DTMF) digits used to activate in-call services.

In-Call Service Activation is a user service used with the Two-Stage Dialing service to:

- Allow users hosted on a time-division multiplexing (TDM) system to activate mid-call flash services with flash activation DTMF digits. This option is applicable only to non-intelligent (Clearspan-controlled) devices.
- Allow users to explicitly transfer calls with consultation using call transfer activation DTMF digits. This option is applicable only to intelligent devices.

7.4.1 CONFIGURE IN-CALL SERVICE ACTIVATION SETTINGS

Use the *Enterprise – In-Call Service Activation* page to configure DTMF digits used to activate in-call services.

Figure 90 Enterprise – In-Call Service Activation

1. On the *Enterprise – Services* menu page, click **In-Call Service Activation**. The *Enterprise – In-Call Service Activation* page appears.

2. In the * *Flash Activation DTMF Digits* text box, enter the string of digits used to activate mid-call services using flash hook. The string can have a maximum of eight characters, including the special characters "*" and "#". The default value is "##".
3. In the * *Call Transfer Activation DTMF Digits* text box, enter the string of digits used to activate explicit call transfer services. The string can have a maximum of eight characters, including the special characters "*" and "#". The default value is "*1".
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.

7.5 PRE-ALERTING ANNOUNCEMENT

The Pre-alerting Announcement service allows users to play an announcement to callers before ringing their phone.

Use the *Pre-alerting Announcement* menu item on the *Enterprise – Services* menu page to configure the pre-alerting announcement settings for the enterprise. These settings can be overridden at the group and user levels.

7.5.1 CONFIGURE PRE-ALERTING ANNOUNCEMENT SETTINGS

Use the *Enterprise – Pre-alerting Announcement* page to configure the pre-alerting announcement settings for your enterprise.

Enterprise Welcome Michael Raymond [Logout](#)

Options:
[Profile](#)
[Resources](#)
 ► [Services](#)
[Utilities](#)

Pre-alerting Announcement

Configure the Pre-alerting Announcement settings for the enterprise.

Saved

OK Apply Cancel

Announcement Interruption:

☒ Do not allow
☐ Interrupt with any digit
☐ Interrupt with digit sequence:

Audio Announcement:

☐ None
☒ URL:
☐ Custom
 Load:

Video Announcement:

☒ None
☐ URL:
☐ Custom
 Load:

OK Apply Cancel

Figure 91 Enterprise – Pre-alerting Announcement

1. On the Enterprise – Services menu page, click **Pre-alerting Announcement**. The Enterprise – Pre-alerting Announcement page appears.
2. Configure the announcement interruption settings. Select from the following:
 - Do not allow
 - Interrupt with any digit
 - Interrupt with digit sequence, and specify the sequence. The sequence can be from 1 through 10 characters in length and can contain only digits and the # and * characters.
3. For the *Audio Announcement* or *Video Announcement* settings, select from the following:
 - None
 - URL, and provide the URL address of the server where the announcement file is stored. The URL should be in the following format: http/https://<domain name>[:port][path], for example, http://abcdistributing.com/announcements.
 - Custom, and click **Browse** to find and upload a custom announcement file
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**.

7.6 VOICE PORTAL

Use the Voice Portal menu item on the *Enterprise – Services* menu page to view and configure the scope of the voice portal.

7.6.1 VIEW AND CONFIGURE VOICE PORTAL SCOPE

Use the *Enterprise – Voice Portal* page to view and configure the scope of the voice portal.

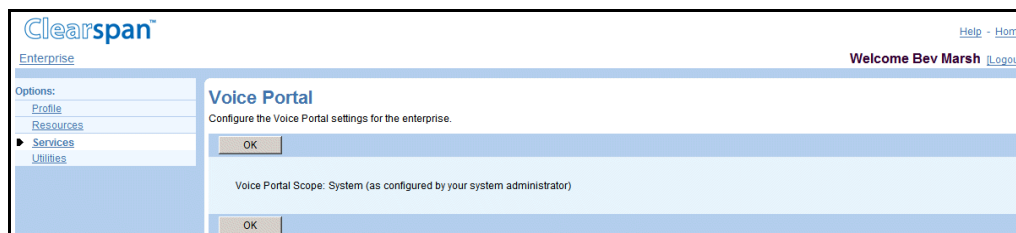


Figure 92 Enterprise – Voice Portal

1. On the *Enterprise – Services* menu page, click **Voice Portal**. The *Enterprise – Voice Portal* page appears.
2. If your system provider administrator has configured the voice portal to use a system-level scope, you will not be able to modify any settings on this page. Click **OK** to return to the previous page.

If your enterprise administrator has delegated the choice of voice portal scope to you, select either “Enterprise” or “Group”. Choosing the “Enterprise” scope allows the voice portal of any group within your organization to redirect users to the voice portal of any other group within your organization. Choosing the “Group” scope keeps the voice portals of your groups completely separate.

3. 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, select another page or click **Cancel** to display the previous page.

7.7 VOICE MESSAGING

Use the *Enterprise – Voice Messaging* page to view and configure the voice messaging service.

7.7.1 CONFIGURE VOICE MESSAGING SETTINGS

Use the *Enterprise – Voice Messaging* page to view and configure the voice messaging service.

Figure 93 Enterprise – Voice Messaging

1. On the *Enterprise – Services* menu page, click **Voice Messaging**. The *Enterprise – Voice Messaging* page appears.
2. For *Voice Message Delivery*, select *Use System Default From E-mail Address* to use the default e-mail address, or to define your own e-mail address, select *Default From E-mail Address* and enter the new e-mail address in the text box.

The e-mail address must be from 3 through 80 characters in user@domain format. It can contain only one @ sign and the following characters: letters, digits, !, #, \$, %, &, *, +, -, /, =, _, {, }, |, ~, ` , ., ?, ^, or single quotes.

3. For *Voice Message Notification*, select *Use System Default From E-mail Address* to use the default e-mail address, or to define your own e-mail address, select *Default From E-mail Address* and enter the new e-mail address in the text box.
4. For *Voice Portal Passcode Lockout*, select *Use System Default From E-mail Address* to use the default e-mail address, or to define your own e-mail address, select *Default From E-mail Address* and enter the new e-mail address in the text box.
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.

7.8 ENTERPRISE TRUNK

An enterprise trunk combines multiple trunk groups and allows the trunk groups to work together to provide enhanced business trunking capabilities for your enterprise. You can assign subscribers to an enterprise trunk, rather than to a single trunk group. These enterprise trunk subscribers can originate and 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.

A key feature of the Enterprise Trunk service is the ability to originate or terminate calls via multiple physical paths. With multiple physical paths possible, an enterprise trunk can provide redundancy, load balancing, far-end hop-off, and more.

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

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

There are two types of enterprise trunks: *Weighted Routing* and *Ordered Routing* and you can 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 supports five different call routing policies:

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

Overflow: The trunk groups are ordered and the Application Server selects the first trunk group that has the capacity available 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: The Application Server always selects the trunk group that has the fewest number of active originating or terminating calls and has the capacity available for a new terminating call.

Least Idle: The Application Server always selects the trunk group that has the highest number of ongoing originating or terminating calls and has the available capacity for a new terminating call.

Weighted Overflow: 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.

7.8.1 VIEW ENTERPRISE TRUNKS

Use the *Enterprise – Enterprise Trunk* page to view the enterprise trunks for your enterprise. The page lists all the existing enterprise trunks in the enterprise.

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

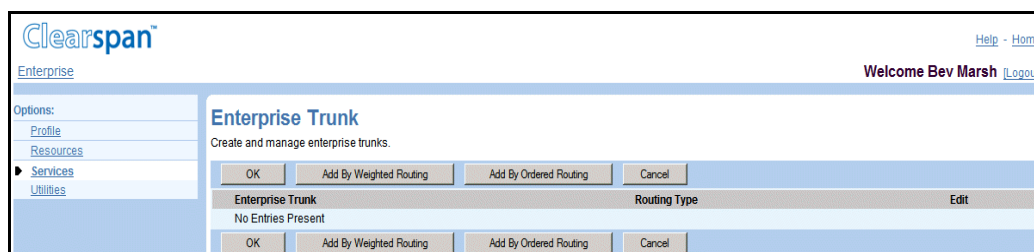


Figure 94 Enterprise – Enterprise Trunk Page

7.8.2 ADD ENTERPRISE TRUNK

Before an Enterprise Trunk can be used for routing, you need to add Enterprise Trunk using Weighted Routing or Add Enterprise Trunk using Ordered Routing, assign Trunk Groups, assign Priorities (this step applies only to Weighted Routing trunks and is optional), and add users.

The procedure used to add an enterprise trunk depends on the routing you want your enterprise trunk to use:

- To add an enterprise trunk that uses the Weighted Overflow routing policy, use Add Enterprise Trunk using Weighted Routing
- To add an enterprise trunk that uses any other routing policy, use Add Enterprise Trunk using Ordered Routing

7.8.2.1 Add Enterprise Trunk using Weighted Routing

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

Figure 95 Enterprise Trunk – Add Enterprise Trunk using Weighted Routing

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



Note: When you select another tab on this page, the current enterprise trunk information is saved.

3. Type the name (from 1 through 30 characters) for the new enterprise trunk. This information is mandatory.
4. From the drop-down list, select the maximum number of reroute attempts the system will use when all routes within the enterprise trunk are exhausted.
5. From the drop-down list, select the maximum number of reroute attempts within a priority.
6. For the Route Exhaustion Action option, either
 - Check *None*
 - or -
 - Check *Forward to Phone Number / SIP-URI* and type the phone number or SIP URI where you want the calls to be rerouted in case of route exhaustion.

A phone number must be from 2 through 30 digits (2 through 22 digits plus the leading + sign in E.164 number format). Additional spaces and dashes are allowed but are not included in the number.

A SIP URI must be a maximum of 161 characters in user@domain format. The user part can only contain a leading + sign, letters, digits and the following

characters: -, _, !, ~, *, (,), periods, or single quotes. The domain part can be either a domain name or an IP address, optionally followed by a colon and a port number. A domain name can only contain letters, digits, periods, and dashes.

- 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**.

7.8.2.2 Add Enterprise Trunk using Ordered Routing

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

Figure 96 Enterprise Trunk – Add Enterprise Trunk using Ordered Routing

- On the *Enterprise – Services* menu page, click **Enterprise Trunk**. The *Enterprise – Enterprise Trunk* page appears.
- Click **Add by Ordered Routing**. The *Enterprise - Add Enterprise Trunk 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: Whenever you select another tab on this page, the current enterprise trunk information is saved.

- Type a name (from 1 through 30 characters) for the new enterprise trunk. This information is mandatory.
- From the drop-down list, select the maximum number of reroute attempts the system will use when all routes within the enterprise trunk are exhausted.

5. Select the routing algorithm by checking one of the following: *Ordered Load Balancing*, *Overflow*, *Most Idle*, or *Least Idle*.
6. For the Route Exhaustion Action option, either
 - Check None
 - - or -
 - Check 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.

A phone number must be from 2 through 30 digits (2 through 22 digits plus the leading + sign in E.164 number format). Additional spaces and dashes are allowed but are not included in the number.

A SIP URI must be a maximum of 161 characters in user@domain format. The user part can only contain a leading + sign, letters, digits and the following characters: -, _, !, ~, *, (,), periods, or single quotes. The domain part can be either a domain name or an IP address, optionally followed by a colon and a port number. A domain name can only contain letters, digits, periods, and dashes.

7. 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**.

7.8.2.3 *Configure Capacity Management and Assign Trunk Groups*

Use the Assign Trunk Groups tab 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 to configure enterprise trunk capacity management settings and assign a trunk group 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 Assign Trunk Groups tab.
2. Configure capacity management.
 - To enable capacity management, select *On*. To disable it, select *Off*.
 - In the *Maximum Active Calls Allowed* box, specify the capacity of the enterprise trunk, that is, the maximum number of calls allowed at any one time. Note that the number cannot exceed the number of Business Trunking License Units (BTLUs) allocated for the enterprise.
 - In the *Capacity Exceeded Alarm Initial Value* box, enter the number of calls for the capacity exceeded initial value. When the capacity exceeded counter (the counter that tracks the number of times a call exceeds the allowed capacity) reaches this value, an alarm is generated. Note that an alarm is never generated when the initial value is set to "0".
 - In the *Capacity Exceeded Alarm Offset Value*, enter the number of calls for the capacity exceeded offset value. After the initial capacity exceeded count has been reached, an alarm is generated every time the count reaches an exact multiple of the offset value. Note that an alarm is never generated if the offset value is set to "0".

Example: If *Capacity Exceeded Alarm Initial Value* is set to “2” and *Capacity Exceeded Alarm Offset Value* is set to “3”, an alarm is generated the when the capacity exceeded count reaches 2, 5, 8, 11, and so on.

3. Enter trunk group search criteria and then click **Search** to display trunk groups that satisfy your criteria, or just click **Search** to display all available trunk groups.
4. In the *Available Trunk Groups* column, select the trunk groups that you want to add to the enterprise trunk. Trunk groups are listed in alphabetical order.

To select several trunk groups listed in consecutive order, click the name of the first trunk group you want and, while holding down the SHIFT key, then click the name of the last trunk group you want to select.

To select more than one non-consecutive trunk group, use your mouse to click the trunk group names while holding down the CTRL key.

5. Click **Add >** to transfer selected trunk groups to the *Assigned Trunk Groups* column. Or, to move all trunk groups, click **Add All >>**.
6. To save your changes, click **OK**.

To save your changes and go to another tab, select the tab you want.

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



Note: You can assign a maximum of 10 trunk groups to an Ordered Routing enterprise trunk and a maximum of 100 trunk groups to a Weighted Routing enterprise trunk.

7.8.2.4 Assign Priorities

Use the *Enterprise Trunk – Assign Trunk Group Priorities* page 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.

Trunk Group Name	Priority	Weight
Test Bed 60 Trunk Group505	1	50
tb60_2	2	50

Figure 97 Enterprise Trunk – Assign Trunk Group Priorities Tab

1. On the Add Enterprise Trunk using Weighted Routing or Modify Enterprise Trunk using Weighted Routing page, click the **Assign Priorities** tab. The Assign Trunk Group Priorities page appears.
2. Next to each trunk group to which you want to assign a priority, select the priority you want from the *Priority* drop-down list. “1” denotes the highest priority and “10”

(default) the lowest. Enter the weight you want to assign to this trunk group. The weight must be an integer from 1 through 65536. 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 save your changes and go to another tab, select the tab you want.

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



Note: Assigning priorities to trunk groups is optional. By default, all trunk groups have the same priority and weight.

7.8.2.5 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 your enterprise that are not assigned to any enterprise trunk. The *Users to be Assigned* column shows the users that are to be assigned.

Figure 98 Enterprise Trunk – Assign Users

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 **Add Users** tab. The Assign Users page appears.
2. Use the *Search* tool to display available users in the *Available Users* column.
3. In the *Available Users* column, select the users to add to the enterprise trunk. Select some or all of the users. Users are listed in alphabetical order.

To select several users listed in consecutive order, click the name of the first user you want to add and, while holding down the SHIFT key, click the name of the last user you want to add.

To select more than one non-consecutive user, use your mouse to click the user names while holding down the CTRL key.

4. Click **Add >** to transfer selected users to the *Users to be Assigned* column. Or, to move all users, click **Add All >>**.
5. 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**.

7.8.3 VIEW, MODIFY, OR DELETE USERS

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

Assigned Users
View the users assigned to an enterprise trunk.

Options: Profile, Resources, **Services**, Utilities

Buttons: OK, Apply, Delete, Cancel

Assign Trunk Groups | Assign Priorities | **Add Users** | Assigned Users

Enter search criteria below

Group ID: [Dropdown] Starts With: [Dropdown] [Text Box] [Search]

Group ID	User ID	Last Name	First Name	Phone Number	Alternate Trunk Identity	Edit
tb60	4693654868@us.aastra.com	TheKnife	Mack	4693654868		Edit
tb60	tb60_5575@us.aastra.com	5575	tb60	4693654867		Edit

[Page 1 of 1]

Buttons: OK, Apply, Delete, Cancel

Figure 99 Enterprise Trunk –Assigned Users

7.8.3.1 View Assigned Users

1. On the 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 Assigned Users page appears.

Users can be searched based on Group ID, User ID, Last Name, First Name, Phone Number, Extension, Department, Alternate Trunk Identity (Alternate Trunk Identity – User Part), and Route List Assigned.

2. Enter the search criteria you want. The list of users satisfying your criteria is displayed.
3. To display the previous page, click **OK** or **Cancel**.

7.8.3.2 Access User Information

1. On the 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 Assigned Users page appears.

2. Display users using the criteria you want.
3. Click **Edit** in the row for the user to edit. The selected user's User – *Profile* page appears, allowing you to modify the user's information.

For more information on the user profile settings, see the Application Server Group Web Interface Administration Guide – Part 2.

7.8.3.2.1 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 Assigned Users page appears.
2. Display users using the criteria you want.
3. Select the row for the user to delete.
4. Click Delete.

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.

7.8.4 MODIFY ENTERPRISE TRUNK

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

Figure 100 Enterprise – Modify Enterprise Trunk using Weighted Routing

1. On the *Enterprise – Services* menu page, click **Enterprise Trunk**. The *Enterprise – Enterprise Trunk* page appears.
2. Click **Edit** or any item in the row for the enterprise trunk to edit. Depending on the trunk type, the *Enterprise – Modify Enterprise Trunk using Weighted Routing* or *Enterprise – Modify Enterprise Trunk using Ordered Routing* page appears.
3. Edit the enterprise trunk information.
4. 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 at any moment saves the enterprise trunk information.

Figure 101 Enterprise – Modify Enterprise Trunk using Ordered Routing

7.8.5 DELETE ENTERPRISE TRUNK

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

1. On the *Enterprise – Services* menu page, click **Enterprise Trunk**. The *Enterprise – Enterprise Trunk* page appears.
2. Click **Edit** or any item in the row for the enterprise trunk to delete. Depending on the trunk type, the Enterprise – Modify Enterprise Trunk using Weighted Routing or Enterprise – Modify Enterprise Trunk using Ordered Routing page appears.
3. Click **Delete**. The Enterprise – 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. Click Cancel before you click Delete to avoid a deletion.

7.9 MWI DELIVERY TO MOBILE ENDPOINT

Use this item on the *Enterprise – Services* menu page to configure the MWI Delivery to Mobile Endpoint service settings.

The service allows users to have a notification send to their mobile phone when they receive a new voice mail, fax, or video message if their phone has the short messaging service (SMS) or message waiting indicator (MWI) capability.

The *Enterprise – MWI Delivery to Mobile Endpoint* page allows you to create custom SMS templates used to send additional information about the new messages to the user's mobile phone. Such a template consists of a collection of pre-defined tags along with the text to be included in the message. The tags are replaced at run time with the available information.

This page lists the existing templates and allows you to enable and disable templates. From this page you can also access pages to modify existing templates or create new templates. You can create up to four templates per provisioned language to accommodate different situations. The system determines which template to use based on the number of new and existing messages.



Note: It is recommended that the language encoding of the administrator account you use to configure a template for a language be compatible with the language encoding for that template. Otherwise, the text containing characters with no matching encoding may be displayed incorrectly.

7.9.1 VIEW AND ENABLE SMS TEMPLATES

Use the *Enterprise – MWI Delivery to Mobile Endpoint* page to view and enable or disable SMS templates used to send message delivery information to the mobile.

1. On the *Enterprise – Services* menu page, click *MWI Delivery to Mobile Endpoint*. The *Enterprise – MWI Delivery to Mobile Endpoint* page appears.
2. To enable or disable a template, check or uncheck the **Enable** box in the row of the template.
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.

7.9.2 ADD MWI DELIVERY CUSTOM TEMPLATE

Use the *Enterprise – MWI Delivery Custom Template – Add* page to add a new custom template.

You can create up to four different templates per language, which are used to build the contents of the message. The purpose of the multiple templates is to provide flexibility in the message generated for different syntax required when communicating the existence of single or multiple voice mail messages to the subscriber.

The possible template types are as follows:

- Single new message with no previous messages: This template is used when the subscriber receives a single voice mail message while the mailbox is empty.
- Single new message with at least one previous message: This template is used when the subscriber receives a single new voice mail message and there are existing messages in the subscriber's voice mailbox.

- Multiple new messages: This template is used when there are more than one new voice mail messages for the subscriber.
- Default: This template is used when the template that should be used is not provisioned or has been disabled.

A template consists of up to six lines of text. For each line, you can select a tag and enter the text to be included before and after the tag. In addition, the “no tag” option allows you to add punctuation or additional text.

At run time, the tags are replaced by the actual information when the SMS message is created from the template. If data for a tag is not available, the entire line corresponding to that tag is not included in the message.

The available tags and their estimated length are as follows.

TAG NAME	ESTIMATED LENGTH
<i>%VMNumber</i>	10
<i>%newMsgs</i>	2
<i>%totalMsgs</i>	2
<i>%callerName</i>	15
<i>%callerNumber</i>	10
<i>no tag</i>	0

The estimated tag lengths are used to calculate the estimated character count of the template. The number of characters in the message is estimated by counting the length of the actual text including spaces (but excluding tags) and adding the estimated length of each tag that appears in the message.

If the system administrator has restricted the maximum length of the message, the allowed message length is displayed on the page.

1. On the Enterprise – Services menu page, click MWI Delivery to Mobile Endpoint. The Enterprise – MWI Delivery to Mobile Endpoint page appears.
2. Click Add. The Enterprise – MWI Delivery Custom Template - Add page appears.
3. From the Language drop-down list, select the language for which you are creating the template.
4. From the Type drop-down list, select the type of template to create.
5. Create the template, with up to six lines. A line includes components specifying a tag and text.
 - Enter the text that comes before the tag, select a tag from the drop-down list, and enter the text to follow the tag. The “no tag” tag selection allows you to add punctuation or additional text.
 - To add an additional line, click the + button to the right and repeat the previous step.

The text of the template appears in the preview area of the page and the number of characters in the message is displayed at the bottom of the page. If the system administrator has restricted the maximum length of the message, the allowed message length is also displayed.

6. Click **OK** to save your changes.

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

Example:

You can create a template with the “You have %newMsgs new messages and a total of %totalMsgs messages.” as follows:

- On the first line, type “You have” in the left text box, select the %newMsgs tag from the drop-down list in the middle, and enter “new messages” in the right text box.
- Click the + button to add a second line.
- On the second line, type “and the total of” in the left text box, select the %totalMsgs tag from the drop-down list in the middle, and enter “messages.” in the right text box.

7.9.3 MODIFY MWI DELIVERY CUSTOM TEMPLATE

You use the *Enterprise – MWI Delivery Custom Template – Modify* page to modify an existing template.

1. On the Enterprise – Services menu page, click MWI Delivery to Mobile Endpoint. The Enterprise – MWI Delivery to Mobile Endpoint page appears.
2. Click Edit in the line of the template to edit. The Enterprise – MWI Delivery Custom Template – Modify page appears.
3. Modify the template as required. For information about configurable options available on this page, see section 7.9.2 Add MWI Delivery Custom Template.
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.

7.10 NUMBER PORTABILITY QUERY

Use this item on the *Enterprise – Services* menu page to view and configure the number portability query settings used to determine whether a number portability query should be performed for a call.

The settings on this page allow you to specify the types of calls (originating, terminating, or network) and a set of digit patterns to which to compare the phone number to determine whether to perform a query for the call.

For call originations, the destination number is used to find matching digit patterns; for call redirections, the redirected-to number is used; and for call terminations, the calling party number is used.

It is important to understand how this number is selected, as this determines how the digit patterns must be constructed to match it.

Calls can be broadly divided into group call calls and network calls. Group calls apply when the terminating party is within the same group or enterprise as the originating party, unless policies force this type of call to be a network call. All other calls are considered network calls.

The following guidelines are intended to help you create digit patterns:

- **Call originations**

For call originations, the destination number is the terminating user's directory number (DN) in E.164 format. Users with no DN (phantom users) are matched against the terminator group's calling line ID (CLID) in E.164 format. The actual dialed string (extension, location code + extension, and so on) is not important.

Example: +15145550100

For network calls, the destination number is composed of the dialed digits, unless modified by the Network Server.

The following services impact the destination number:

- **URL dialing:** Uniform Resource Locators (URLs) (not phone numbers) never match digit patterns.
- **FAC prefixes:** Feature access code (FAC) prefixes (for example, Calling Line ID Delivery Blocking per Call) are stripped before applying the group or network call rules. FAC prefixes can be chained, in which case they are all stripped, for example, *67*805145550100 is converted to 5145550100 (assuming that *67 and *80 are feature access codes assigned to the caller).
- **Speed Dial 8 and Speed Dial 100:** The dialed speed code is replaced by the configured number before applying group or network call rules. All the rules are reapplied after the speed code substitution. For example, if speed dial code "2" is configured to *675145550100, the FAC prefixes rule applies after substitution. Assuming that *67 is a FAC assigned to the user, "5145550100" is compared to the digit patterns when "2" is dialed.
- **Call Return FAC:** The Call Return feature access code is replaced by the return number before applying other group or network call origination rules.
- **Last Number Redial FAC:** The Last Number Redial feature access code is replaced by the last dialed number before applying other group or network call rules.
- **Service activation/deactivation FACs:** Service activation/deactivation feature access codes that do not initiate outgoing calls (for example, Call Forwarding Always Activation feature access code) do not trigger a portability query.

- **Voice mail FACs:** Feature access codes that redirect calls to voice mail (for example, Voice Mail Retrieval or Voice Portal Access) are replaced by the DN of the voice portal or third-party voice mail server, and this DN is used for comparison with the digit patterns.
 - **Alternate Numbers:** When making a group call by dialing an alternate number, the alternate number in E.164 format is used. If the alternate number only has an extension defined, the terminator's primary DN in E.164 format is used.
 - **Outside access code:** The outside access code is not included when matching digit patterns.
 - **Emergency and repair calls:** If external emergency routing is active, the translated default emergency number is used for digit pattern matching.
- Calls redirections

For group calls in which the terminator performs the redirection, the redirected-to number is checked following the same rules as for call originations.

- Call terminations

For group call terminations, the calling number is the originating user's directory number in E.164 format. Users with no DN (phantom users) are matched against the originating group's CLID in E.164 format. The actual calling string (extension, location code + extension, and so on) is not important.

For network call terminations, the calling number is derived from the calling party identity. This may be composed of the digits from the *P-Asserted Identity* or the *From* headers.

The calling number is used even for numbers marked as private or anonymous.

The calling number is normalized into an E.164 format. If the number does not contain a leading "+", the country code of the terminating party is appended to the calling number.

7.10.1 CONFIGURE NUMBER PORTABILITY QUERY

Use the *Enterprise – Number Portability Query* page to configure the number portability query settings.

1. On the Enterprise – Services menu page, click **Number Portability Query**. The Enterprise – Number Portability Query page appears.
2. To enable number portability queries for incoming calls, check Enable Number Portability Query For Incoming Calls.
3. To enable number portability queries for outgoing calls, check Enable Number Portability Query For Outgoing Calls.
4. To enable number portability queries only for network calls, select Network Calls Only, or select All Calls to enable the queries for all calls.
5. To add a digit pattern:
 - Enter the pattern in the *Digit Pattern* text box.

A digit string without any wildcard characters is only considered for an exact match. For instance, 8005551234 entered as a digit string only matches the “8005551234” number. A digit string can contain a leading “+” to express an E.164 number or pattern.

The following wildcard characters are allowed:

\$ – Denotes any number of digits. For example, “555\$” matches any string of digits beginning with “555”. The “\$” can only appear at the beginning or at the end of a digit pattern and can appear in the string at most once. If a digit string contains only the “\$”, all numbers including numbers in E.164 format match this pattern.

? – Denotes any single digit. For example, “555?” matches any four-digit string beginning with “555”. When placed at the beginning of the digit string, this wildcard character matches either the leading “+” or the first digit.

[] – Denotes 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, for example, “[5-7, 9]”.

– Click **Add**. The digit pattern is added to the list.

6. To delete a digit pattern, check the Delete box on the row of the digit pattern.
7. 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.

7.11 SESSION ADMISSION CONTROL GROUP

The Session Admission Control feature provides a mechanism to control the number of simultaneous sessions at the subscriber and logical link level for a group. The logical link capacity is controlled by creating sets of access devices logically grouped together, called session admission control (SAC) groups, and imposing restrictions on the number of concurrent sessions for a given set of devices (SAC group).

You can define SAC groups that span groups within the enterprise. Enterprise-level SAC groups can include any devices within the enterprise, including enterprise-level devices, group-level devices for any group within the enterprise, and any system-wide devices.

Use the *Enterprise – Session Admission Control Group* page to view, add, modify, or delete SAC groups for your enterprise.



Note: You need full access privilege to session admission control to manage SAC groups. Read-only access privilege allows you to view but not modify SAC groups.

The following two figures show the *Enterprise – Session Admission Control Group* page for an administrator with full and read-only access privileges to session admission control.

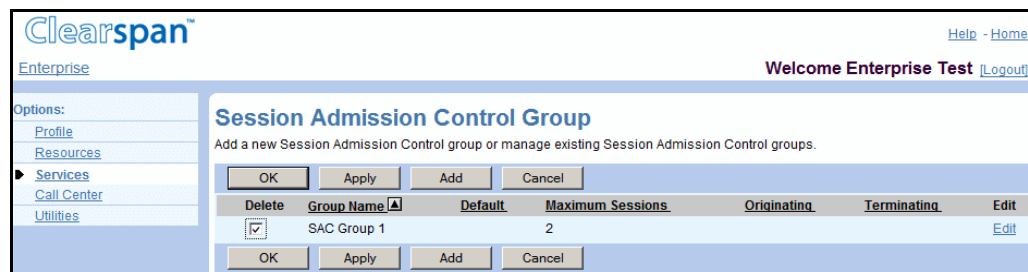


Figure 102 Enterprise - Session Admission Control Group (Read-only)

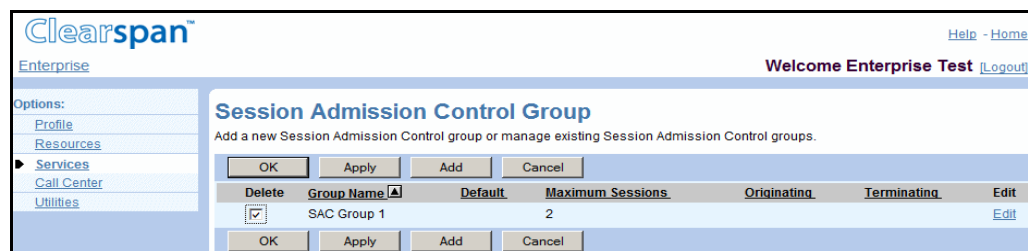


Figure 103 Enterprise - Session Admission Control Group (Read-only)

7.11.1 VIEW SESSION ADMISSION CONTROL GROUPS

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.

7.11.2 ADD SESSION ADMISSION CONTROL GROUP

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

Enterprise Welcome Francine Leroux [Logout](#)

Options:

- [Profile](#)
- [Resources](#)
- [Services](#)
 - [Communication Barring](#)
 - [Utilities](#)

Session Admission Control Group Add

Add a new Session Admission Control group.

* Name:

* Maximum number of concurrent sessions:

Maximum number of concurrent user originating sessions:

Maximum number of concurrent user terminating sessions:

Reserved number of concurrent sessions:

Reserved number of concurrent user originating sessions:

Reserved number of concurrent user terminating sessions:

☐ Default Session Admission Control Group

☐ Count intra Session Admission Control group sessions

☐ Block emergency and repair calls due to Session Admission Control limits

Enter search criteria below

Identity/Device Profile Name Starts With

Available Devices	Assigned Devices
polycom_123 (Group : DEFDistributing)	def_preferred_dev1 (Group : DEFDistributing)
	def_standard_sip_dev2 (Group : DEFDistributing)

Figure 104 Enterprise – Session Admission Control Group Add

1. On the *Enterprise – Services* menu page, click **Session Admission Control Group**. The *Enterprise – Session Admission Control Group* page appears.
2. Click **Add**. The Session Admission Control Group – Session Admission Control Group Add page appears.
3. Enter a unique name for the new SAC group.
4. Enter the *Maximum number of concurrent sessions* allowed for this group. The number cannot exceed the maximum number of concurrent subscriber sessions allowed for the enterprise. You can view this information on the *Resources – Session Admission Control Capacity* page.
5. To restrict the number of user-originated sessions, enter the maximum number in *Maximum number of concurrent user originating sessions*. The number cannot exceed the maximum number of concurrent subscriber sessions allowed for the enterprise.
6. To restrict the number of user-terminated sessions, enter the maximum number in *Maximum number of concurrent user terminating sessions*. The number cannot exceed the maximum number of concurrent subscriber sessions allowed for the enterprise.
7. Enter the number of sessions to reserve for the SAC group in *Reserved number of concurrent sessions reserved*. The number cannot exceed the maximum number of concurrent subscriber sessions allowed for the enterprise.
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*.



Note: The sum of reserved user-originated and user-terminated sessions cannot exceed the number of reserved concurrent sessions.

10. To make this group the default SAC group, check *Default Session Admission Control Group*.



Note: One enterprise-level 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.

11. To include the intra-SAC group sessions in 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 the 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.
- For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.
- 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 >>**.

To select a device, click its name. To select several devices listed in consecutive order, click the name of the first device, while holding down the SHIFT key; then click the name of the last device you want to select. To select more than one non-consecutive device, click the device names while holding down the CTRL key.

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.

7.11.3 MODIFY SESSION ADMISSION CONTROL GROUP

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

Figure 105 Enterprise – Session Admission Control Group Modify



Note: If you have read-only access privilege to session admission control, you can view but not modify information on this page as illustrated in the next figure.

Enterprise Welcome Francine Leroux [\[Logout\]](#)

Options:

- [Profile](#)
- [Resources](#)
- [Services](#)
 - [Communication Barring](#)
 - [Utilities](#)

Session Admission Control Group Modify

Modify or delete an existing Session Admission Control group.

Name: SAC group 1

Maximum number of concurrent sessions: 400

Maximum number of concurrent user originating sessions:

Maximum number of concurrent user terminating sessions:

Reserved number of concurrent sessions: 100

Reserved number of concurrent user originating sessions:

Reserved number of concurrent user terminating sessions:

☐ Default Session Admission Control Group

☐ Count intra Session Admission Control group sessions

☐ Block emergency and repair calls due to Session Admission Control limits

Available Devices	Assigned Devices
	def_standard_sip_dev2 (Group : DEFDistributing) def_preferred_dev1 (Group : DEFDistributing)

Figure 106 Enterprise - Session Admission Control Group Modify (Read-only)

1. On the *Enterprise – Services* menu page, click **Session Admission Control Group**. The *Enterprise – Session Admission Control Group* page appears.
2. Click **Edit** or any item in the row for the Session Admission Control group you want to edit. The *Session Admission Control Group – Session Admission Control Group Modify* page appears.
3. Modify information as needed.
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.

7.11.4 DELETE SESSION ADMISSION CONTROL GROUP

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

Clearspan™ [Help](#) - [Home](#)

Enterprise Welcome Enterprise Test [\[Logout\]](#)

Options:

- [Profile](#)
- [Resources](#)
- [Services](#)
 - [Call Center](#)
 - [Utilities](#)

Session Admission Control Group

Add a new Session Admission Control group or manage existing Session Admission Control groups.

Delete	Group Name	Default	Maximum Sessions	Originating	Terminating	Edit
☒	SAC Group 1		2			Edit

Figure 107 Enterprise - Session Admission Control Group – Delete

1. On the *Enterprise – Services* menu page, click **Session Admission Control Group**. The *Enterprise – Session Admission Control Group* page appears.
2. Check the **Delete** box in the row of the SAC group you want to delete.



WARNING: THE DELETE FUNCTION CANNOT BE UNDONE. ONCE YOU DELETE AN SAC GROUP, YOUR DELETION IS FINAL. PRESS CANCEL BEFORE YOU CLICK APPLY OR OK TO AVOID A DELETION.

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, select another page or click **Cancel** to display the previous page.

7.12 SESSION ADMISSION CONTROL WHITE LIST

Use this item on the *Enterprise – Services* menu page to view and configure the Session Admission Control (SAC) white list for your enterprise.

The SAC white list allows certain calls to complete even if the SAC group has reached maximum capacity. It consists of up to 100 digit patterns to which outgoing and redirected calls of a SAC group are compared.

When a member of a SAC group makes or redirects a call that matches an entry in the white list, the call is allowed to complete even if the SAC group has reached maximum capacity. Although the call is not blocked, it is counted toward the capacity of the SAC group.

For outbound calls that have exceeded SAC capacity limits, the system identifies the called number for call originations and the redirecting number for call redirections, and determines whether a matching entry exists within the white list.

It is important to understand how this number is selected, as this determines how the digit patterns must be constructed. The following guidelines are intended to help you create the digit patterns:

- **Call Originations**

Call originations can be broadly divided into group calls and network calls. A call is considered a group call when the terminating party is in the same enterprise as the originating party, unless policies force this type of call to be a network call. All other originations are considered network calls.

For group call originations, the called number is the terminating user's directory number (DN) in E.164 format. Users with no DNs (phantom users) are matched against the terminator group's calling line ID in E.164 format. The actual dialed string is not important (for example, extension or location code and extension).

For network call originations, the called number typically consists of the dialed digits.

Following are some rules governing called number selection:

- **URL dialing:** Uniform Resource Locator (URL) (not phone number) never matches a digit pattern.
- **FAC prefixes:** Feature access code (FAC) prefixes (for example, Calling Line ID Delivery Blocking Per Call) are stripped before applying the group or network call origination rules. FAC prefixes can be chained, in which case they are all stripped, for example, *67*805145550100 is converted to 5145550100 (assuming that *67 and *80 are feature access codes assigned to the caller).
- **Speed Dial 8 and Speed Dial 100:** The dialed speed code is replaced by the configured number before applying other rules. All the rules are reapplied after the speed code substitution. For example, if speed dial code "2" is configured to *675145550100, the FAC prefixes rule applies after substitution. Assuming that *67 is a FAC assigned to the user, "5145550100" is compared to the white list entries when "2" is dialed.
- **Call Return FAC:** The Call Return feature access code is replaced by the return number before applying other group or network call origination rules.
- **Last Number Redial FAC:** The Last Number Redial feature access code is replaced by the last dialed number before applying other group or network call origination rules.
- **Service activation/deactivation FACs:** Service activation/deactivation feature access codes that do not initiate outgoing calls (for example, Call Forwarding Always Activation feature access code) are not denied and not included in the SAC capacity counts. These feature access codes do not need to be added to the white list.
- **Voice mail FACs:** Feature access codes that redirect calls to voice mail (for example, Voice Mail Retrieval or Voice Portal Access) are replaced by the DN of the voice portal or third-party voice mail server, and this DN is used for comparison with the white list entries.
- **Alternate Numbers:** When making a group call by dialing an alternate number, the alternate number in E.164 format is used for comparison with the white list entries. If the alternate number only has an extension defined, the terminator's primary DN in E.164 format is used.
- **Outside access code:** The outside access code, which is always considered a network origination, may or may not be included in the dialed digits. This is determined based on the access code configuration.
- **Emergency and repair calls:** Emergency and repair calls are always allowed and are included in the SAC capacity counts. Emergency and repair numbers do not need to be added to the white list.

- **Call Redirection**

For group calls in which the terminator performs the redirection, the number checked against the white list is the original called number. Redirected calls follow the same rules as call originations.

7.12.1 VIEW AND CONFIGURE SESSION ADMISSION CONTROL WHITE LIST

Use the *Enterprise – Session Admission Control White List* page to view and configure the Session Admission Control white list for your enterprise.

Figure 108 Enterprise – Session Admission Control White List

1. On the *Enterprise – Services* menu page, click **Session Admission Control White List**. The *Enterprise – Session Admission Control White List* page appears.
2. To enable the white list, check the *Enable White List* box.
3. To add a digit pattern:
 - Enter the digits in the *Digit Pattern* text box. The following wildcard characters are allowed:
 - \$** – Denotes any number of digits. For example, "555\$" matches any string of digits beginning with "555". The "\$" can only appear at the end of a digit pattern. If a digit pattern contains only the "\$", any number in E.164 format matches this pattern.
 - ?** – Denotes any single digit. For example, "555?" matches any four-digit string beginning with "555". When placed at the beginning of the digit string, this wildcard character matches either the leading "+" or the first digit.
 - []** – Denotes 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, for example "[5-7, 9]".
 - Click **Add**. The digit pattern is added to the list.
4. To delete a digit pattern, check the *Delete* box on the row of the digit pattern.
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.

7.13 ZONE CALLING RESTRICTIONS

Use the Zone Calling Restrictions menu item on the *Enterprise – Services* menu page to view and configure Zone Calling Restrictions and Roaming Restrictions policies.

The Zone Calling Restrictions policy enforces the rule so that a user cannot redirect or conference an inter-zone call involving an off-network destination, or place off-network calls when roaming. The Roaming Restriction policies enforce the rules so that a roaming user cannot place or receive any calls as follows:

- When the Origination Roaming Restrictions policy is enabled, Zone Calling Restrictions users are prevented from originating non-emergency calls from any roaming device.
- When the Emergency Origination Roaming Restrictions policy is enabled, Zone Calling Restrictions users are prevented from originating emergency calls from any roaming device.
- When the Termination Roaming Restrictions policy is enabled, Zone Calling Restrictions users are prevented from receiving calls at any roaming device.

7.13.1 VIEW AND CONFIGURE ZONE CALLING RESTRICTIONS

Use the *Enterprise – Zone Calling Restrictions* page to view and configure the Zone Calling Restrictions and Roaming Restrictions policies.

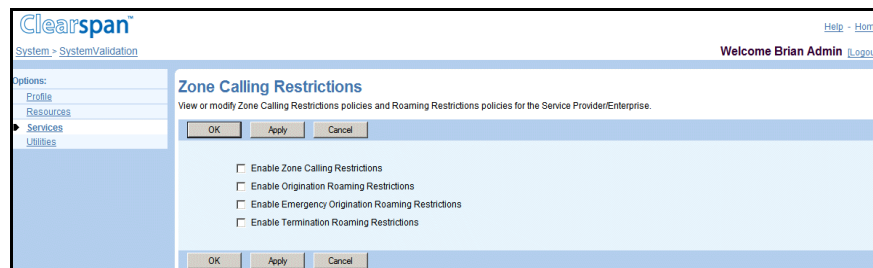


Figure 109 Enterprise – Zone Calling Restrictions

1. On the *Enterprise – Services* menu page, click **Zone Calling Restrictions**. The *Enterprise – Zone Calling Restrictions* page appears.
2. Enable or disable the Zone Calling Restrictions and Roaming Restrictions policies. Check or uncheck the following options:
 - Enable Zone Calling Restrictions
 - Enable Origination Roaming Restrictions
 - Enable Emergency Origination Roaming Restrictions
 - Enable Termination Roaming Restrictions
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, select another page or click **Cancel** to display the previous page.

8 CALL CENTER MENU

The *Enterprise – Call Center* menu page includes menu items used to configure the Call Center services settings for your enterprise.

The Clearspan Call Center solution automatically processes incoming calls received by a single phone number by distributing them to a group of agents. It places incoming calls in a queue if all agent lines are busy.

The Call Center solution provides three levels of service:

- **Call Center – Basic** – The Call Center – Basic service provides basic queuing capabilities, distributing calls to devices and people. It is an inexpensive solution for multi-receptionist and other environments that require basic queuing capability.
- **Call Center – Standard** – In addition to queuing capabilities, the Call Center – Standard service provides such features as agent states, supervisor function, and reporting.
- **Call Center – Premium** – The Call Center – Premium service is the most feature-rich Call Center solution. In addition to the capabilities of the standard offering, it provides features such as Night Service and Forced Forwarding. It is intended to meet the needs of most call center environments.

The settings to configure for your enterprise depend on the services your enterprise has been authorized. The settings that apply to specific services are identified in each section.

8.1 ACCESS CALL CENTER MENU

On your *Home* page, in the Options list, click **Call Center** to access the *Enterprise – Call Center* menu page.



Figure 110 Enterprise – Call Center Menu

8.2 AGENT DEFAULT SETTINGS (ALL SERVICES)

Use the *Enterprise – Agent Default Settings* page to configure agent default settings for your enterprise.

Figure 111 Enterprise – Agent Default Settings (Call Center – Premium)

1. On the *Enterprise – Call Center* menu page, click **Agent Default Settings**. The *Enterprise – Agent Default Settings* page appears.
2. Select or type information as applicable to your type of service:

For All Call Center Services:

- For *Use Guard Timer Setting*, check *Default* to use the system default, or check *Enterprise* to use the guard timer defined for the enterprise on this page.
If you selected *Enterprise*, check *Enable guard timer for <x> seconds* and select a number of seconds from the drop-down list.

In addition, for Call Center – Standard, Call Center – Premium Services:

- For the *Use Agent Unavailable Settings*, check *Default* to use the system default settings, or check *Enterprise* to use the settings defined on this page and configure the following:
 - Check *Force Agent to unavailable on Do Not Disturb activation* to change the agent's status to "Unavailable" when the agent activates the *Do Not Disturb* service.
 - Check *Force agent to unavailable after <number> consecutive bounces* and select the number of bounces from the drop-down list to change the agent's status to "Unavailable" after the agent fails to answer the configured number of consecutive Call Center calls.
 - Check *Force agent to unavailable on not reachable* to automatically change the agent's status to "Unavailable" when the agent becomes unreachable.

In addition, for Call Center – Premium Services:

- Check *Force Agent to unavailable on personal calls* to change the agent's status to "Unavailable" when the agent is on a personal call.

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.

8.3 AGENT THRESHOLD PROFILES (CALL CENTER – PREMIUM)

Use this item on the *Enterprise – Call Center* menu page to configure thresholds for various statistical measurements about agents' performance.

An agent threshold profile consists of a set of thresholds and a list of agents to which those thresholds apply.

For each measurement that can have thresholds set, you can configure a yellow and a red threshold, with the red threshold having higher severity than the yellow threshold.

When a threshold is crossed, the system sends an alert to the Call Center client, so that it can display a visible indicator of the appropriate color to the user.

In addition, you can configure up to eight e-mail addresses for sending notifications about crossed thresholds.

An agent must be assigned to exactly one profile. A default profile is automatically created by the system. This profile applies to all agents who are not assigned to any other profile. If you remove an agent from a non-default profile, the agent is automatically assigned to the default profile. The only way to remove an agent from the default profile is to assign the agent to another profile.

By default, the thresholds in the default profile do not have a value, and therefore, they are effectively disabled. You can configure the default profile if needed.

8.3.1 VIEW AGENT THRESHOLD PROFILES

Use the *Enterprise – Agent Threshold Profiles* page to view agent threshold profiles defined for your enterprise.

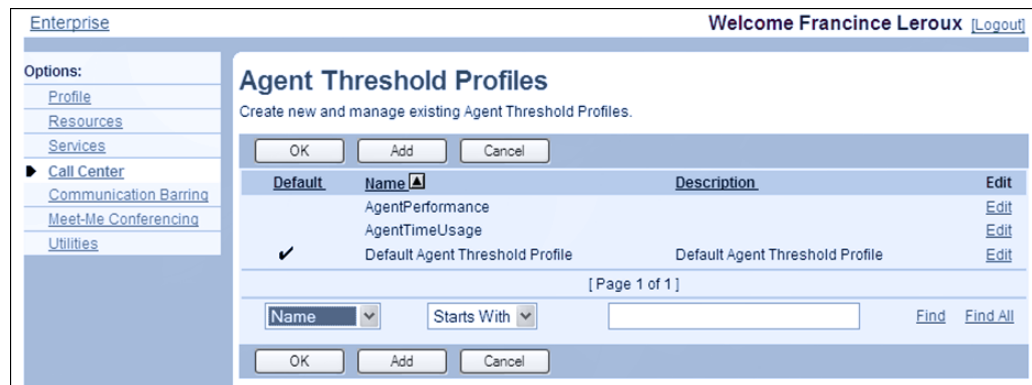


Figure 112 Enterprise – Agent Thresholds Profiles

1. On the *Enterprise – Call Center* menu page, click **Agent Threshold Profiles**. The *Enterprise – Agent Threshold Profiles* page appears.
2. Click **OK**. The previous page appears.

8.3.2 ADD AGENT THRESHOLD PROFILE

Use the *Enterprise – Agent Threshold Profile Add* page to define a new agent threshold profile for your enterprise.

Enterprise Welcome Francine Leroux [Logout](#)

Options:

- [Profile](#)
- [Resources](#)
- [Services](#)
- [Call Center](#)
 - [Communication Ramping](#)
 - [Meet-Me Conferencing](#)
 - [Utilities](#)

Agent Threshold Profile Add

Add a new Agent Threshold Profile.

* Name:

Description:

Statistic Name	Yellow threshold	Red threshold
Current Call State Idle Time:	(mm:ss)	(mm:ss)
Current Call State On-Call Time:	(mm:ss)	(mm:ss)
Current Agent State Unavailable Time:	(mm:ss)	(mm:ss)
Average Busy In:	(mm:ss)	(mm:ss)
Average Busy Out:	(mm:ss)	(mm:ss)
Average Wrap-Up:	(mm:ss)	(mm:ss)

Notification email

☐ Enable Email Notification

Email Addresses:

Assign agents

Enter search criteria below

User ID Starts With

Available Agents	Assigned Agents

Figure 113 Enterprise – Agent Threshold Profile Add

1. On the *Enterprise – Call Center* menu page, click **Agent Threshold Profiles**. The *Enterprise – Agent Threshold Profiles* page appears.
2. Click **Add**. The *Enterprise – Agent Threshold Profile Add* page appears.
3. Enter a name and a description of the profile.
4. For each statistical measurement listed on this page, you can configure a yellow threshold and/or a red threshold in hours and minutes. A threshold cannot be set to "0:00" and a yellow threshold must be assigned a lower value than the corresponding red threshold. You can leave the field empty if you do not want to assign the threshold to a measurement.

The following table lists the measurements for which thresholds can be configured:

MEASUREMENT	ALLOWED VALUES	NOTES
Current Call State Idle Time	00:01 through 1440:00 (up to a day).	When the agent is idle, this is the time that has elapsed since the agent became idle.
Current Call State	00:01 through 1440:00 (up to a day).	When the agent is on a call, this is the time the

MEASUREMENT	ALLOWED VALUES	NOTES
On-Call Time	to a day).	agent has spent on the current call.
Current Agent State Unavailable Time	00:01 through 1440:00 (up to a day).	When the agent is unavailable, this is the time that has elapsed since the agent became unavailable.
Average Busy In	00:01 through 1440:00 (up to a day).	This is the average time spent by an agent on an incoming ACD call since the last sign-in.
Average Busy Out	00:01 through 1440:00 (up to a day).	This is the average time spent by an agent on an outgoing ACD call since the last sign-in.
Average Wrap-Up	00:01 through 1440:00 (up to a day).	This is the average time spent by an agent to wrap up a call since the last sign-in.

- To send e-mail notification(s) when a threshold is crossed, check *Enable Email Notification* and enter up to eight e-mail addresses where notifications should be sent.

The e-mail address must be from 3 through 80 characters in user@domain format. It can contain only one @ sign and the following characters: letters, digits, !, #, \$, %, &, *, +, -, /, =, _, {, }, |, ~, `., ., ?, ^, or single quotes.

- Use the search function to find available agents.
- To assign agents to the profile, select the agents in the *Available Agents* column and click **Add >**. Or to select all agents, click **Add All >>**.
- To remove some assigned agents, select the agents to remove in the *Assigned Agents* column and click **Remove <**. Or to remove all assigned agents, click **Remove All <<**.

To select an agent, click their name. To select several agents listed in consecutive order, click the name of the first agent, while holding down the SHIFT key; then click the name of the last agent you want to select. To select more than one non-consecutive agent, click the agent names while holding down the CTRL key.



Note: When an agent is assigned to a profile, they are automatically unassigned from the previous profile to which they were assigned. When an agent is unassigned from a profile, they are automatically assigned to the default profile.

An agent cannot be explicitly unassigned from the default profile. To unassign an agent from the default profile, you have to assign the agent to another profile.

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

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

8.3.3 MODIFY OR DELETE AGENT THRESHOLD PROFILE

Use the *Enterprise – Agent Threshold Profile Modify* page to modify or delete an existing agent threshold profile.

Enterprise Welcome Francine Leroux [Logout](#)

Options:

- [Profile](#)
- [Resources](#)
- [Services](#)
- [Call Center](#)
 - [Communication Barring](#)
 - [Meet-Me Conferencing](#)
 - [Utilities](#)

Agent Threshold Profile Modify

View, delete or modify an existing Agent Threshold Profile.

OK Apply Delete Cancel

* Name:

Description:

Thresholds

Statistic Name	Yellow threshold	Red threshold
Current Call State Idle Time:	2 (mm:ss)	5 (mm:ss)
Current Call State On-Call Time:	10 (mm:ss)	20 (mm:ss)
Current Agent State Unavailable Time:	15 (mm:ss)	30 (mm:ss)
Average Busy In:	5 (mm:ss)	10 (mm:ss)
Average Busy Out:	3 (mm:ss)	5 (mm:ss)
Average Wrap-Up:	2 (mm:ss)	3 (mm:ss)

Notification email

☒ Enable Email Notification

Email Addresses:

Assign agents

Enter search criteria below

User ID Starts With

Available Agents	Assigned Agents
	Lafleur,Eloise (eloiselafleur) Gelinan,Marie (mariegelinan) Ohanu,Gabriel (gabrielohanu) Holland,Jeff (jeffholland)

Figure 114 Enterprise – Agent Threshold Profile Modify (Top of Page)

1. On the *Enterprise – Call Center* menu page, click **Agent Threshold Profiles**. The *Enterprise – Agent Threshold Profiles* page appears.
2. Click **Edit** on the row of the profile to edit. The *Enterprise – Agent Threshold Profile Modify* page appears.
3. To delete the profile, click **Delete**. The previous page appears.



WARNING: THE DELETE OPERATION IS FINAL AND CANNOT BE UNDONE.

4. Modify information as required.
5. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

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

8.4 AGENT UNAVAILABLE CODES (CALL CENTER – STANDARD, CALL CENTER – PREMIUM)

Agent unavailable codes can be used to better track agents' unavailability. You may require agents in your enterprise who change their status to "Unavailable" to enter an agent unavailable code that explains the reason for their unavailability. You can also configure the feature to automatically assign a predefined code to agents in specific situations, such as receiving a personal call or activating the Do Not Disturb service.

Use the *Enterprise – Agent Unavailable Codes* page to configure the agent unavailable codes for your enterprise.

The screenshot shows the 'Enterprise – Agent Unavailable Codes' configuration page. The left sidebar contains a navigation menu with options: Profile, Resources, Services, Call Center (selected), Communication Barring, Meet-Me Conferencing, and Utilities. The main content area is titled 'Agent Unavailable Codes' and includes a subtitle: 'Add, modify, or remove Agent Unavailable Codes for Call Centers and Route Points.' Below the title are buttons for OK, Apply, Add, and Cancel. The configuration section includes a checkbox for 'Enable Agent Unavailable Codes' which is checked. Below this are four dropdown menus for default codes: 'Default code on Do Not Disturb activation' (set to 'dnd-Do not disturb'), 'Default code on personal calls' (set to 'personal-Personal reasons'), 'Default code on consecutive bounces' (set to 'None'), and 'Default code on not reachable' (set to 'None'). There is also a checkbox for 'Force use of agent unavailable codes with default code' which is unchecked, with a dropdown set to 'None'. Below these settings is a table with columns: Active, Code, Description, and Edit. The table lists four active codes: 'coffee' (Coffee break - 15 min), 'dnd' (Do not disturb), 'lunch' (Lunch break - 15 min), and 'personal' (Personal reasons). At the bottom of the table is a pagination link '[Page 1 of 1]'. Below the table are search filters for 'Code' and 'Starts With', and buttons for Find and Find All. At the very bottom are buttons for OK, Apply, Add, and Cancel.

Figure 115 Enterprise – Agent Unavailable Codes

8.4.1 CONFIGURE AGENT UNAVAILABLE CODES SETTINGS

Use the *Enterprise – Agent Unavailable Codes* page to enable the use of agent unavailable codes for your enterprise and to configure agent unavailable codes defaults.

1. On the *Enterprise – Call Center* menu page, click **Agent Unavailable Codes**. The *Enterprise – Agent Unavailable Codes* page appears.
2. Configure the settings as follows:

PARAMETER	DESCRIPTION
Enable Agent Unavailable Codes	Check or uncheck this option to enable or disable the Agents Unavailable Codes feature. When the feature is disabled, unavailable codes received from any client or device are ignored and no error is generated.
Default code on Do	From the drop-down list, select the code to automatically

PARAMETER	DESCRIPTION
Not Disturb activation	assign to agents when they turn on their Do Not Disturb service. If no code is specified, and <i>Force use of Agent Unavailable Codes</i> is enabled, the generic default code (set on this page) is used.
Default code on personal calls (Premium call centers)	From the drop-down list, select the code to automatically assign to agents when they make or receive personal calls. If no code is specified and <i>Force use of Agent Unavailable Codes</i> is enabled, the generic default code (set on this page) is used.
Default code on consecutive bounces	Configure this option if you want an unavailable code to be automatically assigned to an agent when a configurable number of consecutive calls delivered to the agent have bounced. If no code is specified and <i>Force use of Agent Unavailable Codes</i> is enabled, the generic default code (set on this page) is used.
Default code on not reachable	From the drop-down list, select the code to automatically assign to agents when they become unreachable. If no code is specified and <i>Force use of Agent Unavailable Codes</i> is enabled, the generic default code (set on this page) is used.
Force use of agent unavailable codes with default code	Check this box to force the use of Agent Unavailable Codes and select a code from the drop-down list. When this option is enabled, the agent is required to enter a code when they change their status to "Unavailable". The default code is used when a code is required but no code or an invalid code is provided by the client application.

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

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

8.4.2 VIEW, ACTIVATE, OR DEACTIVATE AGENT UNAVAILABLE CODES

Use the *Enterprise – Agent Unavailable Codes* page to view, activate, or deactivate agent unavailable codes.

Figure 116 Enterprise – Agent Unavailable Codes

1. On the *Enterprise – Call Center* menu page, click **Agent Unavailable Codes**. The *Enterprise – Agent Unavailable Codes* page appears.
2. To activate a code, check the **Active** box in the row for the code. To deactivate the code, deselect the box.
3. 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.

8.4.3 ADD AGENT UNAVAILABLE CODE

Use the *Enterprise – Agent Unavailable Codes Add* page to add an agent unavailable code.

Figure 117 Enterprise – Agent Unavailable Codes Add

1. On the *Enterprise – Call Center* menu page, click **Agent Unavailable Codes**. The *Enterprise - Agent Unavailable Codes* page appears.
2. Click **Add**. The *Enterprise - Agent Unavailable Codes Add* page appears.
3. Enter the code name and description. The name must be unique in your enterprise and can be from 1 through 10 characters.
4. To activate the code, check *Active*.
5. Click **OK**. OK saves your changes and displays the previous page.

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

8.4.4 MODIFY OR DELETE AGENT UNAVAILABLE CODE

Use the *Enterprise – Agent Unavailable Codes Modify* page to edit or delete an agent unavailable code.

Figure 118 Enterprise – Agent Unavailable Codes Modify

1. On the *Enterprise – Call Center* menu page, click **Agent Unavailable Codes**. The *Enterprise - Agent Unavailable Codes* page appears.
2. Click **Edit** in the row for the code you want to modify or delete. The *Enterprise - Agent Unavailable Codes Modify* page appears for the selected code.
3. To delete the code, click **Delete**. The code is deleted and the previous page appears.



WARNING: THE DELETE OPERATION IS FINAL AND CANNOT BE UNDONE.

4. To modify the code, change information as required.
5. Click **OK**. OK saves your changes and displays the previous page.

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

8.5 CALL DISPOSITION CODES (CALL CENTER – PREMIUM)

Disposition codes are additional attributes that can be applied to inbound and outbound calls to tag calls with comments, results, and so on. More than one disposition code can be assigned to a call.

Disposition codes can be defined at the enterprise level, in which case they apply to all Premium call centers in the enterprise, or at the call center level, in which case they apply only to the call center where they are defined.

Use the *Enterprise – Call Disposition Codes* page to configure enterprise-level disposition codes.

Enterprise Welcome Michael Raymond [Logout](#)

Options:

- [Profile](#)
- [Resources](#)
- [Services](#)
- [Call Center](#)
- [Utilities](#)

Call Disposition Codes

Add or Modify Call Disposition Codes. Disposition Codes are attributes applied to a call to identify marketing promotions or other topics pertaining to a call.

OK Apply Add Cancel

Active	Code ▲	Description	Edit
☒	PromoA	Promotion on last year's items	Edit
☒	PromoB	Free month with 2-year+ subscriptions	Edit
☒	Service+	VIP support service offer	Edit

[Page 1 of 1]

Code ▼ Starts With ▼ [Find](#) [Find All](#)

OK Apply Add Cancel

Figure 119 Enterprise – Call Disposition Codes

8.5.1 VIEW, ACTIVATE, OR DEACTIVATE ENTERPRISE-LEVEL DISPOSITION CODES

Use the *Enterprise – Call Disposition Codes* page to view, activate, or deactivate disposition codes for your enterprise.

1. On the *Enterprise – Call Center* menu page, click **Call Disposition Codes**. The *Enterprise – Call Disposition Codes* page appears.
2. To activate a code, check the **Active** box in the row of the code. To deactivate the code, deselect the box.
3. 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.

8.5.2 ADD DISPOSITION CODE

Use the *Enterprise – Call Disposition Code Add* page to add an enterprise-level disposition code.

Figure 120 Enterprise – Call Disposition Codes Add

1. On the *Enterprise – Call Center* menu page, click **Call Disposition Codes**. The *Enterprise – Call Disposition Codes* page appears.
2. Click **Add**. The *Enterprise – Call Disposition Codes Add* page appears.
3. To make the disposition code active, check the *Active* box.
4. Enter the disposition code. The code has to be unique in your enterprise and can be from 1 through 10 characters.
5. Enter the description of the disposition code.
6. Click **OK**. OK saves your changes and displays the previous page.

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

8.5.3 MODIFY OR DELETE DISPOSITION CODE

Use the *Enterprise – Call Disposition Code Modify* page to modify or delete an enterprise-level disposition code.

Figure 121 Enterprise – Call Disposition Codes Modify

1. On the *Enterprise – Call Center* menu page, click **Call Disposition Codes**. The *Enterprise – Call Disposition Codes* page appears.
2. Click **Edit** in the row for the disposition code you want to modify or delete. The *Enterprise – Call Disposition Codes Modify* page appears.
3. To delete the code, click **Delete**. The code is deleted and the previous page appears.



WARNING: THE DELETE FUNCTION IS FINAL AND CANNOT BE UNDONE.

4. To modify the code, change information as required.
5. Click **OK**. OK saves your changes and displays the previous page.

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

8.5.4 VIEW DISPOSITION CODE USAGE

Use the *Usage* tab on the *Enterprise – Call Disposition Code Modify* page to view a disposition code usage.

The screenshot shows the 'Enterprise – Call Disposition Codes Usage' page. On the left is a navigation menu with 'Options:' and links for 'Profile', 'Resources', 'Services', 'Call Center' (selected), and 'Utilities'. The main content area has a header 'Welcome Michael Raymond [Logout]' and a title 'Call Disposition Codes Usage'. Below the title is a description: 'Call Disposition Codes Usage allows you to see the list of call centers using the specified disposition code as default.' There is an 'OK' button. Below that, 'Disposition Code: Service+' is shown. Two tabs are visible: 'Code' and 'Used By'. The 'Used By' tab is active, showing a table with the following data:

Group ID	ID	Name	Type	Edit
DEFDistributing	vipline	vipline	Call Center	Edit

Below the table, it says '[Page 1 of 1]'. There are search filters: 'Group ID' (dropdown), 'Starts With' (dropdown), and a text input field. There are 'Find' and 'Find All' buttons. At the bottom, there is an 'OK' button.

Figure 122 Enterprise – Call Disposition CodesUsage

1. On the *Enterprise – Call Center* menu page, click **Call Disposition Codes**. The *Enterprise – Call Disposition Codes* page appears.
2. Click **Edit** in the row of the disposition code you want to view. The *Enterprise – Call Disposition Codes Modify* page appears.
3. Click the **Used By** tab. The list of call centers that use the selected disposition code appears.
4. To exit the page, click **OK**.

8.6 ROUTING PRIORITY SETTINGS (ALL CALL CENTER SERVICES)

Use the *Enterprise – Call Center Routing Policies* page to select the routing policy for your enterprise call centers and to prioritize the call centers in your enterprise.

When you add a call center, it is automatically assigned the lowest priority. To change that, assign it the priority you want.

When you delete a call center, the routing priorities of the remaining call centers may become non-contiguous. To make them contiguous, refresh the list by clicking **Apply**.

Enterprise Welcome Michael Raymond [Logout]

Options:
[Profile](#)
[Resources](#)
[Services](#)
Call Center
[Utilities](#)

Call Center Routing Policies

Select the Call Center routing policy and place the call centers in the enterprise in priority order.

OK Apply Cancel

Routing Policy: ☐ Longest Wait Time ☒ Priority Order

Call Center Name	Priority
helpdesk	2
enquiries	4
reception	3
vpline	1

OK Apply Cancel

Figure 123 Enterprise – Call Center Routing Policies

- On the *Enterprise – Call Center* menu page, click **Routing Priority Settings**. The *Enterprise – Call Center Routing Policies* page appears.
- Select the routing policy you want to apply when routing calls to agents from the following:
 - Select *Longest Wait Time* to first answer calls that have been waiting the longest.
 - Select *Priority Order* to answer all the calls in a higher priority queue before answering any call in a lower priority queue.
- Place your enterprise call centers in order of priority. For each call center, enter its priority in the *Priority* text box, where 1 is the highest priority, 2 is the second highest priority, and so on. You can enter any whole or decimal number.

When the page is refreshed, the call centers are re-numbered from 1 to N, in the relative order assigned by you, and reordered accordingly. For example, if you assigned priority 7 to call center A and priority 3.5 to call center B, the call center B is listed first with priority 1 and the call center A is listed second with priority 2.

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

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

8.7 EXTERNAL REPORTING SETTINGS (CALL CENTER-STANDARD AND CALL CENTER-PREMIUM)

Use the *Enterprise – Call Center External Reporting Settings* page to enable or disable external reporting for your enterprise.



Figure 124 Enterprise – Call Center External Reporting Settings

1. On the Enterprise – Call Center menu page, click **External Reporting Settings**. The Enterprise – Call Center External Reporting Settings page appears.
2. For *External Reporting* select one of the following options:
 - Select *Enhanced* to store reporting data in a centralized database and enable Call Center reporting.
 - Select *Off* to disable Call Center reporting and collect statistics on the local server.
3. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

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

8.8 REPORT BRANDING (CALL CENTER-STANDARD AND CALL CENTER-PREMIUM)

Use this menu item on the *Enterprise – Call Center* menu page to customize report branding for your enterprise. You can customize the header and footer of the reports.

To use custom branding, define a custom branding file and store it in a location you can access while performing the procedure in this section.

The branding template is an XSL-FO document that defines the contents of headers and footers through the use of specific XML tags. The XSL-FO file can be created using the Oracle Business Intelligence Publisher Add-in for Microsoft Word in the same way that the style templates are created. The same header and footer must be defined for all pages of the report. For more information, see the *Clearspan Call Center Reports Customization Guide* and the *Clearspan Call Center Solution Guide*.

Figure 125 Enterprise – Report Branding

1. On the *Enterprise – Call Center* menu page, click **Report Branding**. The *Enterprise – Report Branding* page appears.
2. To use system-level branding, check **System**. Or to use custom branding, check **Custom** and click **Browse** to find and upload a custom branding file.
3. Click **Apply** or **OK**. **Apply** saves your changes. **OK** saves your changes and displays the previous page.

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

8.9 REPORT TEMPLATES (CALL CENTER-STANDARD AND CALL CENTER-PREMIUM)

Use this menu item on the *Enterprise – Call Center* menu page to view and manage report templates for your enterprise.

Report Template Name	Type	Enabled	Edit
dailyAgentCallDetails	Agent	✓	Edit
dailyCallCenterDetails	Call Center	✓	Edit

Figure 126 Enterprise – Report Templates

Use the following administrative procedures to configure and manage report templates for your enterprise.

8.9.1 LIST REPORT TEMPLATES

Use the *Enterprise – Report Templates* page to list report templates created for your enterprise. When generating reports, you can also use system templates made available for report generation.

1. On the *Enterprise – Call Center* menu page, click **Report Templates**. The *Enterprise – Report Templates* page appears listing enterprise-level templates. The template type specifies whether the template is used to generate agent or call center reports.
2. Click **OK** to return to the previous page.

8.9.2 ADD REPORT TEMPLATE

You use the *Enterprise – Report Template Add* page to create a custom report template for your enterprise.

Before you add a report template using this page, you need to:

- Identify data requirements for the reports and select the appropriate data template. The data template determines whether the report template is an agent or call center template, a real-time or historical template, and whether it is interval-based.
- Design a style template you want to use for the reports generated using this template. The style template is an XSL-FO document designed using the Oracle Business Intelligence Publisher Add-in for Microsoft Word. For more information, see the *Clearspan Call Center Reports Customization Guide*.

Figure 127 Enterprise – Report Template Add

1. On the *Enterprise – Call Center* menu page, click **Report Templates**. The *Enterprise – Report Templates* page appears.
2. Click **Add**. The *Enterprise – Report Template Add* page appears.
3. Provide a name and description of the template (up to 80 characters each).
4. From the *Data Template* drop-down list, select the data template to use for this report template.



Note: Once the template is created, the data template selection cannot be modified.

5. Upload the style template. Click the **Browse** button to the right of *Style Template* and then select the style template to upload.
6. To make the template available for report generation, check *Enable for Report Generation*.
7. For an *Agent* report template only, specify the scope of the template, that is who can use the template in addition to administrators. For *Scope*, select:
 - *Supervisors only* to allow only call center supervisors to use the template.
 - *Supervisors and Agents* to allow supervisors and agents to use the template.
8. For *Interval scope*, specify whether the template will be used for real-time or historical reports. This option can only be set if the selected data template is a real-time data template. Otherwise, the report template is defined as historical and the scope cannot be changed.

9. Provide the filtering variables, if applicable. For *Filtering Variables*, enter the filter number and the required values. The filtering variables further refine the set of data used for report generation. The number and type of filtering variables depends on the data template selected.
 - *Filter Number* is an index that references a specific filter for the selected data template.
 - *Value 1* through *Value 5* are the filtering values used in the selected filter during report generation and depend on the filter you select.



Note: Currently, all filters require only zero or one value to be provided. Value 2 through Value 5 are designed to allow future changes.

10. Specify which optional parameters to include in the report.

Figure 128 Report Template Add – Input Parameters (Agent Interval Statistics Data Template)

Figure 129 Report Template Add – Input Parameters (Call Center Call Details Data Template)

- In the *Input Parameters* section, select *Required* for each optional parameter you want to include in the report, and select *Hidden* for the remaining optional parameters. When a parameter is set to required, a value must be supplied when generating reports.



Note: The input parameters depend on the data template you selected, and for some templates there may be no optional input parameters as illustrated.

11. Click **OK**. OK saves your changes and displays the previous page.

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

8.9.3 MODIFY, DELETE, ENABLE, OR DISABLE REPORT TEMPLATE

You use the *Enterprise – Report Template Modify* page to modify, delete, enable, or disable a custom report template.

Figure 130 Enterprise – Report Template Modify

1. On the *Enterprise – Call Center* menu page, click **Report Templates**. The *Enterprise – Report Templates* page appears.
2. Click **Edit** in the row for the template you want to modify. The *Enterprise – Report Template Modify* page appears.
3. To delete the template, click **Delete**. The template is deleted and the previous page appears.



Note: The Delete operation is final and cannot be undone.

4. To enable or disable the template, check or uncheck the *Enable for Report Generation* box.
5. Modify information as required.
6. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

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

8.9.4 VIEW REPORT TEMPLATE USAGE

Use the *Usage* tab on the *Enterprise – Report Template Modify* page to view the reports scheduled using a selected template. The *Edit* link navigates you to the *Scheduled Report Modify* page of the selected report.

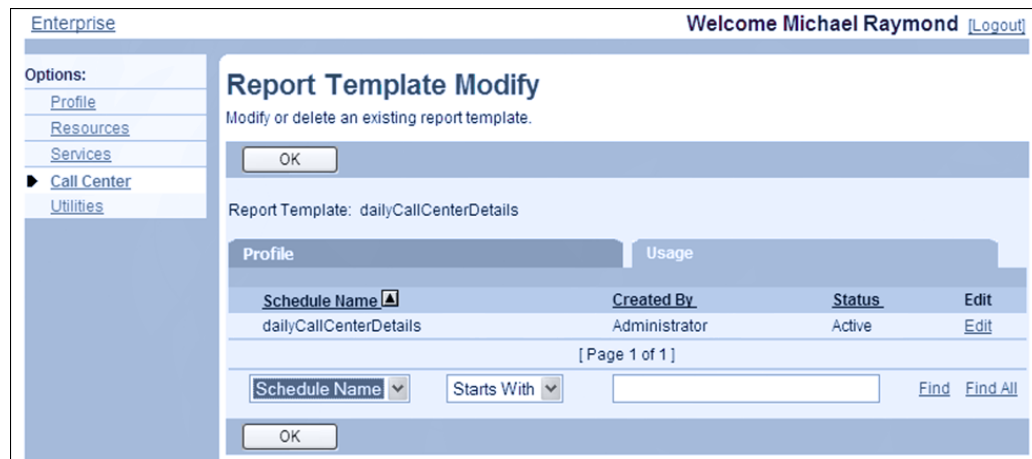


Figure 131 Enterprise – Report Template Modify (Usage)

1. On the *Enterprise – Call Center* menu page, click **Report Templates**. The *Enterprise – Report Templates* page appears.
2. Click **Edit** in the row of the template for which you want to view usage. The *Report Template Modify* page appears.
3. Click the **Usage** tab. The list of scheduled reports using the selected template appears.
4. To access a specific report, click **Edit** in the row for the report. This brings you to the *Scheduled Report Modify* page for the report.

8.10 SCHEDULED REPORTS (CALL CENTER-STANDARD AND CALL CENTER-PREMIUM)

You use this item on the *Enterprise – Call Center* menu page to schedule reports and to view, delete or modify scheduled reports in your enterprise.

This page only appears when External Reporting is set to either “Enhanced” or “Both” on the *Enterprise – Call Center External Reporting Settings* page.

The Enhanced Reporting feature allows you to schedule reports about call centers and agents in your enterprise. Reports can be scheduled to run only once or to run periodically according to the specified schedule.

Use the following administrative procedures to schedule and manage reports:

- View Scheduled Reports

- Schedule Report
- Modify or Delete Scheduled Report

8.10.1 VIEW SCHEDULED REPORTS

You use the *Enterprise – Scheduled Reports* page to view a list of scheduled reports created within your enterprise. This includes scheduled reports created at the enterprise and individual user (supervisor or agent) level.

The *Active* tab (default) displays the reports that still have occurrences scheduled to run in the future. The *Completed* tab displays the reports for which all occurrences have run.

Scheduled Report Name	Description	Created By	Report Template Name	Edit
dailyCallCenterDetails		Administrator	dailyCallCenterDetails	Edit
Abandoned		Administrator	Abandoned Call Report	Edit

Figure 132 Enterprise – Scheduled Reports

1. On the *Enterprise – Call Center* menu page, click **Scheduled Reports**. The *Enterprise – Scheduled Reports* page appears, listing the active reports.
2. To view the completed reports, click the **Completed** tab.
3. Click **OK** to return to the previous page.

8.10.2 SCHEDULE REPORT

You use the *Enterprise – Scheduled Report Add* page to schedule a report.

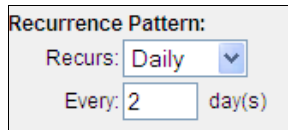
The options available on this page depend on the report template, the type of report: *Agent* or *Call Center*, and the recurrence pattern you choose for the report.

1. On the *Enterprise – Call Center* menu page, click **Scheduled Reports**. The *Enterprise – Scheduled Reports* page appears.
2. Click **Add**. The *Enterprise – Scheduled Reports Add* page appears.
3. Provide a name and description for the report (maximum of 80 characters each).
4. Select a report template. From the *Report Template Name* drop-down list, select the report template to use for this report.

Scheduling Details

5. Specify the recurrence pattern of the report. From the *Recurs* drop-down list, select one of the following options:

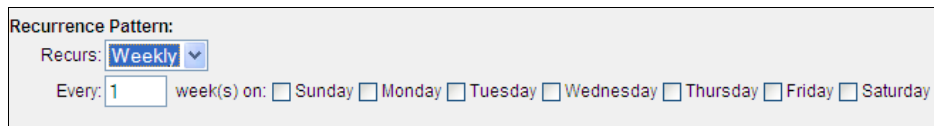
- *Never* to make it a one-time report.
- *Daily* and specify the start date and the time to run the report and the frequency of occurrence in days from 1 through 999.



Recurrence Pattern:
 Recurs: **Daily**
 Every: **2** day(s)

Figure 133 Scheduled Report Add – Daily Recurrence Pattern

- *Weekly* and specify the start date, the time to generate the report, the frequency of occurrence in weeks (from 1 through 999), and the day or days of the week on which the report should run.



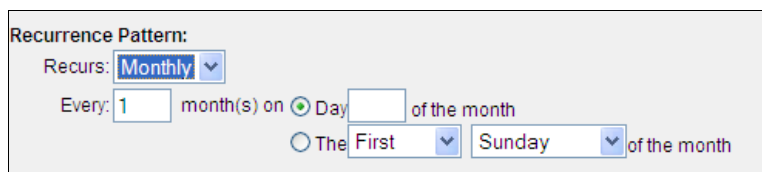
Recurrence Pattern:
 Recurs: **Weekly**
 Every: **1** week(s) on: ☐ Sunday ☐ Monday ☐ Tuesday ☐ Wednesday ☐ Thursday ☐ Friday ☐ Saturday

Figure 134 Scheduled Report Add – Weekly Recurrence Pattern

- *Monthly* and specify the start date, the time to run the report, the frequency of occurrence in months (from 1 through 999), and the day for the recurrence of the report. For the day of recurrence, select one of the following options:

To schedule the report on a specific day of the month, for example the 27th, check *Day <X> of the month* and enter the day from 1 through 31. If you select 29, 30, or 31, the occurrence will fall on the last day of the month for months that are shorter than 29, 30, or 31 days respectively.

To schedule the report 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 **First** of the month
☐ The **First** **Sunday** of the month

Figure 135 Scheduled Report Add – Monthly Recurrence Pattern

- *Yearly* and specify the start date, the time to run the report, the frequency of occurrence in years, for example every 2 years, and the day for the recurrence of the report from the following options:
 - To schedule the report on a specific day of the year, check *Day <X> of <Month>*, enter the day and select the month. For example, if you select April, you can enter a day from 1 through 30, and if you select February, you can enter a day from 1 through 29.

- To schedule the report 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.

Figure 136 Scheduled Report Add – Yearly Recurrence Pattern

- Specify when the report should run. In the *Report Time* section, enter the following information:

- Select the scheduling time zone from the drop-down list.
- For a non-recurring report, specify the actual date and time to run the report.

Figure 137 Scheduled Report Add – Scheduling Details for a One-time Report

- For a recurring report, specify when to run the report for the first time. The subsequent times are calculating based on the recurrence pattern.

Figure 138 Scheduled Report Add – Scheduling Details for a Recurring Report

- For recurring reports, specify when the report generation should end. In the *Recurrence Range* section, select one of the following options:
 - *Never* to run the report continuously.
 - *After <X> occurrences* to end the report generation after X occurrences and enter the number of occurrences from 1 through 999.
 - *Date* to end the report generation on a specific date and enter a date in the MM/DD/YYYY format.

Report Details

8. For a call center report, specify whether the report data should be grouped by call center or by Dialed Number Identification Service (DNIS).
9. Select the sampling period. The sampling period is only applicable to interval-based report templates. It can be one of the following: every quarter hour, every half hour, hourly, daily, weekly, and monthly.
10. Select the report time zone from the drop-down list.
11. Select the date and time format. The selected format is used for all dates that appear in the generated report.
12. Specify the report time frame, that is, the period for which you are requesting the report. The report time frame always has a beginning date and time and an end date and time.
 - For a non-recurring report, specify the actual dates and times.
 - For a recurring report, select the time frame relative to the report generation time. For example, the previous month, previous five days, and so on. At the time of report generation, the time frame is converted to absolute dates and times.
13. For a weekly sampling period, select the day of the week when the sampling should start. This is only applicable for interval-based report templates.
14. Select the file format of the report, which can be either XLS or PDF.

Agent/Call Center Selection

15. Depending on the report type, select agents or call centers to include in the report.
 - To run the report for all agents/call centers in your enterprise, check the *Include All Agents* or *Include All Call Centers* box.



Note: If you check this box you cannot select agents/call centers individually.

- To include specific agents/call centers, search for available agents/call centers; then in the *Available Agents/Call Centers* column, select agents/call centers and click **Add >**. To select all available agents, click **Add All >>**.



Note: An explicit list of agents/call centers cannot have more than 100 elements.

- To exclude some agents/call centers from the report, in the *Selected Agents/Call Centers for the report* column, select the agents to remove and click **Remove <**. Or to remove all selected agents, click **Remove All <<**.



Note: Agents deleted from a call center can be included in the report. They are identified by a "*" next to their name.

Performance Parameters



Note: The number and type of parameters you need to provide depends on the selected report template. Some reports do not have any performance parameters. This section is present only if some performance parameters need to be provided for the report.

16. If applicable, select or enter parameters as required by the selected report template.

Destinations for Report Generation

17. In the *E-mail Address* box enter the e-mail address to which the report is to be sent.
The e-mail address must be from 3 through 80 characters in user@domain format. It can contain only one @ sign and the following characters: letters, digits, !, #, \$, %, &, *, +, -, /, =, _, {, }, |, ~, ` , ? , ^, or single quotes.
18. In the *Additional E-mail addresses* box, enter up to eight additional e-mail addresses where to send the report.
19. Click **OK**. OK saves your changes and displays the previous page.

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

8.10.3 MODIFY OR DELETE SCHEDULED REPORT

You use the *Enterprise – Scheduled Report Modify* page to modify or delete a scheduled report. You can modify both active and completed reports.

Completed reports are removed from the system after a configured (by the system administrator) period of time. However, as long as a report exists in the system, it can be modified and rescheduled to run in the future. In such a case, the status of a completed report changes to active.

Figure 139 Enterprise – Scheduled Report Modify (Top of Page)

1. On the *Enterprise – Call Center* menu page, click **Scheduled Reports**. The *Enterprise – Scheduled Reports* page appears.
2. To modify a completed report, click the **Completed** tab.
3. Click **Edit** in the row for the report to modify. The *Enterprise – Scheduled Report Modify* page appears.
4. To delete a scheduled report, click **Delete**. The report is deleted and the previous page appears.



Note: The Delete operation is final and cannot be undone.

5. To modify a report, change information as required. For information about the settings available on this page, see the section *Schedule Report*.
6. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

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

9 COMMUNICATION BARRING MENU

Communication Barring allows you to define barring profiles and apply them to groups to restrict calls they can make or receive.

A communication barring profile consists of:

- An ordered list of communication barring rules for originating calls
- A default action for originating calls if none of the originating barring rules applies
- An ordered list of communication barring rules for redirecting calls
- A default action for redirecting calls if none of the redirecting barring rules applies
- An ordered list of communication barring rules for incoming (terminating) calls
- A default action for incoming calls if none of the incoming barring rules applies
- An ordered list of communication barring rules for Call Me Now calls
- A default action for Call Me Now calls if none of the Call Me Now barring rules applies

A communication barring rule is created by selecting a criteria entry and applying an action, some conditions, and a priority to it.

You can define your own criteria entries and/or use system-level criteria entries assigned to you by the system administrator. You can only define criteria entries based on digit patterns in phone numbers. But system level criteria entries contain other criteria to restrict calls.

To see the criteria assigned to your enterprise, use the System Defined Communication Barring Criteria and System Defined Communication Barring Criteria items on the Enterprise – Resources menu page.

The *Enterprise – Communication Barring* menu page includes menu items that allow you to configure the different aspects of the Communication Barring service in your enterprise. This chapter includes procedures related to *Enterprise – Communication Barring* menu items.

9.1 ACCESS COMMUNICATION BARRING MENU

On your *Home* page, in the Options list, click **Communication Barring** to access the *Enterprise – Communication Barring* menu page.

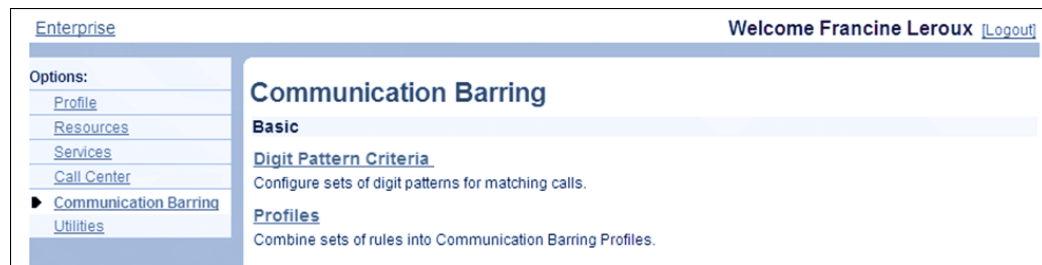


Figure 140 Enterprise – Communication Barring Menu

9.2 DIGIT PATTERN CRITERIA

Use this item on the *Enterprise – Communication Barring* page to create and manage digit pattern criteria for the enterprise.

Digit pattern criteria are criteria based on digit patterns. They are used to filter calls by comparing phone numbers to digit patterns.

9.2.1 VIEW DIGIT PATTERN CRITERIA ENTRIES

Use the *Enterprise – Digit Pattern Criteria* page to view digit pattern criteria entries defined for your enterprise. Depending on your permissions you may have full or read-only access to this page.



Figure 141 Enterprise – Communication Barring Digit Pattern Criteria

1. On the Enterprise – Communication Barring menu page, click **Digit Pattern Criteria**. The Enterprise – Communication Barring Digit Pattern Criteria page appears.
2. To return to the previous page, click **OK**.

9.2.2 VIEW DIGIT PATTERN CRITERIA ENTRY DETAILS AND USAGE

Depending on your administrator profile, use either *Enterprise – Communication Barring Digit Pattern Criteria Modify* or *Enterprise – Communication Barring Digit Pattern Criteria View* page to view the details and usage of a digit pattern criteria entry.

Figure 142 Enterprise – Communication Barring Digit Pattern Criteria Modify

Figure 143 Enterprise – Communication Barring Digit Pattern Criteria View

1. On the Enterprise – Communication Barring menu page, click **Digit Pattern Criteria**. The Enterprise – Communication Barring Digit Pattern Criteria page appears.
2. To see the details of an entry, click **Edit** or **View** on the row for the entry. The Enterprise – Communication Barring Digit Pattern Criteria Modify/View page appears.
3. Use tabs to see the different details of the digit pattern criteria entry.
 - To see the entry's digit patterns, click **Digit Patterns**.

Enterprise Welcome Francine Leroux [Logout](#)

Options:

- [Profile](#)
- [Resources](#)
- [Services](#)
- [Call Center](#)
- [Communication Barring](#)
- [Utilities](#)

Communication Barring Digit Pattern Criteria Modify

View or modify a set of digit patterns.

Saved

Criteria: Intl

General **Digit Patterns** **Usage**

Digit Pattern:

Enter search criteria below

Digit Pattern Starts With

Delete	Digit Pattern
☐	011\$
☐	1\$

[Page 1 of 1]

Figure 144 Enterprise – Communication Barring Digit Pattern Criteria Modify (Digit Patterns)

Enterprise Welcome Michael Raymond [Logout](#)

Options:

- [Profile](#)
- [Resources](#)
- [Services](#)
- [Call Center](#)
- [Communication Barring](#)
- [Utilities](#)

Communication Barring Digit Pattern Criteria View

View a set of digit patterns.

Criteria: Intl

General **Digit Patterns** **Usage**

Digit Pattern
011\$
1\$

[Page 1 of 1]

Figure 145 Enterprise – Communication Barring Digit Pattern Criteria View (Digit Patterns)

- To see the communication barring profiles that use the entry, click **Usage**.

Enterprise Welcome Francine Leroux [Logout](#)

Options:
[Profile](#)
[Resources](#)
[Services](#)
[Call Center](#)
► Communication Barring
[Utilities](#)

Communication Barring Digit Pattern Criteria Modify

Display the profiles using a digit pattern criteria.

Criteria: Intl

General **Digit Patterns** Usage

Name	Description	Edit
Basic		Edit
EnterprisePlus		Edit
Standard		Edit

[Page 1 of 1]

Name Starts With

Figure 146 Enterprise – Communication Barring Digit Pattern Criteria Modify (Usage Tab)

Enterprise Welcome Michael Raymond [Logout](#)

Options:
[Profile](#)
[Resources](#)
[Services](#)
[Call Center](#)
► Communication Barring
[Utilities](#)

Communication Barring Digit Pattern Criteria View

Display the profiles using a digit pattern criteria.

Criteria: Intl

General **Digit Patterns** Usage

Name	Description	View
Basic		View
EnterprisePlus		View
Standard		View

[Page 1 of 1]

Name Starts With

Figure 147 Enterprise – Communication Barring Digit Pattern Criteria View (Usage)

4. To display the previous page, click **OK**.

9.2.3 ADD DIGIT PATTERN CRITERIA ENTRY

You use the Enterprise – Communication Barring Digit Pattern Criteria Add page to create a digit pattern criteria entry.

Enterprise Welcome Francine Leroux [Logout]

Options:
[Profile](#)
[Resources](#)
[Services](#)
[Call Center](#)
► Communication Barring
[Utilities](#)

Communication Barring Digit Pattern Criteria Add

Add a new digit pattern criteria.

OK Cancel

General Digit Patterns Usage

* Name:

Description:

OK Cancel

Figure 148 Enterprise – Communication Barring Digit Pattern Criteria Add

1. On the Enterprise – Communication Barring menu page, click **Digit Pattern Criteria**. The Enterprise – Communication Barring Digit Pattern Criteria page appears.
2. Click **Add**. The Enterprise – Communication Barring Digit Pattern Criteria Add page appears.
3. Enter a name and description for the entry. The name is mandatory and can be from 1 through 40 characters in length.
4. Click the **Digit Patterns** tab. The entry is created and the Digit Patterns tab appears.

Enterprise Welcome Francine Leroux [Logout]

Options:
[Profile](#)
[Resources](#)
[Services](#)
[Call Center](#)
► Communication Barring
[Utilities](#)

Communication Barring Digit Pattern Criteria Modify

View or modify a set of digit patterns.

OK Apply Cancel

Criteria: Intl

General Digit Patterns Usage

Digit Pattern: Add

Enter search criteria below

Digit Pattern Starts With Search

Delete	Digit Pattern ▲
☐	011\$
☐	1\$

[Page 1 of 1]

OK Apply Cancel

Figure 149 Enterprise – Communication Barring Digit Pattern Criteria Modify (Digit Patterns Tab).

5. Add digit patterns. For each digit pattern you want to add:
 - In the *Digit Pattern* box, enter a digit pattern. The following wildcard characters are allowed:
 - \$ – Denotes any number of digits. For example, “555\$” matches any string of digits beginning with 555. The “\$” can only appear at the beginning or at the end of a digit pattern, and it cannot appear in a digit pattern more than once.

? – Denotes any single digit. For example, “555?” matches any four-digit string beginning with “555”.

[] – Denotes 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, for example “[5-7, 9]”.

+ – Denotes an E.164 digit pattern and is only allowed as the first character of the pattern.

- Click **Add**. The pattern appears at the bottom of the page.
- 6. 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.

9.2.4 MODIFY OR DELETE DIGIT PATTERN CRITERIA ENTRY

You use the *Enterprise – Communication Barring Digit Pattern Criteria Modify* page to modify or delete a digit pattern criteria entry.

Figure 150 Enterprise – Communication Barring Digit Pattern Criteria Modify

1. On the Enterprise – Communication Barring menu page, click **Digit Pattern Criteria**. The Enterprise – Communication Barring Digit Pattern Criteria page appears.
2. Click **Edit** on the row for the entry. The Enterprise – Communication Barring Digit Pattern Criteria Modify page appears.
3. To delete the entry, click **Delete**. The page is deleted and the previous page appears.



WARNING: THE DELETE OPERATION CANNOT BE UNDONE.

4. To modify the entry, change information as required.
5. Click **Apply**, **OK**, or any tab. Apply saves your changes. OK saves your changes and displays the previous page. Clicking a tab saves the changes and displays the tab.

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

9.3 PROFILES

Communication Barring profiles specify rules for filtering calls and applying actions to calls that satisfy required criteria. They can be applied to groups to impose restrictions on calls.

Use the *Enterprise – Profiles* page to manage communication barring profiles for the enterprise.

9.3.1 VIEW PROFILES

Use the *Enterprise – Communication Barring Profiles* page to view communication barring profiles defined for your enterprise. Depending on your permissions you may have full or read-only access to this page.

The screenshot shows the 'Enterprise' web interface. The top navigation bar includes 'Enterprise' and 'Welcome Francine Leroux [Logout]'. A left sidebar lists 'Options:' with links to 'Profile', 'Resources', 'Services', 'Call Center', 'Communication Barring' (selected), and 'Utilities'. The main content area is titled 'Communication Barring Profiles' with the subtitle 'Create new profiles and manage existing profiles that are used to restrict calls.' Below this are buttons for 'OK', 'Apply', 'Add', and 'Cancel'. A table lists four profiles: 'Basic', 'EnterprisePlus', 'ProfileA', and 'Standard'. Each profile has a 'Default' checkbox (all are unchecked) and an 'Edit' link. At the bottom, there are search filters for 'Name' and 'Starts With', and buttons for 'Find' and 'Find All'. A footer bar contains 'OK', 'Apply', 'Add', and 'Cancel' buttons.

Figure 151 Enterprise – Communication Barring Profiles

The screenshot shows the 'Enterprise' web interface. The top navigation bar includes 'Enterprise' and 'Welcome Michael Raymond [Logout]'. A left sidebar lists 'Options:' with links to 'Profile', 'Resources', 'Services', 'Call Center', 'Communication Barring' (selected), and 'Utilities'. The main content area is titled 'Communication Barring Profiles' with the subtitle 'View existing profiles that are used to restrict calls.' Below this is an 'OK' button. A table lists four profiles: 'Basic', 'EnterprisePlus', 'ProfileA', and 'Standard'. Each profile has a 'Default' checkbox (all are unchecked) and a 'View' link. At the bottom, there are search filters for 'Name' and 'Starts With', and buttons for 'Find' and 'Find All'. A footer bar contains an 'OK' button.

Figure 152 Enterprise Communication Barring Profiles (Read-Only)

1. On the Enterprise – Communication Barring menu page, click **Profiles**. The Enterprise – Communication Barring Profiles page appears.
2. To return to the previous page, click **OK**.

9.3.2 VIEW PROFILE DETAILS AND USAGE

Depending on your administrator profile, use either *Enterprise – Communication Barring Profile Modify* or *Enterprise – Communication Barring Profile View* page to view the details and usage of a communication barring profile.



Note: The Call Me Now tab only appears in the Call Me Now service has been authorized for your enterprise.

Figure 153 Enterprise – Communication Barring Profile Modify

Figure 154 Enterprise – Communication Barring Profile View

1. On the Enterprise – Communication Barring menu page, click **Profiles**. The Enterprise – Communication Barring Profiles page appears.
2. Click **Edit** or **View** in the row for the profile to view. The *Enterprise – Communication Barring Profile Modify/View* page appears.
3. Use tabs to see the different details of the profile:
 - To view the rules for originating calls, click the **Originating** tab. The list of rules to apply to originating calls appears.

Enterprise Welcome Francine Leroux [Logout](#)

Options:

- [Profile](#)
- [Resources](#)
- [Services](#)
- [Call Center](#)
- [Communication Barring](#)
- [Meet-Me Conferencing](#)
- [Utilities](#)

Communication Barring Profile Modify

View or modify the originating call rules for a communication barring profile.

OK Apply Cancel

Profile: Basic

General Originating **Redirecting** Incoming Call Me Now Usage

Criteria: International (System) Add

Delete	Criteria	Action	Treatment	Transfer Number	Maximum Duration	Time Schedule	Holiday Schedule	Priority
☐	Emergency	Allow				None	None	1
☐	Local	Allow				BusinessHours	None	2
	All Other Calls	Auth Code						

OK Apply Cancel

Figure 155 Enterprise – Communication Barring Profile Modify (Originating) Calls

- To view the rules for redirected calls, click the **Redirecting** tab. The list of rules to apply to redirecting calls appears.

Enterprise Welcome Francine Leroux [Logout](#)

Options:

- [Profile](#)
- [Resources](#)
- [Services](#)
- [Call Center](#)
- [Communication Barring](#)
- [Meet-Me Conferencing](#)
- [Utilities](#)

Communication Barring Profile Modify

View or modify the redirecting call rules for a communication barring profile.

OK Apply Cancel

Profile: Basic

General Originating Redirecting **Incoming** Call Me Now Usage

Criteria: North America Add

Delete	Criteria	Action	Maximum Duration	Time Schedule	Holiday Schedule	Priority
☐	Local	Allow		None	None	1
☐	North America	Allow		BusinessHours	None	2
	All Other Calls	Block				

OK Apply Cancel

Figure 156 Enterprise – Communication Barring Profile Modify (Redirecting) Calls

- To view the rules for incoming calls, click the **Incoming** tab. The list of rules to apply to incoming calls appears.

Enterprise Welcome Francine Leroux [Logout](#)

Options:
[Profile](#)
[Resources](#)
[Services](#)
[Call Center](#)
► Communication Barring
[Utilities](#)

Communication Barring Profile Modify

View or modify the incoming call rules for a communication barring profile.

OK Apply Cancel

Profile: Basic

General Originating Redirecting Incoming Usage

Criteria: BRestricted Add

Delete	Criteria	Action	Maximum Duration	Time Schedule	Holiday Schedule	Priority
☐	BRestricted	Block		None	None	1
	All Other Calls	Allow				

OK Apply Cancel

Figure 157 Enterprise – Communication Barring Profile Modify (Incoming) Calls

- To view the rules for Call Me Now calls, click the **Call Me Now** tab. The list of rules to apply to Call Me Now calls appears.



Note: The Call Me Now tab only appears in the Call Me Now service has been authorized for your enterprise.

Enterprise Welcome Michael Raymond [Logout](#)

Options:
[Profile](#)
[Resources](#)
[Services](#)
[Call Center](#)
► Communication Barring
[Meet-Me Conferencing](#)
[Utilities](#)

Communication Barring Profile Modify

View or modify the Call Me Now call rules for a communication barring profile.

OK Apply Cancel

Profile: Basic

General Originating Redirecting Incoming Call Me Now Usage

Criteria: North America Add

Delete	Criteria	Action	Maximum Duration	Time Schedule	Holiday Schedule	Priority
☐	France	Allow (timed)	0 : 10 : 0 (HH:MM:SS)	None	None	1
☐	Local	Allow		None	None	2
☐	North America	Allow		None	None	3
	All Other Calls	Block				

OK Apply Cancel

Figure 158 Enterprise – Communication Barring Profile Modify (Call Me Now) Calls

- To view the groups that have been assigned this profile, click the **Usage** tab. The list of groups that have been assigned the selected profile appears.

Figure 159 Enterprise – Communication Barring Profile Modify (Usage)

4. To return to the previous page, click **OK**.

9.3.3 ADD PROFILE

You use the *Enterprise – Communication Barring Profiles Add* page to add a communication barring profile for your enterprise.



Note: The Call Me Now tab only appears in the Call Me Now service has been authorized for your enterprise.

Figure 160 Enterprise – Communication Barring Profile Add

1. On the Enterprise – Communication Barring menu page, click **Profiles**. The Enterprise – Communication Barring Profiles page appears.
2. Click **Add**. The Enterprise – Communication Barring Profile Add page appears.
3. Enter a name and a description that will help you identify the profile. The name is mandatory and can be from 1 through 40 characters in length.
4. Check the *Apply profile to attended call transfers* box to specify that this profile should be applied to attended call transfers.

When this option is checked and direct transfer screening is disabled by the system administrator, attended call transfers are screened against the transferring party's communication barring profile. Otherwise, attended transfers are screened against the originating party's communication barring profile.



Note: At any point, to save the changes, click **Apply**, **OK**, or another tab. Apply saves the changes; OK saves the changes and returns to the Enterprise – *Communication Barring Profiles* page; and clicking another tab, saves the changes and displays the information for that tab.

To cancel your unsaved changes and return to the Enterprise – *Communication Barring Profiles* page, click **Cancel**.

5. Configure rules for originating, redirecting, incoming, and Call Me Now calls.
 - To configure rules for originating calls, click the **Originating** tab.

The screenshot shows the 'Enterprise' web interface. The top navigation bar includes 'Enterprise' and 'Welcome Francine Leroux [Logout]'. On the left, a sidebar lists 'Options: Profile, Resources, Services, Call Center, Communication Barring, Meet-Me Conferencing, Utilities'. The main content area is titled 'Communication Barring Profile Modify' with the subtitle 'View or modify the originating call rules for a communication barring profile.' Below this are 'OK', 'Apply', and 'Cancel' buttons. The 'Profile: Basic' section has tabs for 'General', 'Originating' (selected), 'Redirecting', 'Incoming', 'Call Me Now', and 'Usage'. Under the 'Originating' tab, there is a 'Criteria' dropdown set to 'International (System)' and an 'Add' button. Below this is a table with columns: Delete, Criteria, Action, Treatment, Transfer Number, Maximum Duration, Time Schedule, Holiday Schedule, and Priority. The table contains five rows of rules for originating calls.

Delete	Criteria	Action	Treatment	Transfer Number	Maximum Duration	Time Schedule	Holiday Schedule	Priority
☐	Emergency	Allow				None	None	1
☐	Local	Allow				None	None	2
☐	North America	Allow				BusinessHours	None	3
☐	ARestricted	Transfer		1111		None	None	4
☐	BRestricted	Treatment	test_IR			None	None	5
	All Other Calls	Auth Code						

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

Figure 161 Enterprise – Communication Barring Profile Modify (Originating Tab)

- To configure rules for redirecting calls, click the **Redirecting** tab.

Enterprise Welcome Francine Leroux [Logout](#)

Options:
[Profile](#)
[Resources](#)
[Services](#)
[Call Center](#)
► Communication Barring
[Meet-Me Conferencing](#)
[Utilities](#)

Communication Barring Profile Modify

View or modify the redirecting call rules for a communication barring profile.

OK Apply Cancel

Profile: Basic

General Originating **Redirecting** Incoming Call Me Now Usage

Criteria: North America Add

Delete	Criteria	Action	Maximum Duration	Time Schedule	Holiday Schedule	Priority
☐	Local	Allow		None	None	1
☐	North America	Allow		BusinessHours	None	2
	All Other Calls	Block				

OK Apply Cancel

Figure 162 Enterprise – Communication Barring Profile Modify (Redirecting Tab)

- To configure rules for incoming calls, click the **Incoming** tab.

Enterprise Welcome Francine Leroux [Logout](#)

Options:
[Profile](#)
[Resources](#)
[Services](#)
[Call Center](#)
► Communication Barring
[Meet-Me Conferencing](#)
[Utilities](#)

Communication Barring Profile Modify

View or modify the incoming call rules for a communication barring profile.

Saved

OK Apply Cancel

Profile: Basic

General Originating Redirecting **Incoming** Call Me Now Usage

Criteria: ARestricted Add

Delete	Criteria	Action	Maximum Duration	Time Schedule	Holiday Schedule	Priority
☐	BRestricted	Block		AfterHours	None	1
	All Other Calls	Allow				

OK Apply Cancel

Figure 163 Enterprise – Communication Barring Profile Modify (Incoming Tab)

- To configure rules for Call Me Now calls, click the **Call Me now** tab.



Note: The Call Me Now tab only appears in the Call Me Now service has been authorized for your enterprise.

Figure 164 Enterprise – Communication Barring Profile Modify (Call Me Now Tab)

6. For each rule to create, select a criteria entry to use for filtering calls. From the *Criteria* drop-down list, select a criteria entry and click **Add**. The entry appears at the bottom of the list of rules but above the rule for *All Other Calls*.



Note: You can use the same criteria entry in a profile more than once.

7. For each row, specify the action to apply to calls that satisfy the criteria in this criteria entry. For *Action*, select an action from the drop-down list.
8. For an originating criteria entry only:
 - If you selected *Treatment*, specify the treatment to apply to calls.
 - If you selected *Transfer*, specify the phone number to transfer the calls to.
 - If you selected *Auth Code (timed)*, specify the maximum allowed duration of the call in the *Maximum Duration* column.
9. For any criteria entry:
 - If you selected *Allow (timed)*, specify the maximum allowed duration of the call in the *Maximum Duration* column.
10. Optionally, specify when the criteria in this entry apply. From the *Time Schedule* and *Holiday Schedule* drop-down lists select schedules.
11. Specify the priority to assign to the rule, in relation to other rules for selected type of calls in this profile. You can enter a whole or decimal number. The rules are applied to calls in the order you set. *Priority** is a required field.
12. To delete a rule, check the *Delete* box on the row for the rule.
13. Click **Apply**, **OK**, or another tab. **Apply** saves your changes. **OK** saves your changes and displays the *Enterprise – Communication Barring Profiles* page. Clicking another tab saves the changes and displays the information for that tab.

9.3.4 MODIFY OR DELETE PROFILE

You use the *Enterprise – Communication Barring Profile Modify* page to modify or delete a selected communication barring profile.



Note: The Call Me Now tab only appears in the Call Me Now service has been authorized for your enterprise.

Figure 165 Enterprise – Communication Barring Profile Modify

1. On the *Enterprise – Communication Barring* menu page, click **Profiles**. The *Enterprise – Communication Barring Profiles* page appears listing the existing communication barring profiles.
2. Click **Edit** on the row of the profile to edit. The *Enterprise – Communication Barring Profile Modify* page appears.
3. To delete the profile, click **Delete**. The profile is deleted and you are redirected to the previous page.



WARNING: THE DELETE OPERATION IS FINAL AND CANNOT BE UNDONE.

To modify the profile, change information as required.

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

9.3.5 SELECT DEFAULT PROFILE

You can select a default profile, which will be applied to all groups that do not have a communication barring profile assigned.

Use the *Enterprise – Communication Barring Profiles* page, to select the default profile for your enterprise.

Enterprise Welcome Francine Leroux [Logout](#)

Options:
[Profile](#)
[Resources](#)
[Services](#)
[Call Center](#)
► [Communication Barring](#)
 [Meet-Me Conferencing](#)
 [Utilities](#)

Communication Barring Profiles

Create new profiles and manage existing profiles that are used to restrict calls.

Default	Name	Description	Edit
☐	Basic		Edit
☐	Enterprise		Edit
☐	ProfileA		Edit
☒	Standard	Default profile	Edit

[Page 1 of 1]

Name Starts With [Find](#) [Find All](#)

Figure 166 Enterprise – Communication Barring Profiles

1. On the *Enterprise – Communication Barring* menu page, click **Profiles**. The *Enterprise – Communication Barring Profiles* page appears listing the existing communication barring profiles.
2. Check the *Default* box on the row for the profile you want to be the default profile for your enterprise.
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.

10 MEET-ME CONFERENCING MENU

The *Enterprise – Meet-Me Conferencing* menu page includes a menu item that allow you to view the number of Meet-Me conference ports assigned to your enterprise.

10.1 ACCESS MEET-ME CONFERENCING MENU

On your Home page, in the Options List, click **Meet-Me Conferencing** to access the *Enterprise – Meet-Me Conferencing* menu page.



Figure 167 Enterprise – Meet-Me Conferencing Menu

10.2 MEET-ME CONFERENCE PORTS

Use the *Meet-Me Conference Ports* menu item on the *Enterprise – Meet-Me Conferencing* menu page to display the number of Meet-Me conference ports assigned to your enterprise.

10.2.1 VIEW MEET-ME CONFERENCE PORTS

Use the *Enterprise – Meet-Me Conference Ports* page to view the number of ports assigned to your enterprise by the system provider administrator.



Figure 168 Enterprise – Meet-Me Conference Ports

1. On the *Enterprise – Meet-Me Conferencing* menu page, click **Meet-Me Conference Ports**. The *Enterprise – Meet-Me Conference Ports* page appears.
2. To display the previous page, click **OK**.

11 UTILITIES MENU

The *Enterprise – Utilities* menu page includes menu items that relate to enterprise utilities. This section includes procedures related to *Enterprise – Utilities* menu items that can be performed only by the enterprise administrator.



Note: The pages under the *Utilities* menu option allow you to configure utilities for your enterprise ID account.

11.1 ACCESS UTILITIES MENU

On your *Home* page, in the Options List, click **Utilities** to access the *Enterprise – Utilities* menu page.

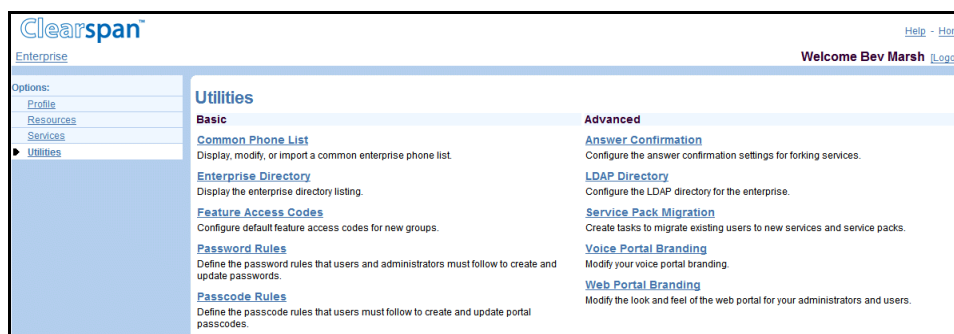


Figure 169 Enterprise – Utilities Menu

11.2 CLEARSPAN ANYWHERE NUMBER LOOKUP

Use the *Enterprise – Clearspan Anywhere Number Lookup* page to verify whether a number is used as a Clearspan Anywhere number in your enterprise.

1. On the Enterprise – Utilities menu page, click **Clearspan Anywhere Number Lookup**. The Enterprise – Clearspan Anywhere Number Lookup page appears.
2. Enter the number to look for and then click **Find**. If you enter the number in E164 format, the number is used for the search as entered. If no country code is specified, the system default country code is used.

The users that have this number configured as their Clearspan Anywhere location are listed at the bottom of the page. If the lookup returns no results, the “No Entries Present” message appears.

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

11.3 COMMON PHONE LIST

Use the *Enterprise – Common Phone List* page to display the common phone numbers available for the enterprise. From this page, you can import a phone list (.CSV), add or delete a common phone number, or select a common phone number to be modified.

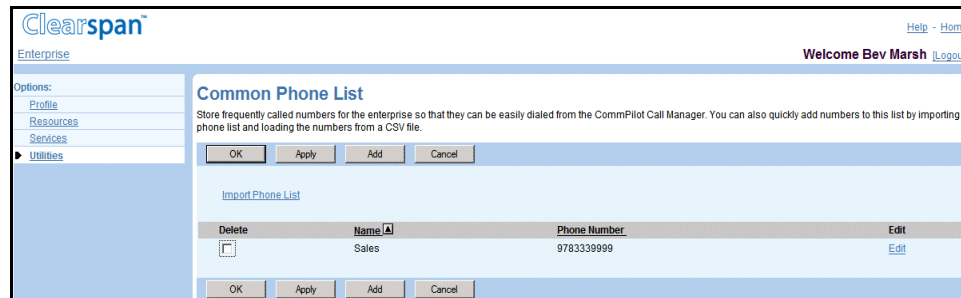


Figure 170 Enterprise – Common Phone List

1. On the *Enterprise – Utilities* menu page, click **Common Phone List**. The *Enterprise – Common Phone List* page appears.
2. To display the previous page, click **OK** or **Cancel**.

11.3.1 ADD COMMON PHONE NUMBER

Use the *Enterprise – Common Phone List Add* page to add a common phone number. Phone numbers in the common phone list also appear in the enterprise directory.

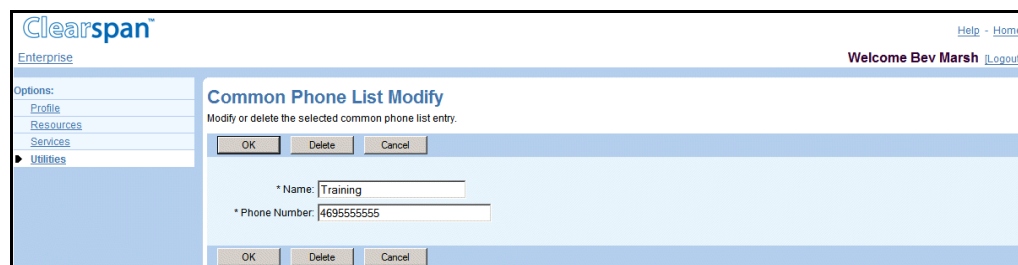


Figure 171 Enterprise – Common Phone List Add

1. On the *Enterprise – Utilities* menu page, click **Common Phone List**. The *Enterprise – Common Phone List* page appears.
2. Click **Add**. The *Enterprise – Common Phone List Add* page appears.
3. Type the name of the person associated with the phone number. The name can be up to 20 characters.
4. Type the phone number from 2 through 30 digits (2 through 22 digits plus the leading + sign in E.164 number format). Enter the complete phone number. Additional spaces and dashes are allowed but are not included in the number.
5. To save your changes and display the previous page, click **OK**.
6. Click **Cancel** to display the previous page without saving your changes.

11.3.2 MODIFY COMMON PHONE NUMBER

Use Enterprise – Common Phone List Modify to modify a common phone number.

Figure 172 Enterprise – Common Phone List Modify

1. On the *Enterprise – Utilities* menu page, click **Common Phone List**. The *Enterprise – Common Phone List* page appears.
2. Click **Modify**. The *Enterprise – Common Phone List Modify* page appears.
3. Edit the current information. To edit information for a field, highlight and then type over the text. Enter the complete phone numbers without spaces or dashes.



Note: If you click **Delete** to remove a common phone number, be advised that 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 save your changes and display the previous page, click **OK**.
5. Click **Cancel** to display the previous page without saving your changes.

11.3.3 IMPORT PHONE LIST

Use the *Enterprise – Common Phone List Import* page to import a phone list (in .CSV format) into the common phone list. Phone numbers in the common phone list also appear in the enterprise directory.

Figure 173 Enterprise – Common Phone List Import

1. On the *Enterprise – Utilities* menu page, click **Common Phone List**. The *Enterprise – Common Phone List* page appears.
2. Click **Import Phone List**. The *Enterprise - Import Phone List* dialog box appears.
3. Select the .CSV file containing the phone list to import and click **OK**.

- 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.

11.3.4 DELETE PHONE NUMBER FROM COMMON PHONE LIST

Use the *Enterprise – Common Phone List* page to delete a phone number from the common phone number list for the enterprise.

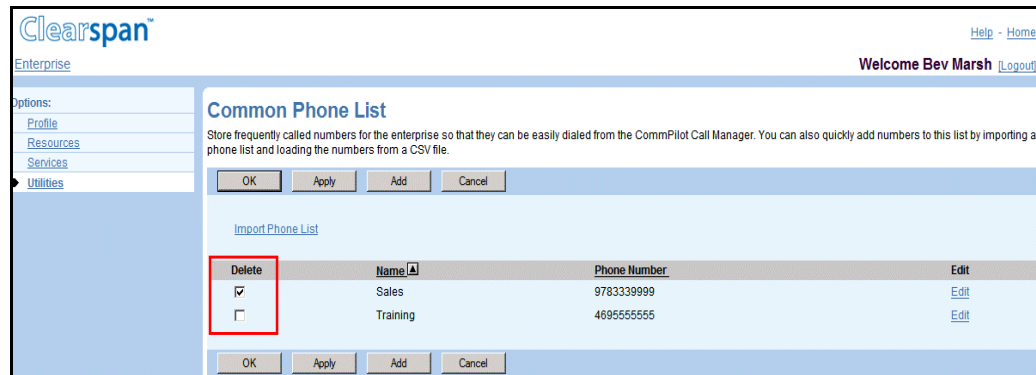


Figure 174 Enterprise – Common Phone List

- On the *Enterprise – Utilities* menu page, click **Common Phone List**. The *Enterprise – Common Phone List* page appears.
- Check the box beside the common phone number to delete.
- 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.

11.4 DEVICE PROFILE AUTHENTICATION PASSWORD RULES

Use this item on the *Enterprise – Utilities* menu page to configure the rules for device profile authentication passwords.

11.4.1 SET DEVICE PROFILE AUTHENTICATION PASSWORD RULES

Use the *Enterprise – Device Profile Authentication Password Rules* page to configure the rules to follow when creating or updating device profile authentication passwords.

The settings you configure on this page are effective only if the *Use Service Provider/Enterprise Settings* option has been selected for the *Configuration* setting by the system administrator. Otherwise the settings have no effect and the system-level settings are used. The selected *Configuration* option is displayed at the top of the page.

Figure 175 Enterprise – Device Profile Authentication Password Rules

1. On the *Enterprise – Utilities* menu page, click **Device Profile Authentication Password Rules**. The *Enterprise – Device Profile Authentication Password Rules* page appears.
2. Specify the password format using the following options:
 - Indicate whether a password can contain the authentication user name. A check mark means the password cannot contain the authentication user name. The default is not checked.
 - Indicate whether a password can contain the old password. A check mark means the password cannot contain the old password. The default is not checked.
 - Indicate whether a password can be the reverse of the old password. A check mark means the password cannot be the reverse of the old password. The default is not checked.
 - Indicate whether a password must contain numbers. A check mark means that the password must contain the selected number of numbers. The default is not checked. The number of numbers can be set from 1 through 10.
 - Indicate whether a password must contain uppercase alpha characters. A check mark means that the password must contain the selected number of uppercase alpha characters. The default is not checked. The number of uppercase alpha characters can be set from 1 through 10.
 - Indicate whether a password must contain lowercase alpha characters. A check mark means that the password must contain the selected number of lowercase alpha characters. The default is not checked. The number of lowercase alpha characters can be set from 1 through 10.

- Indicate whether a password must contain non-alphanumeric characters. A check mark means that the password must contain the selected number of non-alphanumeric characters. The default is not checked. The number of non-alphanumeric characters can be set from 1 through 10.
 - Indicate the minimum length of the password. Click the drop-down list to select a number from 3 through 40. The minimum length is also restricted by the previously selected rules. The default is three.
3. Configure device profile lockout settings. For *Authentication Lockout*, select one of the following options:
 - *Never lock out* to not lock out device profiles due to authentication failure.
 - *Temporarily lock out after <X> authentication failures* and select the number from the drop-down list.
 4. If you checked *Temporarily lock out after <x> authentication failures*, specify what to do after a temporary lockout:
 - Specify when to clear a temporary lockout:
 - Select *Wait <X> minutes before processing new authentication attempts* and select the number from the drop-down list.
 - Select *Double wait time (starting with 5 minutes) before processing new authentication attempts*.
 - Specify whether to permanently lock out the device profile after a specified number of temporary lockouts. To enable permanent lockout, check *Permanently lockout after <X> temporary lockouts* and select the number from the drop-down list. To disable it, deselect the option.
 5. To be notified by e-mail when a device is permanently locked out, check *When authentication is permanently locked out, send email to* and enter an e-mail address in the text box. The e-mail address must be from 3 through 80 characters in user@domain format. It can contain only one @ sign and the following characters: letters, digits, !, #, \$, %, &, *, +, -, /, =, _, {, }, |, ~, `., ?, ^, or single quotes.
 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, click **Cancel** or select another page.

11.5 ENTERPRISE DIRECTORY

Use the Enterprise Directory menu item on the *Enterprise – Utilities* menu page to display an Enterprise Directory, Enterprise Directory Summary, and Enterprise Directory Detail.

Use the Enterprise Directory menu item on the *Enterprise – Utilities* menu page to display the enterprise directory. From this page, you can access an enterprise directory summary or an enterprise directory detail report.

11.5.1 DISPLAY ENTERPRISE DIRECTORY

Use the *Enterprise – Enterprise Directory* page to display the enterprise directory.

The *Enterprise – Enterprise Directory* page is a list page that contains an advanced search. The Name, User ID, Phone Number, Extension, Department, Mobile, E-mail Address, Yahoo ID, Group ID, and IM&P ID appear for each member in the enterprise directory. 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 advance 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*.

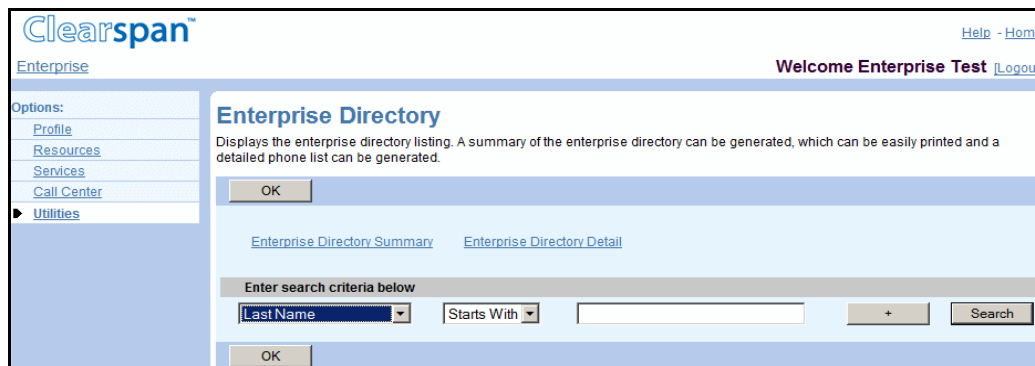


Figure 176 Enterprise – Enterprise Directory

1. On the *Enterprise – Utilities* menu page, click **Enterprise Directory**. The *Enterprise – Enterprise Directory* page appears.
2. Click **Search** to display the enterprise directory.



Note: If the enterprise directory contains more than 1,000 entries, you need to narrow the search criteria to produce fewer entries. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.

3. Click **OK** to display the previous page.

11.5.2 DISPLAY ENTERPRISE DIRECTORY SUMMARY

Use the *Enterprise – Enterprise Directory* page to display the enterprise directory.

The *Enterprise – Enterprise Phone List (Summary)* is a summary of the enterprise directory. You can print this report.

Phone List						
Name	Number	Extension	Mobile	Email Address	Group Id	Department
Baker, Nigel	2027777701	77701	+1-202-3453654	nagelbaker@onlinesoft.com	OnLineSoft	Engineering (OnLineSoft)
Barnby, John	2027777702	77702	+1-2023456382	johnbarnby@onlinesoft.com	OnLineSoft	Sales (OnLineSoft)
Bastone, Toni	2027777719	77719	+1-2028300087	tonibastone@onlinesoft.com	OnLineSoft	Corporate (OnLineSoft) \ Finance
Bueno, Mario	4500000000	0000		mariobueno@defdistributing.com	DEFDistributing	Corporate (DEFDistributing) \ Finance
Capello, Anita	2027777704	77704	+1-2027222444	anitacapello@onlinesoft.com	OnLineSoft	Engineering (OnLineSoft)
Chou, Zhen	2027777710	77710	+1-2025647459	zhenchou@onlinesoft.com	OnLineSoft	Business Marketing (OnLineSoft)
Complaints (Call Center)	4500000009	09			DEFDistributing	Corporate (DEFDistributing)
Cooper, Shelly	4500000001	0001		shellycooper@defdistributing.com	DEFDistributing	Publicity (DEFDistributing)
Dranias, Pavlos	2027777705	77705		pavlosdranias@onlinesoft.com	OnLineSoft	Administration (OnLineSoft)
Eades, Sophia	2027777706	777706	+1-2023435578	sophiaeades@onlinesoft.com	OnLineSoft	Operations (OnLineSoft) \ Support
Ericsson, Gustav	2027777703	77703	+1-2023323432	gustavericsson@onlinesoft.com	OnLineSoft	Engineering (OnLineSoft)
Fenton, Karen	4500000002	02		karenfenton@defdistributing.com	DEFDistributing	Corporate (DEFDistributing)
Gallager, Tim	+14507777729	729			OnLineSoft	
Hey, Percy	4500000003	0003		percyhey@defdistributing.com	DEFDistributing	Publicity (DEFDistributing)
Kumar, Arun	2027777700	700		arunkumar@onlinesoft.com	OnLineSoft	Corporate (OnLineSoft) \ Finance
Ohanu, Gabriel	4500000005	0005		gabrielohanu@defdistributing.com	DEFDistributing	Sales (DEFDistributing)
Sales, Canada	+14012777717	777717			DEFDistributing	
Support (Auto Attendant)	2027777715	715			OnLineSoft	Operations (OnLineSoft) \ Support
Taxi, Yellow	+1202676777	77			OnLineSoft	
Terry-Lou, Gregory	2027777720	20		gregoryterrylou@onlinesoft.com	OnLineSoft	Operations (OnLineSoft) \ Support
Toussaint, Mary	+12406859372	6859372			OnLineSoft	
Travel, Inc., World	+15149870853	111111			DEFDistributing	
Tsonis, Miranda	4500000010	10		mirandatsonis@defdistributing.com	DEFDistributing	Corporate (DEFDistributing)
Van Khai, Phan	4500000004	0004		phanvankhai@defdistributing.com	DEFDistributing	Sales (DEFDistributing)
Vassili, Sergei	4500000006	0006		sergeivassili@defdistributing.com	DEFDistributing	Sales (DEFDistributing)
Voice Portal (Voice Portal)	2027777714	77714			OnLineSoft	
Weiss, Kinga	2027777717	77717	+1-2024958765	kingaweiss@onlinesoft.com	OnLineSoft	Sales (OnLineSoft)
Wilson, Clive	4500000008	0008	+1-4507777777	clivewilson@defdistributing.com	DEFDistributing	Publicity (DEFDistributing) \ Media
Xantis, Antonia	2027777713	77713		antonioxantis@onlinesoft.com	OnLineSoft	Operations (OnLineSoft)

Figure 177 Enterprise – Enterprise Phone List (Summary)

1. On the *Enterprise – Utilities* menu page, click **Enterprise Directory**. The *Enterprise – Enterprise Directory* page appears.
2. Click **Enterprise Directory Summary**. The *Enterprise – Enterprise Phone List (Summary)* report appears in a new window.



Note: You can print this report.

3. Click the **x** at the top right-hand corner of *Enterprise – Enterprise Phone List (Summary)* window to close the report.
4. To display the previous page, click **OK**.

11.5.3 DISPLAY ENTERPRISE DIRECTORY DETAIL

Use the *Enterprise – Enterprise Directory* page to display the enterprise directory.

The *Enterprise – Enterprise Phone List (Detail)* is a detailed report of the enterprise directory. You can print this report.

Phone List	
Baker, Nigel Engineering (OnLineSoft) Voice: 2027777701 nagelbaker@onlinesoft.com Mobile: +1-202-3453654	Barnby, John Sales (OnLineSoft) Voice: 2027777702 johnbarnby@onlinesoft.com Mobile: +1-2023456382
Bastone, Toni Corporate (OnLineSoft) \ Finance Voice: 2027777719 tonibastone@onlinesoft.com Mobile: +1-2028300087	Bueno, Mario Corporate (DEFDistributing) \ Finance Voice: 4500000000 mariobueno@defdistributing.com
Capello, Anita Engineering (OnLineSoft) Voice: 2027777704 anitacapello@onlinesoft.com Mobile: +1-2027222444	Chou, Zhen Business Marketing (OnLineSoft) Voice: 2027777710 zhenchou@onlinesoft.com Mobile: +1-2025647459
Complaints (Call Center) Corporate (DEFDistributing) Voice: 4500000009	Cooper, Shelly Publicity (DEFDistributing) Voice: 4500000001 shellycooper@defdistributing.com
Dranias, Pavlos Administration (OnLineSoft) Voice: 2027777705 pavlosdranias@onlinesoft.com	Eades, Sophia Operations (OnLineSoft) \ Support Voice: 2027777706 sophiaeades@onlinesoft.com Mobile: +1-2023435578
Ericsson, Gustav Engineering (OnLineSoft) Voice: 2027777703 gustavericsson@onlinesoft.com Mobile: +1-2023323432	Fenton, Karen Corporate (DEFDistributing) Voice: 4500000002 karenfenton@defdistributing.com

Figure 178 Enterprise – Enterprise Phone List (Detail)

1. On the *Enterprise – Utilities* menu page, click **Enterprise Directory**. The *Enterprise – Enterprise Directory* page appears.
2. Click **Enterprise Directory Detail**. The *Enterprise – Enterprise Phone List (Detail)* appears in a new window.



Note: You can print this report.

3. Click the **x** at the top right-hand corner of the *Enterprise – Enterprise Phone List (Detail)* to close the report.
4. To display the previous page, click **OK**.

11.6 FEATURE ACCESS CODES

Use the Feature Access Codes menu item on the *Enterprise – Utilities* menu page to configure feature access codes. Default feature access codes appear on this page. You can type over existing codes to configure the defaults.



Note: For certain services, you can enter feature access codes and speed codes in addition to phone numbers and extensions. For instance, you can configure the Auto Attendant to go directly to a user's voice mail by prefixing the destination number by the "Direct Voice Mail Transfer" feature access code. You can use feature access codes and/or speed codes with the following services:

Blind Transfer

Call Forwarding (Call Forwarding Always [CFA], Call Forwarding Busy [CFB], Call Forwarding Group No Answer [CFNA], Selective Call Forwarding [SCF])

Auto Attendant

Hunt Group and Call Center

Simultaneous Ringing

Sequential Ringing

CommPilot Express

11.6.1 CONFIGURE FEATURE ACCESS CODES

Use the *Enterprise – Feature Access Codes* page to configure feature access codes.

Feature Access Code Name	Main (Required)	Alternate (Optional)
Anonymous Call Rejection Activation	*77	
Anonymous Call Rejection Deactivation	*87	
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	

Figure 179 Enterprise – Feature Access Codes

The *Enterprise – Feature Access Codes* page allows you configure the feature access codes for the enterprise. The following table provides the default feature access codes. Once you change these feature access codes, your new codes become the default values for the groups in your enterprise.

1. On the *Enterprise – Utilities* menu page, click **Feature Access Codes**. The *Enterprise– Feature Access Codes* page appears.

2. Type the main feature access code for each feature. Feature access codes must be from two through five characters. Valid characters include 0 – 9, A – D, *, and #. Each feature access code must be unique. Make sure that feature access codes are not the same as telephone extensions.
3. Type alternate feature access codes if required.
4. To disable a feature access code, uncheck the *Enable* box in the row of the feature access code.

To enable a disabled feature access code, check the *Enable* box in the row of the feature access code.



Note: By default, feature access codes are enabled.

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.

The following table lists the main default feature access codes and provides their descriptions.

CODE	NAME	DESCRIPTION
*77	Anonymous Call Rejection Activation	Activates the Anonymous Call Rejection service. After the user dials the feature access code, the system 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	Deactivates the Anonymous Call Rejection service. After the user dials the feature access code, the system 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	Provides the status of the Anonymous Call Rejection service.
#8	Automatic Callback Deactivation	Cancels all current pending callbacks.
#9	Automatic Callback Menu Access	Provides access to an Interactive Voice Response (IVR) menu that lists the current pending callbacks and allows the user to cancel individual callbacks.
*14	Clearspan Anywhere E.164 Dialing	Allows users to dial E.164 numbers. The user dials the feature access code as an alias to the "+" sign. The system replaces the feature access code digits with the "+" sign and resumes the call with an E.164 number.
*15	Call Bridge	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. The Call Bridge FAC becomes visible when one or

CODE	NAME	DESCRIPTION
		more of the following services are authorized (enterprise or group) or assigned (user): ▪ 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	Redirects incoming phone calls to another number, such as a mobile phone or administrative assistant. After dialing the feature access code, the user dials the phone number where they want their calls to be redirected.
*73	Call Forwarding Always Deactivation	Deactivates the Call Forwarding Always service. Upon deactivation, calls ring on the user's phone unless the user has another service set up, 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	Redirects incoming phone calls to the user's voice mail.
#21	Call Forwarding Always to Voice Mail Deactivation	Deactivates the Call Forwarding Always To Voice Mail service. Upon deactivation, calls ring on the user's phone unless the user has another service set up, such as Call Forwarding Busy, Call Forwarding Busy To Voice Mail, Call Forwarding No Answer, or Do Not Disturb.
*90	Call Forwarding Busy Activation	Redirects incoming phone calls to another number, such as a mobile phone or administrative assistant, when the user is on the phone. After dialing the feature access code, the user dials the phone number where they want their calls to be redirected.
*91	Call Forwarding Busy Deactivation	Deactivates the Call Forwarding Busy service. Upon deactivation, calls ring on the user's phone unless the user has another service set up, such as Call Forwarding Always, Call Forwarding No Answer, or Do Not Disturb.
67	Call Forwarding Busy Interrogation	Allows the user 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	Redirects incoming phone calls to voice mail when the user is on the phone.

CODE	NAME	DESCRIPTION
#40	Call Forwarding Busy To Voice Mail Deactivation	Deactivates the Call Forwarding Busy To Voice Mail service. Upon deactivation, calls ring on the user's phone unless they have 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	Redirects incoming phone calls to another number, such as a mobile phone or administrative assistant, when the user does not answer the phone. After dialing the feature access code, the user dials the phone number where they want their calls to be redirected.
*93	Call Forwarding No Answer Deactivation	Deactivates the Call Forwarding No Answer service. Upon deactivation, calls ring on the user's phone unless they have set up another service such as Call Forwarding Busy, Call Forwarding Always, or Do Not Disturb.
61	Call Forwarding No Answer Interrogation	Allows the user 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	Redirects incoming phone calls to voice mail when the user does not answer the phone.
#41	Call Forwarding No Answer To Voice Mail Deactivation	Cancels the Call Forwarding Busy To Voice Mail service. Upon deactivation, calls ring on the user's phone unless they have set up another service such as Call Forwarding Busy, Call Forwarding Busy To Voice Mail, Call Forwarding Busy, or Do Not Disturb.
*94	Call Forwarding Not Reachable Activation	Redirects incoming phone calls to a different number when the user's device is not accessible by Clearspan. After dialing the feature access code, the user dials the phone number where they want their calls to be redirected.
*95	Call Forwarding Not Reachable Deactivation	Deactivates 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 get the status of the Call Forwarding Not Reachable service.
#76	Call Forwarding Selective Activation	The Selective Call Forwarding service can be activated only if the service is configured with the following minimum requirements: ▪ 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	Deactivates the Call Forwarding Selective service. After the service has been deactivated, no criteria are used when a call is being redirected.

CODE	NAME	DESCRIPTION
54	Calling Line ID Delivery Blocking Interrogation	Allows the user to get the status of the Calling Line ID Delivery Blocking service.
*67	Calling Line ID Delivery Blocking per Call	Hides the user's calling line ID for the next call. Before placing a call, the user dials the feature access code; then places the call as usual.
*31	Calling Line ID Delivery Blocking Persistent Activation	Prevents display of the user's calling line ID for all calls.
#31	Calling Line ID Delivery Blocking Persistent Deactivation	Displays the user's calling line ID for all calls.
*65	Calling Line ID Delivery per Call	Displays the users calling line ID for the next call.
*68	Call Park	Places a call on hold with the intent of retrieving it from another extension. The call can be parked on the user's own extension or on another extension within the same group.
*88	Call Park Retrieve	Retrieves a call that has been parked.
*98	Call Pickup	Answers the ringing phone within the assigned call pickup group. If more than one phone in the assigned call pickup group is ringing, the phone that has been ringing the longest is answered. Pickup groups are defined by the group administrator.
*48	Call Recording – Pause	Allows the user to pause recording a call. The user's Call Recording service must be set to <i>On Demand</i> , <i>On Demand with User Initiated Start</i> , or <i>Always with Pause/Resume</i> mode; otherwise dialing the code has no effect.
*49	Call Recording – Resume	Allows the user to resume recording a call after the recording has been paused.
*44	Call Recording – Start	Allows the user to record an ongoing call or the next outgoing call. The user's Call Recording service must be set to <i>On Demand</i> or <i>On Demand with User Initiated Start</i> mode; otherwise dialing the code has no effect.
*45	Call Recording – Stop	Allows the user to stop recording a call. This option is only available in <i>On Demand with User Initiated Start</i> mode.
*11	Call Retrieve	Retrieves an existing active call from another endpoint. The user dials the feature access code 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. 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

CODE	NAME	DESCRIPTION
		access code to retrieve/pull an executive's call to the assistant's location.
*69	Call Return	Call the phone number of the last received call. Calls can be returned only to numbers that are acceptable according to the user's Outgoing Calling Plan.
#92#	Call Return Number Deletion	Allows the user to delete the last incoming number for the Call Return service.
53	Call Waiting Interrogation	Allows the user to get the status of the Call Waiting service.
*43	Call Waiting Persistent Activation	Turns on the Call Waiting service for all calls.
#43	Call Waiting Persistent Deactivation	Turns off the Call Waiting service for all calls.
*70	Cancel Call Waiting	Turns off the Call Waiting service for the next call.
*99	Clear Voice Message Waiting Indicator	Clears the audible (and visible for some devices) message waiting indicator on the user's phone.
33	Communication Barring User-Control Activation	Activates the user's current communication barring profile.
#33*	Communication Barring User-Control Deactivation	Deactivates the user's current communication barring profile.
*#33#	Communication Barring User-Control Query	Provides information about the user's current communication barring profile.
56	Connected Line Identification Restriction Interrogation	Allows the user to get the status of the Connected Line Identification Restriction service.
*57	Customer Originated Trace	Places a trace on the last number that called the user.
*97	Directed Call Pickup	Answers a call at a specific extension within the assigned call pickup group. To answer the ringing call at an extension, the user dials the feature access code followed by that extension. Call pickup groups are defined by the group administrator.
*33	Directed Call Pick-up with Barge-in	Dials an allowed prefix, followed by the assigned code and an extension to either pick up a ringing call in the user's group or to join an ongoing call with someone in the group.
*55	Directed Voice Mail Transfer	Transfers a caller on hold to voice mail.
*80	Diversion Inhibitor	Prevents redirection services from being activated on the terminating side of an unanswered call.
*78	Do Not Disturb Activation	Activates the Do Not Disturb service. When the service is active, the user's phone does not ring and all calls receive busy treatment, such as a voice message.
*79	Do Not Disturb Deactivation	Turns off the Do Not Disturb service.

CODE	NAME	DESCRIPTION
#83	Escalate Call Supervision	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. The feature access code is available to agents with Call Center – Standard or Call Center – Premium service assigned.
#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	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. This feature access code is only available to users who are defined as Clearspan users of a Find-me/Follow-me group.
*22	Flash Call Hold	Places a call on hold with the flash hook to place another call. Users can toggle between the two calls by pressing the flash-hook.
#72	Forced Forwarding Activation	Activates forced forwarding for a call center queue.
#73	Forced Forwarding Deactivation	Deactivates forced forwarding for a call center queue.
#58	Group Call Park	Hunts for the first available user in the assigned call park group and parks the call there.
#51	Hunt Group Busy Activation	Enables the Hunt Group Busy policy for the user's hunt group. When the policy is enabled, all calls to the hunt group receive busy treatment.
#52	Hunt Group Busy Deactivation	Disables the Hunt Group Busy policy for the user's hunt group.
#53	Hunt Group Busy Interrogation	Provides the status of the Hunt Group Busy policy for the user's hunt group.
#82	Initiate Silent Monitoring	A supervisor can use this code to silently listen in on a call handled by an agent that they are monitoring.

CODE	NAME	DESCRIPTION
		This feature access code is available to supervisors with the Call Center Monitoring service assigned.
*66	Last Number Redial	Dials the most recently dialed phone number called from the user's extension.
*96	Legacy Automatic Callback Invocation	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.
#96	Legacy Automatic Callback Cancelation	Cancels all active Legacy Automatic Callback requests.
*12	Location Control Activation	Allows users to activate a location. The feature access code has to be dialed from the location to activate. This feature can be used from a Shared Call Appearance alternate location or a Clearspan Anywhere location.
*13	Location Control Deactivation	Deactivates a location. The feature access code has to be dialed from the location to deactivate. This feature can be used from a Shared Call Appearance alternate location or a Clearspan Anywhere location.
#80	Make Outgoing Call as Call Center	Allows users working as call center agents to make calls using a call center phone number. Users can thus override the default setting configured by the administrator.
#81	Make Personal Outgoing Call	Allows users working as call center agents to make calls using their own phone number. Users can thus override the default setting configured by the administrator.
#23	Mobility Call Anchoring Activation	Anchors the mobile phone on BroadWorks for all calls. This allows the user to use their personal mobile device as their business phone and use originating and terminating services available from their office phone.
*23	Mobility Call Anchoring Activation Per Call	Anchors the current call made from the same mobile device from which the FAC is dialed on BroadWorks. This allows the user to use their personal mobile device to make a business call. The call is processed as if it were originated from the user's office phone.
#24	Mobility Call Anchoring Deactivation	Disables call anchoring for all calls to and from the mobile.
*24	Mobility Call Anchoring Deactivation Per Call	Disables call anchoring for the current call made from the same mobile device from which the FAC is dialed. This allows the user to use their business mobile device to make a personal call. The call is processed in the mobile network.
#29	Mobility Calling Line ID Activation	Sets the calling line ID phone number to the user's mobile phone number.
*28	Mobility Calling Line ID Activation	Sets the calling line ID phone number of the mobile

CODE	NAME	DESCRIPTION
	Per Call	device from which the FAC is dialed to the device's phone number for the current call.
#28	Mobility Calling Line ID Deactivation	Sets the calling line ID phone number to the user's fixed line calling line ID.
*29	Mobility Calling Line ID Deactivation Per Call	Sets the calling line ID phone number of the mobile device from which the FAC is dialed to the calling line ID of the user's main line for the current call.
#84	Monitoring Next Call	Allows call center supervisors to request Silent Monitoring for the next call center call.
*60	Music On Hold Per-Call Deactivation	Deactivates the Music On Hold service for the current calls.
#70	Night Service Activation Manual Override	Activates 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.
#71	Night Service Deactivation Manual Override	Deactivates Night Service Manual Override and the call center returns to its configured behavior.
*610	No Answer Timer	Sets 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.
*84	Number Portability Announcement Activation	Activates the number portability announcement.
*85	Number Portability Announcement Deactivation	Deactivates the number portability announcement.
*71	Per Call Account Code	Charges a call to an account code assigned to the user.
*50	Push to Talk	Provides an intercom-like functionality where the user can call another party and be instantly connected.
51	Selective Call Rejection Interrogation	Allows the user to get the status of the Selective Call Rejection service.
*75	Speed Dial 100	Calls the two-digit speed dial number.
*74	Speed Dial 8	Calls the two to nine-digit speed dial number.
*47	Sustained Authorization Code Activation (calls unlocking)	Unlocks user's calls. When the user is required to provide authorization codes for outgoing calls, this code allows them to "unlock" this requirement. Having unlocked code activation, the user is no longer prompted for an authorization code and their calls proceed without interruption.
*37	Sustained Authorization Code Deactivation (calls locking)	Locks user's calls. When the user dials this feature access code, the services that require authorization

CODE	NAME	DESCRIPTION
		codes for outgoing calls return to their normal behavior and prompt the user for an authorization code.
*86	Voice Mail Retrieval	Allows users to retrieve Clearspan and third-party voice mail.
*62	Voice Portal Access	Allows users to access their Voice Portal.

11.7 PASSWORD RULES

Use the Password Rules menu item on the *Enterprise – Utilities* menu page to set password rules.

11.7.1 SET PASSWORD RULES

Use the *Enterprise – Password Rules* page to configure the password rules to be used when creating or updating passwords.

The *Enterprise – Password Rules* page allows you to define how group administrators and users create and maintain their passwords. You can choose to set the password rules for one of two levels of users:

- All group administrators: In this case, as an enterprise administrator, you can set the password rules for group administrators or for group administrators and users.
- All group administrators and users: In this case, you can only display the password rules because the system provider has set them for *all* administrators and users.

Clearspan
Enterprise

Help - Home
Welcome Bev Marsh Logout

Options:
[Profile](#)
[Resources](#)
[Services](#)
Utilities

Password Rules

Configure the password rules to be used when creating or updating passwords.

OK Apply Cancel

Rules apply to:
☐ Group Administrators Only
☒ Group Administrators and Users
☐ Group Administrators and Users use external authentication
☐ Allow users to be created on web portal

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 180 Enterprise – Password Rules

- On the *Enterprise – Utilities* menu page, click **Password Rules**. The *Enterprise – Password Rules* page appears.
- Determine who the rules apply to. Select one of the following options:
 - Select *Group Administrators Only* if you want the rules to apply to group administrators. Group administrators can set different password rules for their users.
 - Select *Group Administrators and Users* if you want the rules to apply to group administrators and users. The group administrator's *Password Rules* page is read-only.
 - Select *Group Administrators and Users use external authentication* to turn on external authentication. When this option is selected, group administrators and users without a password must use external authentication to log in to Clearspan. Their passwords cannot be created or modified through the web portal. When this option is deselected, users without a password cannot log in to Clearspan.



Note: Users without a password can be converted to normal users by having a password assigned to them.

- Check *Allow users to be created on web portal* to allow users (without passwords) to be created on the web portal. These users can log in to Clearspan using only external authentication. When this option is turned off, users cannot be created on the web portal.

3. Specify the password format:

- Indicate whether a password cannot be the same as the login ID. A check mark means the password cannot be the same as the login ID. The default is no check mark.
- Indicate whether a password cannot contain an old password. A check mark means the password cannot contain the old password. The default is no check mark.
- Indicate whether a password cannot be the reverse of an old password. A check mark means the password cannot be the reverse of the old password. The default is no check mark.
- Indicate whether a password must contain numbers. A check mark means that the password must contain the selected number of numbers. The default is no check mark. The number of numbers can be set from 1 through 10.
- Indicate whether a password must contain uppercase alpha characters. A check mark means that the password must contain the selected number of uppercase alpha characters. The default is no check mark. The number of uppercase alpha characters can be set from 1 through 10.
- Indicate whether a password must contain lowercase alpha characters. A check mark means that the password must contain the selected number of lowercase alpha characters. The default is no check mark. The number of lowercase alpha characters can be set from 1 through 10.
- Indicate whether a password must contain non-alphanumeric characters. A check mark means that the password must contain the selected number of non-alphanumeric characters. The default is no check mark. The number of non-alphanumeric characters can be set from 1 through 10.
- Select the minimum length of the password from the drop-down list. The minimum length is also restricted by previously selected rules. The default is six.

4. For *Passwords expire*, select from the following:

- *Never*, if you do not want passwords to expire
- *After <X> Days*, and type the number of days (from 1 through 1999) to make passwords expire after a set number of days

5. For *Disable login*, select from the following:

- *Never*, to indicate that login is never disabled.
- *After <X> failed login attempts*, and select the maximum allowed number of login attempts from the drop-down list. After the set number of failed login attempts, the user's account is locked and the user cannot log in to Clearspan.

6. To send an e-mail notification when a user account is locked, check *When login is disabled, send e-mail to*, and type the e-mail address to send notification to.

The e-mail address must be from 3 through 80 characters in user@domain format. It can contain only one @ sign and the following characters: letters, digits, !, #, \$, %, &, *, +, -, /, =, _, {, }, |, ~, `., ?, ^, or single quotes.

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.

11.8 PASSCODE RULES

Click **Passcode Rules** menu item on the *Enterprise – Utilities* menu page to set passcode rules for the voice portal.

11.8.1 SET PASSCODE RULES

Use the *Enterprise – Passcode Rules* page to configure the passcode rules that affect access to the voice portal.

Figure 181 Enterprise – Passcode Rules

1. On the *Enterprise – Utilities* menu page, click **Passcode Rules**. The *Enterprise – Passcode Rules* page appears.
2. Check the following rules to apply to the format of the passcode:
 - Indicate whether a passcode must not 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 must not 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 must not contain a configured number of repeated digits and enter the number. A check mark means the password cannot contain a configured number of repeated digits. The default is not checked.
 - Indicate whether a passcode must not contain configured numbers of sequentially ascending or sequentially descending digits and enter the numbers. A check mark means the password cannot contain configured numbers of sequentially ascending or sequentially descending digits. The default is not checked.
 - Indicate whether a passcode must not be repeating patterns, for example, "514514". A check mark means the password cannot be repeating patterns. The default is not checked.

- Indicate whether a passcode must not 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 must not 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. Select the minimum and the maximum number of characters from the drop-down lists.
3. Specify when passcodes expire. The default is *Never*.
- Select *Never* to indicate that passcodes do not expire.
 - Otherwise, select *After <X> Days* and type the number of days before passcodes expire in the input box.
4. Specify when logins are disabled. The default is *Never*.
- Select *Never* to indicate that login attempts are not disabled.
 - Otherwise, select *After <X> failed login attempts* and select the number of login attempts from the drop-down list. Check *When login is disabled, send e-mail to*, and type the e-mail address to send notification of failed login attempts.
- The e-mail address must be from 3 through 80 characters in user@domain format. It can contain only one @ sign and the following characters: letters, digits, !, #, \$, %, &, *, +, -, /, =, _, {, }, |, ~, ` , ., ?, ^, or single quotes.
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.

11.9 ANSWER CONFIRMATION

Use the Answer Confirmation menu item on the *Enterprise – Utilities* menu page to configure an answer confirmation for forking services. This is used with the Simultaneous Ringing Personal and Sequential Ringing services to (optionally) prompt the called party to enter a digit to confirm the acceptance of the call.

Configuring an answer confirmation ensures that a call is connected to a live party or goes to the user’s Clearspan mailbox. The answering party may be prompted to enter a confirmation digit before being connected to the calling party. Alerting continues for all other destinations until the successful collection of a confirmation digit. Upon collection of a successful confirmation digit, the call is connected and other forking destinations are released as usual.

11.9.1 CONFIGURE ANSWER CONFIRMATION

Use the *Enterprise – Answer Confirmation* page to configure the answer confirmation.

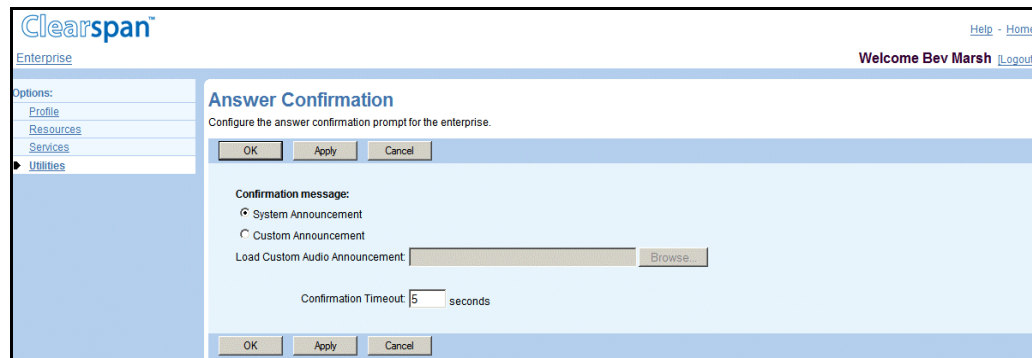


Figure 182 Enterprise – Answer Confirmation

1. On the Enterprise – Utilities menu page, click Answer Confirmation. The Enterprise – Answer Confirmation page appears.
2. Select the type of announcement:
 - Select “System Announcement” to enable the default system prompt. The default prompt is played as confirmation requests announcing the message Please press any key to complete the call.
 - Select “Custom Announcement” to upload a custom announcement, and then click **Browse** to select the custom announcement.
3. In the *Confirmation Timeout* text box, enter the time in seconds. If no digit is collected before a timeout occurs, the call leg is released. The timeout value is the time (in seconds) before the call is released. The default value is “5 seconds”. You can configure a range from 2 through 30 seconds.
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.

11.10 DEVICE MANAGEMENT EVENT QUEUES

Use the Device Management Event Queues menu item on the *Enterprise – Utilities* menu page to view or cancel device management events generated by a user or administrator in your enterprise.

Events can be cancelled before they are completed, that is, while they are waiting to be processed or are being processed.

11.10.1 VIEW OR CANCEL IN PROGRESS AND PENDING EVENTS

You use the In Progress/Pending tab on the *Enterprise – 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 enterprise.

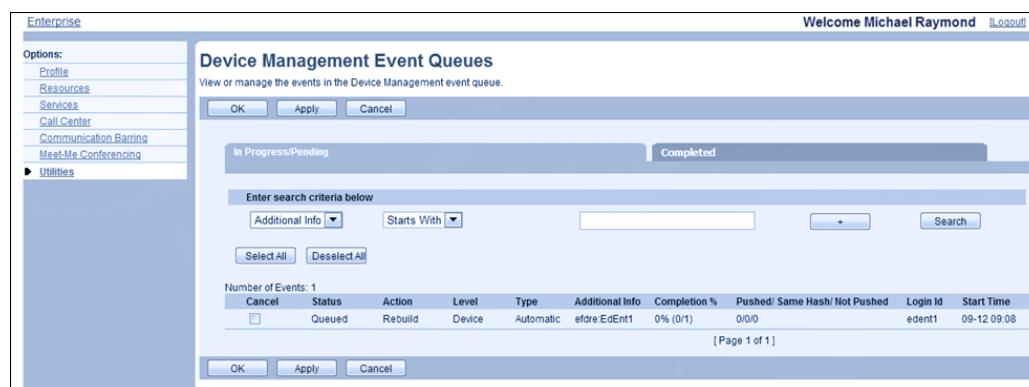


Figure 183 Enterprise – Device Management Event Queues (In Progress/Pending)

1. On the *Enterprise – Utilities* menu page, click **Device Management Event Queues**. The *Enterprise – Device Management Event Queues* page appears.

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*.

2. To cancel an event, check the *Cancel* box in the row of the event.



Note: An event being processed on another host can only be cancelled on that host.

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.

11.10.2 VIEW COMPLETED EVENTS

You use the Completed tab on the *Enterprise – Device Management Event Queues* page, to view detailed information on the completed device management events triggered by a user or administrator in your enterprise.

Enterprise Welcome Michael Raymond [Logout](#)

Options:
[Profile](#)
[Resources](#)
[Services](#)
[Call Center](#)
[Communication Barriers](#)
[Meet/Me Conferencing](#)
Utilities

Device Management Event Queues
 View or manage the events in the Device Management event queue.

In Progress/Pending **Completed**

Enter search criteria below

Number of Events: 13

Status	Action	Level	Type	Additional Info	Completion %	Pushed	Same Hash	Not Pushed	Login Id	Start Time	Process Time
Completed	Reset	User	Automatic	flexibleDeskBoston1	100% (1/1)	---			defdistributing	09-09 01:36	0000:00:00:710
Completed	Rebuild	Device	Automatic	abc550-AI/SEnterprise:DEFDistributing	100% (2/2)	2/0/0			defdistributing	09-09 01:36	0000:00:00:410
Completed	Reset	User	Automatic	flexibleDeskBoston1	100% (1/1)	---			defdistributing	09-09 01:30	0000:00:00:789
Completed	Rebuild	Device	Automatic	abc550-AI/SEnterprise:DEFDistributing	100% (2/2)	2/0/0			defdistributing	09-09 01:30	0000:00:00:488
Completed	Rebuild	User	Automatic	sophiaeliades	100% (1/1)	0/0/0			defdistributing	09-09 12:12	0000:00:00:596
Completed	Rebuild	Device	Automatic	abc550-AI/SEnterprise:DEFDistributing	100% (2/2)	2/0/0			defdistributing	09-09 12:12	0000:00:00:605
Completed	Rebuild	User	Automatic	sophiaeliades	100% (2/2)	2/0/0			defdistributing	09-09 04:22	0000:00:00:629
Completed	Rebuild	Device Type Group	Manual	AI/SEnterprise:DEFDistributing:poly650	100% (3/3)	2/0/0			defdistributing	09-09 04:21	0000:00:00:644
Completed	Rebuild	Device Type Group	Manual	AI/SEnterprise:DEFDistributing:poly650	100% (3/3)	2/0/0			defdistributing	09-09 04:19	0000:00:00:659
Completed	Rebuild	User	Automatic	sophiaeliades	100% (1/1)	0/0/0			defdistributing	09-09 04:08	0000:00:00:002
Completed	Rebuild	User	Automatic	sophiaeliades	100% (1/1)	0/0/0			defdistributing	09-09 04:08	0000:00:00:003
Completed	Rebuild	Device	Manual	abc550-AI/SEnterprise:DEFDistributing	100% (2/2)	2/0/0			defdistributing	09-09 03:28	0000:00:00:556
Completed	Rebuild	Device	Automatic	abc550-AI/SEnterprise:DEFDistributing	100% (2/2)	2/0/0			defdistributing	09-09 03:28	0000:00:00:616

[Page 1 of 1]

Figure 184 Enterprise – Device Management Event Queues (Completed)

1. On the *Enterprise – Utilities* menu page, click **Device Management Event Queues**. The *Enterprise – Device Management Event Queues* page appears.
2. Click the **Completed** tab. This tab lists the events that have completed, 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.

11.11 LDAP DIRECTORY

Use the LDAP Directory menu item on the *Enterprise – Utilities* menu page to configure the LDAP Directory for users in the enterprise.

11.11.1 CONFIGURE LDAP DIRECTORY

Use the *Enterprise – LDAP Directory* page to configure the Lightweight Directory Access Protocol (LDAP) directory for the enterprise.

The *Enterprise – LDAP Directory* page allows you to configure the LDAP directory for groups.

LDAP Directory

Configure the LDAP (Lightweight Directory Access Protocol) directory could be used by the groups in the enterprise.

OK Apply Cancel

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	☐	CN	Name
2	☐	telephoneNumber	Number
3	☐		
4	☐		

OK Apply Cancel

Figure 185 Enterprise – LDAP Directory

- On the *Enterprise – Utilities* menu page, click **LDAP Directory**. The *Enterprise – LDAP Directory* page appears.
- Type or select data in the following input boxes:
 - Directory Address: Enter the address of the LDAP server, which should be an IP address or a fully qualified domain name. It can be a maximum of 80 characters and cannot contain spaces or an @ character.
 - Directory Port: Enter the port of the LDAP server, which should be an integer from 1 through 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 to store a digital certificate from your directory server. Request your system provider administrator, service provider 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) and 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* text 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 after each successful search. 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.
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.

11.12 SERVICE PACK MIGRATION

Use the Service Pack Migration menu item on the *Enterprise – Utilities* menu page to

- Display Service Pack Migration Tasks
- Add a Service Pack Migration Task
- Modify a Service Pack Migration Task
- Copy a Service Pack Migration Task
- Delete a Pending Service Pack Migration Task
- Delete a Completed Service Pack Migration Task
- Report on a Service Pack Migration Task
- Terminate a Service Pack Migration Task

11.12.1 DISPLAY SERVICE PACK MIGRATION TASKS

Use the *Enterprise – Service Pack Migration Tasks* page to display the service pack migration tasks for your enterprise. From this page, you can add or copy a service pack migration task, or select a service pack migration task to be modified or deleted. You can also view the status of an in-progress or processed task.

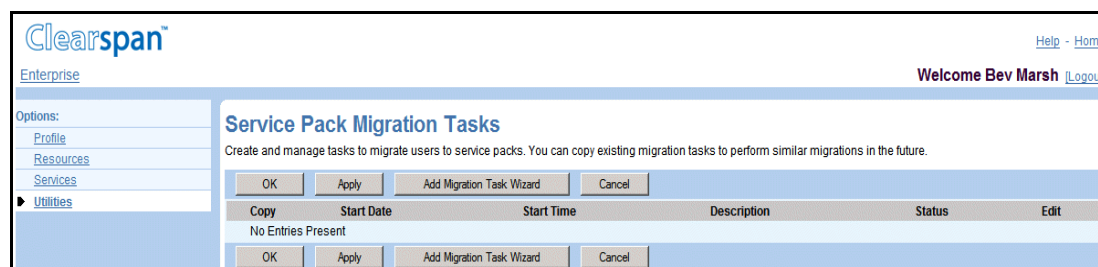


Figure 186 Enterprise – Service Pack Migration Tasks

1. On the *Enterprise – Utilities* menu page, click **Service Pack Migration**. The *Enterprise – Service Pack Migration Tasks* page appears.

Following is a table of the columns on this page with a description for each.

COLUMN	DESCRIPTION
Copy	Click this check box to copy a service pack migration task.
Scheduled Start Date	The date the service pack migration task is scheduled to run.
Scheduled Start Time	The time of day the service pack migration task is scheduled to run.
Description	The description of the service pack migration task.
Status	The status of the service pack migration task. Status states include the following: Pending: Indicates that the service pack migration task is scheduled to run in the future. Processing: The task is currently being processed. Awaiting Edits: Indicates that the service pack migration task has been copied from another task and is awaiting edits to, at the minimum, the <i>Scheduled Start Time</i> to run. Once it is edited, the task will display a <i>Pending</i> status. Completed: Indicates the task is complete. Click on this task to display a summary report of the service pack migration task. Completed with errors: The task has completed but errors occurred during execution. Expired: The task did not start within the configured time window. The task is now cancelled and will not run unless it is rescheduled to a later time. Stopped by System: Indicates the task was stopped by the system. The reason for this is either it encountered errors or it was not complete at the time it reached the execution time limit. You can copy this task to be rescheduled or modified as required. Terminated by Administrator: Indicates the service pack migration task was terminated by an Administrator. You can copy this task to be rescheduled or modified as required.
Edit	Click this link to edit the service pack migration task.

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

11.12.2 ADD SERVICE PACK MIGRATION TASK

Use the *Service Pack Migration Wizard: Step 1 of 5 – Schedule New Task* page to add a new service pack migration task to perform on groups or users.

Figure 187 Service Pack Migration Wizard: Step 1 of 5 – Schedule New Task

1. On the *Enterprise – Utilities* menu page, click **Service Pack Migration**. The *Enterprise – Service Pack Migration Tasks* page appears.
2. Click **Add Migration Task Wizard**. The *Service Pack Migration Wizard: Step 1 of 5 – Schedule New Task* page appears. This is the first page of the Service Pack Migration wizard.
3. Type information specific to the new service pack migration task. To move between input boxes, use the TAB key on the keyboard, or click in the next input box.

Following is a table of the input boxes and a description for each. Required input boxes are indicated with an asterisk (*).

SETTING NAME	ALLOWED VALUES	DESCRIPTION OR INSTRUCTION	EXAMPLE
Description *	1 through 80 characters. Cannot contain a * character.	The description of the service pack migration task.	Call Waiting
Scheduled Start Date*	Valid date in MM/DD/YYYY format.	The date the service pack migration task is scheduled to run. Type the date in month/day/year format or click on the calendar icon to select the date from the pop-up calendar. To select a date, click the calendar icon to the right of the text box for a date. On the calendar box, to change the month, click either of the inner circles with arrowheads. To change the year, click either of the outer circles with arrowheads.	3/27/2014

SETTING NAME	ALLOWED VALUES	DESCRIPTION OR INSTRUCTION	EXAMPLE
		Then, click the day. The selected date appears in the text box	
Scheduled Start Time	Time in HH:MM format, with 0 < HH <= 12, 00 <= MM <= 59.	Time of day the service pack migration tasks is scheduled to run. Type the time in Hour: Minute format and select AM or PM from the drop-down.	12:00 AM
Expire after <x> hours *	1 through 168	The number of hours following the scheduled start date and time after which the task expires. If the task does not start within the configured timeframe because too many tasks are running, it is cancelled and will not run unless it is rescheduled to a later date and/or time.	6
Automatically stop after <x> hours	1 through 9	The period of time defined for the execution of the service pack migration task. This setting is intended to prevent a service pack migration task from extending beyond a scheduled maintenance window.	1
When the task is finished, E-mail the results to	3 through 80 characters in user@domain format. Can contain only one @ sign and the following characters: letters, digits, !, #, \$, %, &, *, +, -, /, =, _, {, }, , ~, `., ?, ^, or single quotes.	The optional e-mail address to be notified of the results of the service pack migration task. Check the check box to the left of the <i>When the task is finished, E-mail the results</i> to label and type the e-mail address in the input box to the right.	adm@abcdistributing.com
Abort the migration after <x> errors occur	The number of errors (<i>nn</i>) can be from 1 through 99.	The optional limit of errors permitted during the execution of the service pack migration task. The task is terminated when the limit is reached. Check the box to the left of the <i>Abort the migration after <x> errors occur</i> label and then type the number of errors permitted before a service pack migration task terminates in the input box to the right.	5
Reporting Options			
Report all users in the migrated groups		This report contains all users in the group included in the service pack migration task.	
Report only users matching the selection criteria		This report contains all users affected by the service pack migration task.	
Service Quantity Options			
Automatically increase the allocations to migrated users as needed		Automatically increases service quantities of related services.	
Terminate the migration for any group with Service Quantity violations		Prohibits service pack migration for groups with inadequate service quantities (recommended).	Terminate the migration for any group with Service Quantity violations

4. To save this information and display the next setup page, click **Next >**. The *Service Pack Migration Wizard: Step 2 of 5 – Select Groups to Migrate* page appears. To save the information and return to the *Enterprise – Service Pack Migration Tasks* page, click **Finish**. To cancel the Service Pack Migration Wizard and return to the *Enterprise – Service Pack Migration Tasks* page, click **Cancel**.

Figure 188 Service Pack Migration Wizard: Step 2 of 5 – Select Groups to Migrate

5. Click **Search** to find all groups or use the search criteria to find a particular group. The groups appear in the *Available Groups* column.
6. To migrate all the groups, check *Migrate all groups*.
7. To migrate specific groups, select several groups in sequential order and click the first name. Then hold down the SHIFT key on the keyboard and click the last name. To select several groups, but not in a particular order, click the names while holding down the CTRL key on the keyboard.
 - To move only selected groups from one box to the other, click **Add >**.
 - To move all the groups from one box to the other, click **Add All >>**.

Assigned groups appear in the *Assigned Groups* box.
8. To remove groups, click the groups or several groups to move to the *Available Groups* box and click **Remove <**. You can select some or all of the groups in a column. To select several items in sequential order, click the first group, hold down the SHIFT key on the keyboard, and click the last group. To select several groups, but not in a particular order, click the names while holding down the CTRL key on the keyboard.

To move all the assigned groups from one box to the other, click **Remove All <<**.

Unassigned groups appear in the *Available Groups* box.

9. To save this information and display the next setup page, click **Next >**. The *Service Pack Migration Wizard: Step 3 of 5 – User Selection Criteria* page appears. To save the information and return to the *Enterprise – Service Pack Migration Tasks* page, click **Finish**. To cancel the Service Pack Migration Wizard and return to the *Enterprise – Service Pack Migration Tasks* page, click **Cancel**.

Figure 189 Service Pack Migration Wizard: Step 3 of 5 – User Selection Criteria

10. Check the criteria to use in migration.

Following is a table of the criteria and a description for each.

CRITERIA	DESCRIPTION
Migrate users who have all of the specified services and service packs	Migrates all users who are assigned all of the services and service packs checked on this page.
Migrate users who have any of the specified services and service packs	Migrates all users who are assigned any of the services or service packs checked on this page.
Migrate users who have none of the specified services and service packs	Migrates all users who are not assigned any of the services or service packs checked on this page.



Note: To migrate all users, deselect all check boxes and choose to migrate either users who have all of the specified services and service packs, or users who have none of the specified services and service packs.

11. Check the services and service packs to migrate in the *Migrate* check box(es).
12. To save this information and display the next setup page, click **Next >**. The *Service Pack Migration Wizard: Step 4 of 5 – Services and Packs to Remove* page appears. To save the information and return to the *Enterprise – Service Pack Migration Tasks* page, click **Finish**. To cancel the Service Pack Migration Wizard and return to the *Enterprise – Service Pack Migration Tasks* page, click **Cancel**.

Service Pack Migration Wizard: Step 4 of 5 - Services and Packs to Remove

The services and service packs you specify here will be unassigned from the users and replaced with the services and service packs you specify in step 5.

Cancel < Back Next > Finish

Remove	Service Pack
No Entries Present	
Remove	User Services
☐	Alternate Numbers
☐	Anonymous Call Rejection
☒	Attendant Console
☐	Authentication
☐	Automatic Callback
☐	Automatic Hold/Retrieve
☐	Barge-in Exempt
☐	Basic Call Logs
☐	Busy Lamp Field
☒	Call Center - Basic
☒	Call Center - Premium
☒	Call Center - Standard
☒	Call Forwarding Always
☒	Call Forwarding Busy
☐	Call Forwarding No Answer
☐	Call Forwarding Not Reachable
☐	Call Forwarding Selective
☐	Calling Line ID Blocking Override
☐	Calling Line ID Delivery Blocking
☐	Calling Name Retrieval
☐	Calling Party Category
☐	Call Notify

Figure 190 Service Pack Migration Wizard: Step 4 of 5 – Services and Packs to Remove

13. Check the service packs and services to remove in the *Remove* check box(es). Retain user configurations for existing services by removing and replacing service packs or services with service packs that include the same services.
14. To save this information and display the next setup page, click **Next >**. The *Service Pack Migration Wizard: Step 5 of 5 – Services and Packs to Assign* page appears. To save the information and return to the *Enterprise – Service Pack Migration Tasks* page, click **Finish**. To cancel the Service Pack Migration Wizard and return to the *Enterprise – Service Pack Migration Tasks* page, click **Cancel**.

Service Pack Migration Wizard: Step 5 of 5 - Services and Packs to Assign

The services and service packs you specify here will be assigned to the users to replace the services and service packs you specified in step 4. You do not need to specify the existing services and service packs will remain assigned unless you specified them in step 4.

Cancel < Back Finish

Assign	Service Pack
No Entries Present	
Assign	User Services
☐	Alternate Numbers
☐	Anonymous Call Rejection
☐	Attendant Console
☐	Authentication
☐	Automatic Callback
☐	Automatic Hold/Retrieve
☐	Barge-in Exempt
☐	Basic Call Logs
☐	Busy Lamp Field
☐	Call Center - Basic
☐	Call Center - Premium
☐	Call Center - Standard
☐	Call Forwarding Always
☐	Call Forwarding Busy

Figure 191 Service Pack Migration Wizard: Step 5 of 5 – Services and Packs to Assign

15. Check the service packs and services to assign to each user included in the migration in the *Assign* check box(es).

16. To save the information and return to the *Service Pack Migration Tasks* page, click **Finish**.

To cancel the Service Pack Migration Wizard and return to the *Enterprise – Service Pack Migration Tasks* page, click **Cancel**.

11.12.3 MODIFY SERVICE PACK MIGRATION TASK

Use the *Enterprise – Modify Service Pack Migration Task* page to modify a service pack migration task. Only service pack migration tasks in the Pending or Awaiting edits state can be modified.

The screenshot shows the 'Modify Service Pack Migration Task' page. The left sidebar has a menu with 'Options:', 'Profile', 'Resources', 'Services', and 'Utilities'. The main content area has a title 'Modify Service Pack Migration Task' and a subtitle 'Schedule when the migration task should execute. It is recommended to execute the task during the night when system activity is lightest.' Below the subtitle are buttons for 'OK', 'Apply', 'Delete', and 'Cancel'. A red box highlights the 'Schedule' tab. Other tabs include 'Groups', 'Select users', 'Remove', and 'Assign'. The 'Schedule' tab contains the following fields and options:

- * Description: Standard
- * Start Date: 9/23/2010 (mm/dd/yyyy)
- * Start Time: 12:00 AM
- * Automatically stop after: 1 hours
- When task is finished, E-mail the results to: bev.marsh@aastra.com
- ☒ Abort the migration after 1 errors occur
- Reporting Options:
 - ☐ Report all users in the migrated groups
 - ☒ Report only users matching the selection criteria
- Service Quantity Options:
 - ☐ Automatically increase the allocations to migrated groups as needed
 - ☒ Terminate the migration for any group with Service Quantity violations

At the bottom are buttons for 'OK', 'Apply', 'Delete', and 'Cancel'.

Figure 192 Enterprise – Modify Service Pack Migration Task

1. On the *Enterprise – Utilities* menu page, click **Service Pack Migration**. The *Enterprise – Service Pack Migration Tasks* page appears.
2. Click **Edit** or any item in the row for the service pack migration task to edit. The *Enterprise – Modify Service Pack Migration Task* page displays the *Schedule* settings for the service pack migration task, as indicated by the active tab.

Edit the *Schedule* settings: Following is a table of the input boxes with either a description or instruction for each. Required settings are indicated with an asterisk (*).

SETTING NAME	ALLOWED VALUES	DESCRIPTION OR INSTRUCTION	EXAMPLE
Description *	1 through 80 characters. Cannot contain a * character.	The description of the service pack migration task.	Call Waiting
Scheduled Start Date *	Valid date in MM/DD/YYYY format.	The date the service pack migration task is scheduled to run. Type the date in month/day/year format or click on	3/27/2014

SETTING NAME	ALLOWED VALUES	DESCRIPTION OR INSTRUCTION	EXAMPLE
		the calendar icon to select the date from the pop-up calendar. To select a date, click the calendar icon to the right of the text box for a date. On the calendar box, to change the month, click either of the inner circles with arrowheads. To change the year, click either of the outer circles with arrowheads. Then, click the day. The selected date appears in the text box	
Scheduled Start Time *	Time in HH:MM format, with 0 < HH <= 12, 00 <= MM <= 59.	Time of day the service pack migration tasks is scheduled to run. Type the time in Hour: Minute format and select A.M. or P.M. from the drop-down list.	12:00 AM
Expire after <x> hours *	1 through 168.	The number of hours following the scheduled start date and time after which the task expires. If the task does not start within the configured timeframe because too many tasks are running, it is cancelled and will not run unless it is rescheduled to a later date and/or time.	6
Automatically stop after <x> hours *	1 through 9.	The period of time defined for the execution of the service pack migration task. This setting is intended to prevent a service pack migration task from extending beyond a scheduled maintenance window.	1
When the task is finished, E-mail the results to	3 through 80 characters in user@domain format. Can contain only one @ sign and the following characters: letters, digits, !, #, \$, %, &, *, +, -, /, =, _, {, }, , ~, `., ., ?, ^, or single quotes.	The optional e-mail address to be notified of the results of the service pack migration task. Check the check box to the left of the <i>When the task is finished, E-mail the results to</i> label and type the e-mail address in the input box to the right.	adm@abcdistributing.com
Abort the migration after <x> errors occur	The number of errors (<i>nn</i>) can be from 1 through 99.	The optional limit of errors permitted during the execution of the service pack migration task. The task is terminated when the limit is reached. Check the check box to the left of the <i>Abort the migration after <x> errors occur</i> label and type the number of errors permitted before a service pack migration task terminates in the input box to the right.	5
Reporting Options			
Report all users in the migrated groups		This report contains all users in the group included in the service pack migration task.	

SETTING NAME	ALLOWED VALUES	DESCRIPTION OR INSTRUCTION	EXAMPLE
Report only users matching the selection criteria		This report contains all users affected by the service pack migration task.	
Service Quantity Options			
Automatically increase the allocations to migrated users as needed		Automatically increases service quantities of related services.	
Terminate the migration for any group with Service Quantity violations		Prohibits service pack migration for groups with inadequate service quantities (recommended).	

- To edit the *Groups* settings for the service pack migration task, click **Groups**. The *Groups* tab displays the group settings for the service pack migration task.

The screenshot shows the 'Modify Service Pack Migration Task' window in the Clearspan Enterprise interface. The 'Groups' tab is active, and the 'Migrate all groups' checkbox is unchecked. Below the search criteria, there are two columns: 'Available Groups' and 'Assigned Groups'. The 'Available Groups' column lists several groups with their counts, and the 'Assigned Groups' column lists one group. Navigation buttons like 'Add >', 'Remove <', 'Add All >>', and 'Remove All <<' are provided between the columns.

Figure 193 Enterprise – Modify Service Pack Migration Task (Groups)

- To migrate all the groups, check *Migrate all groups*.
- To migrate specific groups, click **Search** to find all groups or use the search criteria to find a particular group. The groups appear in the *Available Groups* column.
- To migrate specific groups, select several groups in sequential order and click the first name. Then hold down the SHIFT key on the keyboard and click the last name. To select several groups, but not in a particular order, click the names while holding down the CTRL key on the keyboard.
 - To move only selected groups from one box to the other, click **Add >**.
 - To move all the groups from one box to the other, click **Add All >>**.

Assigned groups appear in the *Assigned Groups* box.

- To remove groups, click the groups or several groups to move to the *Available Groups* box and click **Remove <**. You can select some or all of the groups in a column. To select several items in sequential order, click the first group, hold down the SHIFT key on the keyboard, and click the last group. To select several groups,

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

To move all the assigned groups from one box to the other, click **Remove All <<**.

Unassigned groups appear in the *Available Groups* box.

8. To edit the *Select user's* settings for the service pack migration task, click **Select users**. The *Select users* tab displays the user settings for the service pack migration task.

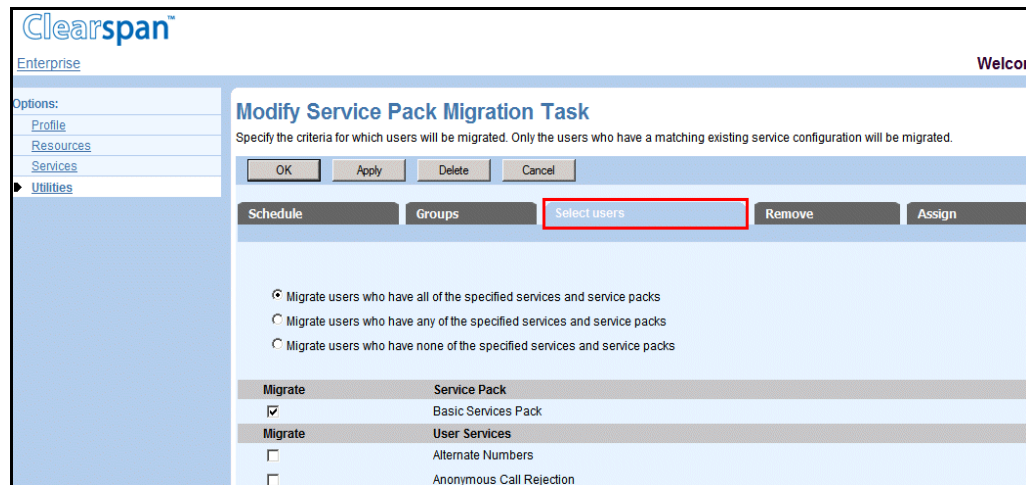


Figure 194 Enterprise – Modify Service Pack Migration Task (Select Users)

9. Edit the *Select user's* settings. Check the criteria to use in migration.

Following is a table of the criteria and a description for each.

CRITERIA	DESCRIPTION
Migrate users who have all of the specified services and service packs	Migrates all users who are assigned all of the services and service packs checked on this page.
Migrate users who have any of the specified services and service packs	Migrates all users who are assigned any of the services or service packs checked on this page.
Migrate users who have none of the specified services and service packs	Migrates all users who are not assigned any of the services or service packs checked on this page.



Note: To migrate all users, deselect all check boxes and choose to migrate either users who have all of the specified services and service packs or users who have none of the specified services and service packs.

10. Check the services and service packs to migrate in the *Migrate* check box(es).

To edit the *Remove* settings for the service pack migration task, click the *Remove* tab. The *Remove* tab displays the service and service pack removal settings for the service pack migration task.

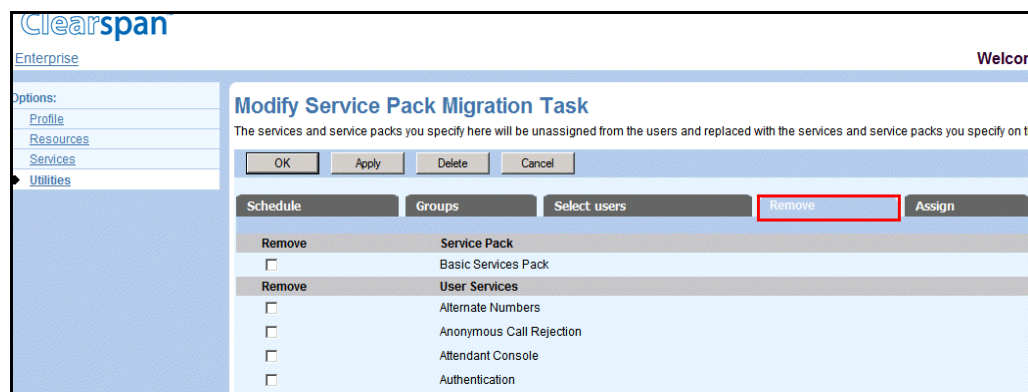


Figure 195 Enterprise – Modify Service Pack Migration Task (Remove)

11. Check the service packs and services to remove in the *Remove* check box(es). Retain user configurations for existing services by removing and replacing service packs or services with service packs that include the same services.
12. To edit the *Assign* settings for the service pack migration task, click the *Assign* tab. The *Assign* tab displays the service assignment settings for the service pack migration task.

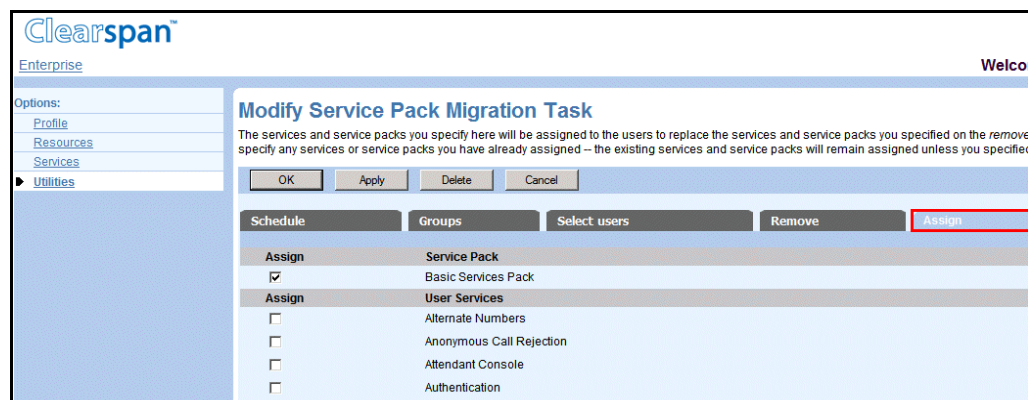


Figure 196 Enterprise – Modify Service Pack Migration Task (Assign)

13. Check the service packs and services to assign to each user included in the migration in the *Assign* check box(es).



Note: Remember to remove the check mark for service packs and services that you do not want to assign.

14. 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.

11.12.4 COPY SERVICE PACK MIGRATION TASK

Use the *Enterprise – Service Pack Migration Tasks* page to copy a service pack migration task. It is useful to copy a service pack migration task to create a new service

pack migration task with slightly different parameters, or to re-schedule an existing service pack migration task.

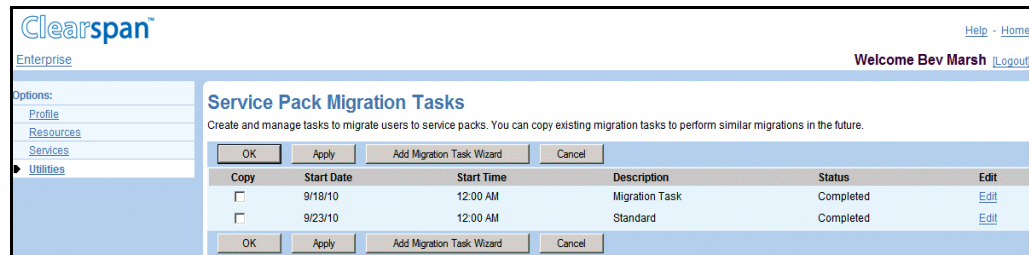


Figure 197 Enterprise – Service Packs Migration Tasks

1. On the *Enterprise – Utilities* menu page, click **Service Pack Migration**. The *Enterprise – Service Pack Migration Tasks* page appears.
2. Check the service pack migration task to copy in the *Copy* check box.
3. Click **Apply** to copy the service pack migration task. The *Enterprise – Service Pack Migration Task* page displays the new service pack migration task with *Copy of* in the description column. The copied task is in the *Awaiting edits* status and has to be edited before it can be processed.

11.12.5 DELETE SERVICE PACK MIGRATION TASK

You can delete a service pack migration task before or after processing.



Note: A service pack migration task cannot be deleted while it is being processed. It needs to be completed, terminated, or stopped first.

You use the *Enterprise – Modify Service Pack Migration Task* page to delete a pending service pack migration task or a task that is awaiting edits.

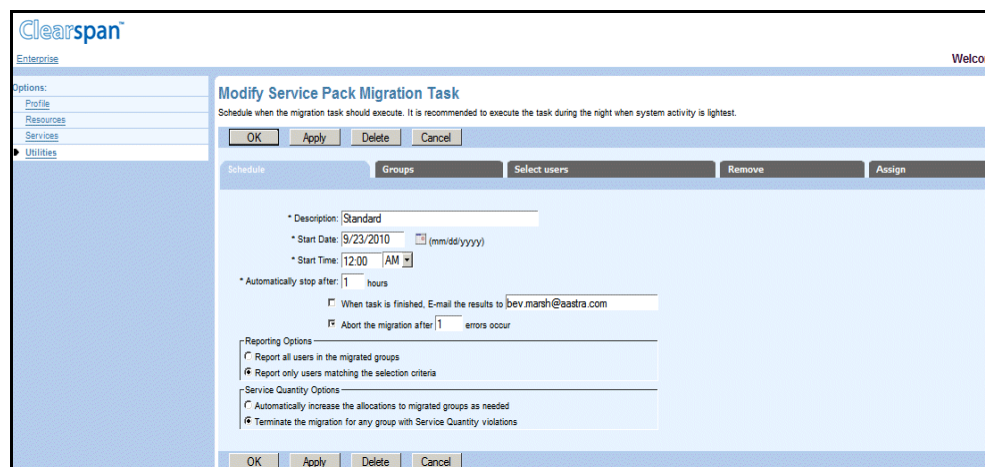


Figure 198 Enterprise – Modify Service Pack Migration Task

You use the *Enterprise – Service Pack Migration Task Status* page to delete a service pack migration task that is completed, terminated, or stopped.

1. On the *Enterprise – Utilities* menu page, click **Service Pack Migration**. The *Enterprise – Service Pack Migration Tasks* page appears.
2. Click **Edit** or any item in the row for the service pack migration task to delete. Depending on the status of the task, either the *Enterprise – Modify Service Pack Migration Task* page or the *Enterprise – Service Pack Migration Task Status* page appears.
3. Click **Delete**. The *Enterprise – Service Pack Migration Tasks* page appears.
4. The service pack migration task is deleted. It does not appear in the list of service pack migration tasks.

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



Note: 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.

11.12.6 DELETE A COMPLETED SERVICE PACK MIGRATION TASK

Use the *Enterprise – Service Pack Migration Task Status* page to delete a service pack migration task that is complete.

The *Enterprise – Service Pack Migration Task Status* page allows you to delete a completed service pack migration task.

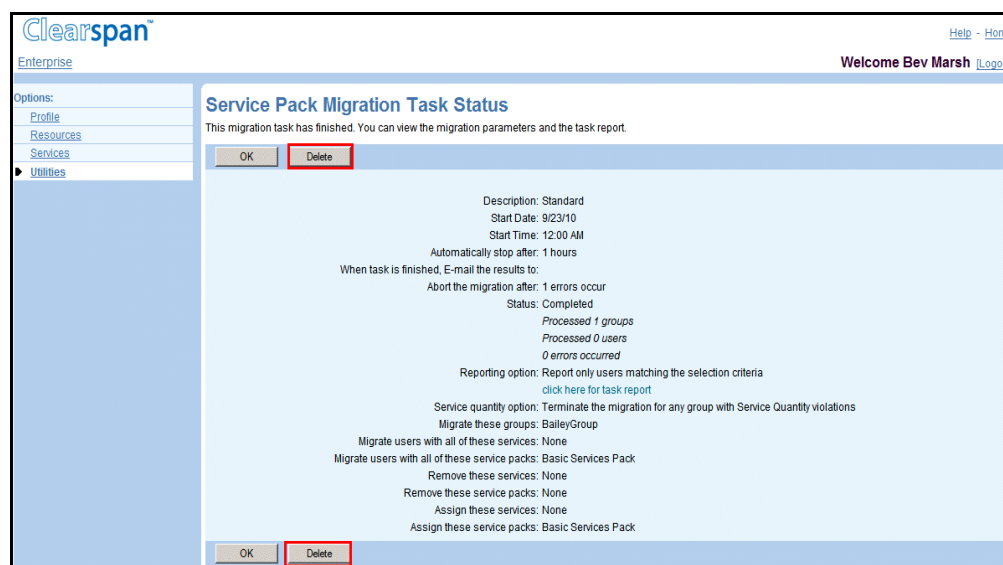


Figure 199 Enterprise – Service Pack Migration Task Status

1. On the *Enterprise – Utilities* menu page, click **Service Pack Migration**. The *Enterprise – Service Pack Migration Tasks* page appears.
2. Click **Edit** or any item in the row of the service pack migration task to delete. The *Enterprise – Service Pack Migration Task Status* page appears.



Note: The service pack migration task must be complete to display the *Enterprise – Service Pack Migration Task Status* page. Otherwise, the *Enterprise – Modify Service Pack Migration Task* page appears.

3. Click **Delete**. The *Enterprise – Service Pack Migration Task* page appears. The service pack migration task is deleted. It does not appear in the list of service pack migration tasks.



Note: 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.

11.12.7 REPORT ON A SERVICE PACK MIGRATION TASK

Use the *Enterprise – Service Pack Migration Task Status* page to display a summary report of a service pack migration task that is in-progress or complete. If the service pack migration task was terminated as a result of errors, the report will assist you in troubleshooting service pack migration tasks with errors.

The screenshot shows the 'Service Pack Migration Task Status' page in the Clearspan Enterprise web interface. The page has a blue header with the Clearspan logo and navigation links. The main content area is white and contains the following information:

- Description:** Standard
- Start Date:** 9/23/10
- Start Time:** 12:00 AM
- Automatically stop after:** 1 hours
- When task is finished, E-mail the results to:**
- Abort the migration after:** 1 errors occur
- Status:** Completed
- Processed:** 1 groups
- Processed:** 0 users
- 0 errors occurred**
- Reporting option:** Report only users matching the selection criteria
- click here for task report**
- Service quantity option:** Terminate the migration for any group with Service Quantity violations
- Migrate these groups:** BaileyGroup
- Migrate users with all of these services:** None
- Migrate users with all of these service packs:** Basic Services Pack
- Remove these services:** None
- Remove these service packs:** None
- Assign these services:** None
- Assign these service packs:** Basic Services Pack

At the bottom of the page, there are 'OK' and 'Delete' buttons.

Figure 200 Enterprise – Service Pack Migration Task Status

1. On the *Enterprise – Utilities* menu page, click **Service Pack Migration**. The *Enterprise – Service Pack Migration Tasks* page appears.
2. Click **Edit** or any item in the row of the service pack migration task to report. The *Enterprise – Service Pack Migration Task Status* page appears.

The following information is displayed:

- **Description:** The description of the service pack migration task.
- **Scheduled Start Date:** The date the service pack migration task is scheduled to run.
- **Scheduled Start Time:** The time of day the service pack migration tasks is scheduled to run.

- *Actual Start Date:* The date the service pack migration task actually started to run.
 - *Actual Start Time:* The time of day the service pack migration task started to run.
 - *Expire after:* The period of time after the scheduled start date and time the task can start processing. After that time, the task is cancelled and cannot run.
 - *Automatically stop after:* The period of time defined for the execution of the service pack migration task.
 - *When the task is finished, E-mail the results to:* The optional e-mail address to be notified of the results of the service pack migration task.
 - *Abort the migration after :* The number of errors permitted before a service pack migration task terminates.
 - *Status:* The status of the task including the number of processed groups and users and the number of errors that occurred while processing the task.
 - *Reporting option:* The report can include either all users in the group included in the service pack migration task or all users affected by the service pack migration task. Click the link to access the detailed report of a task that is complete.
 - *Service Quantity option:* During migration the system can either automatically increase the service quantities required to complete the migration or prohibit service pack migration for groups with inadequate service quantities.
 - *Migrate these groups:* The groups identified in the service pack migration task.
 - *Migrate users with all of these services:* If specified, users are migrated who are assigned all of the services identified.
 - *Migrate users with all of these service packs:* If specified, users are migrated who are assigned all of the service packs identified.
 - *Remove these services:* The services specified to be removed during the service pack migration task.
 - *Remove these service packs:* The service packs specified to be removed during the service pack migration task.
 - *Assign these services:* The services specified to be assigned during the service pack migration task.
 - *Assign these service packs:* The service packs specified to be assigned during the service pack migration task.
3. Select **click here for task report**, for a detailed report on a task that has run. The report includes a report on the success of the migration as well as any errors. An example of a report follows.

```

File Edit View Favorites Tools Help

Service Pack Migration Task Report
Service Provider: AWSEnterprise
Migration Task Description: Call Forward
Start Time: Friday, August 25, 2006 11:00:00 AM EDT
Maximum Allowed Duration: 1 hours
Migration will not be aborted due to number of errors

Starting migration of group DEF Distributing.
8/25/06 11:00:00:244 : DEF Distributing : anitagaribaldi : Migrated successfully
8/25/06 11:00:00:272 : DEF Distributing : antoniomeucci@defdistributing.com : Migrated successfully
8/25/06 11:00:00:279 : DEF Distributing : eloiselafleur@defdistributing.com : Migrated successfully
8/25/06 11:00:00:284 : DEF Distributing : gabrielohanu : Migrated successfully
8/25/06 11:00:00:289 : DEF Distributing : gracevaldez@defdistributing.com : Migrated successfully
8/25/06 11:00:00:294 : DEF Distributing : jakebradshaw : Migrated successfully
8/25/06 11:00:00:359 : DEF Distributing : jeannettepichard : Migrated successfully
8/25/06 11:00:00:385 : DEF Distributing : jorgemandellin : Migrated successfully
8/25/06 11:00:00:391 : DEF Distributing : margaretywoming : Migrated successfully
8/25/06 11:00:00:396 : DEF Distributing : mariabuena : Migrated successfully
8/25/06 11:00:00:402 : DEF Distributing : mariodugas@defdistributing.com : Migrated successfully
8/25/06 11:00:00:408 : DEF Distributing : paolamaltese : Migrated successfully
8/25/06 11:00:00:412 : DEF Distributing : pietrajacobowoski : Migrated successfully
8/25/06 11:00:00:418 : DEF Distributing : shellycooper : Migrated successfully
8/25/06 11:00:00:423 : DEF Distributing : sherwinjones : Migrated successfully
8/25/06 11:00:00:429 : DEF Distributing : stellasmith@defdistributing.com : Migrated successfully

The task completed normally.
There were no errors.

```

Figure 201 Enterprise – Service Pack Migration Task Report

For additional information, see the Clearspan User Service Pack Migration Guide.

11.12.8 TERMINATE A SERVICE PACK MIGRATION TASK

Use the *Enterprise – Service Pack Migration Task Status* page to terminate a service pack migration task in-progress.

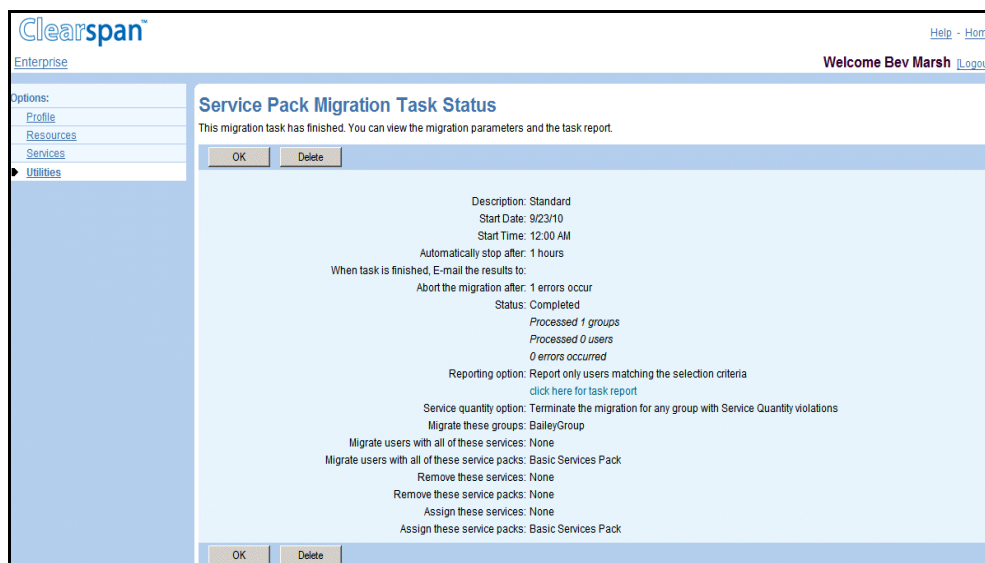


Figure 202 Enterprise – Service Pack Migration Task Status (Terminate Task)

1. On the *Enterprise – Utilities* menu page, click **Service Pack Migration**. The *Enterprise – Service Pack Migration Tasks* page appears.
2. Click **Edit** or any item in the row of the service pack migration task to terminate. The *Enterprise – Service Pack Migration Task Status* page appears.

3. Click **Terminate**. The service pack migration task stops and the *Service Pack Migration Tasks* page appears.

To exit without terminating the task, click **Cancel**.

11.13 VERIFY TRANSLATION AND ROUTING

Use this menu item on the *Enterprise – Utilities* menu page to create Verify Translation and Routing (VTR) requests and run test calls to gather information about translation, routing, and services for calls.

The screenshot shows the 'Enterprise' web interface. On the left is a navigation menu with 'Options:' and a list of links: Profile, Resources, Services, Call Center, Communication Barring, Meet-Me Conferencing, and Utilities (which is selected). The main content area is titled 'Verify Translation and Routing' and includes the instruction 'Run test calls and gather information about the translations, routing, and services for a given call.' Below this is an 'OK' button. The 'Select VTR' section has a 'Type' dropdown set to 'Parameters' (with 'SIP Message' as an alternative). The 'Origination' section includes a 'Type' dropdown set to 'Line/Port' and input fields for 'Origination', 'Destination', 'Contact', and 'Diversion'. An 'Execute VTR request' button is located below these fields. A large text area labeled 'VTR Result' is at the bottom, and another 'OK' button is at the very bottom of the form.

Figure 203 Enterprise – Verify Translation and Routing (Parameters)

Figure 204 Enterprise – Verify Translation and Routing (SIP Message)

1. On the *Enterprise – Utilities* menu page, click **Verify Translation and Routing**. The *Enterprise – 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 a maximum of 161 characters.
 - A phone number can be a maximum of 23 characters.
 - A user ID must be in the “user@domain” form and can be a maximum of 161 characters.
 - A URL must contain the “@” character and can be a maximum of 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 a diversion URI, an IP address, or a phone number to use for the test call. The URI must contain the @ character and can be a maximum of 256 characters.
 - In the *Diversion* text box, enter a diversion URI, an IP address, or a phone number to use for the test call. The URL must contain the @ character and can be a maximum of 256 characters.

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**.

11.14 VOICE PORTAL BRANDING

Use the Voice Portal Branding menu item on the *Enterprise – Utilities* menu page to set a group's voice portal branding.

11.14.1 SELECT MESSAGES FOR VOICE PORTAL BRANDING

Use the *Enterprise – Voice Portal Branding* page to select messages to be played to users of the voice portal.

Figure 205 Enterprise – Voice Portal Branding

1. On the *Enterprise – Utilities* menu page, click **Voice Portal Branding**. The *Enterprise – Voice Portal Branding* page appears.
2. Select “Default Greeting” to select the default greeting for callers who reach the voice portal for your enterprise ID account.

Or,

Select “Branded Greeting” and type the name of your custom greeting, or click **Browse** to locate your custom greeting.

3. Select “Default Greeting” to select the default greeting played to callers when they reach voice messaging mailboxes within your enterprise ID account.

Or,

Select “Branded Greeting” and enter the name of the custom greeting, or click **Browse** to locate the file with the recorded greeting.

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 CONFIGURE GROUP ADMINISTRATION, SERVICES, AND RESOURCES

In Clearspan, tasks traditionally associated with system providers are distributed among system providers, provisioning administrators, enterprises, group administrators, and end users. Distributing the workload allows more control and interaction on the part of the customer. It also reduces the need for and turnaround time for adds, changes, and deletions for customers, further reducing the need for and work of the service department.

Recommended responsibilities of an enterprise through the web interface of the Application Server are as follows:

- Add groups and group administrators
- Provision phone numbers and access resources
- Provision services
- Assist or train group administrators to configure services

This guide provides information and procedures for adding and modifying group profiles, resources, services, and utilities that are accessible only to an enterprise. For information and procedures for the group administrator, see the *Clearspan Application Server Group Web Interface Administration Guide (Parts 1 and 2)*.

12.1 SELECT A GROUP

Use the *Enterprise – Groups* page to select a group to configure.

The *Enterprise – Groups* page allows you to select a group to configure. It 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*.

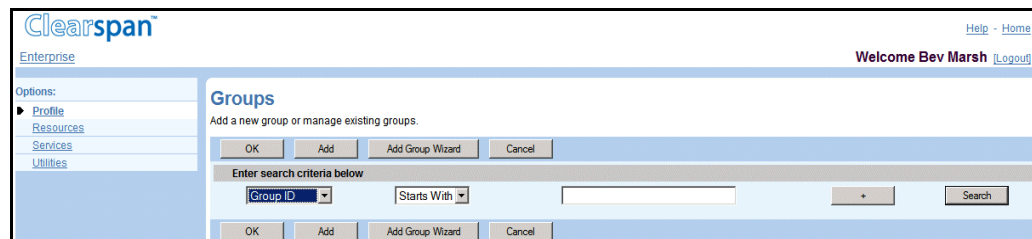


Figure 206 Enterprise – Groups

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

2. Click **Groups**. The *Enterprise – Groups* page appears.
3. Click **Edit** or any item in the row of the group to configure. The *Group – Profile* menu page appears.

12.2 PROFILE MENU

Use the **Profile** menu item on the *Group – Profile* menu page to modify group profiles, group web policies, and call processing policies.

For information and procedures for the group administrator, see the *Clearspan Application Server Group Web Interface Administration Guide (Parts 1 and 2)*. This guide provides information and procedures for adding and modifying group information for an enterprise.

12.2.1 ACCESS GROUP PROFILE MENU

Use the *Group – Profile* menu page to configure group profiles. It displays menu items to modify profiles for specific groups.

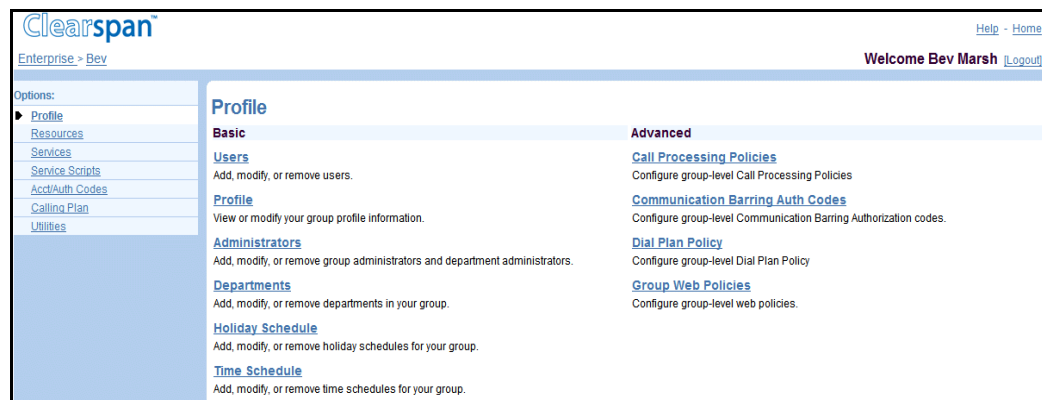


Figure 207 Group – Profile Menu

1. On the *Enterprise – Groups* page, click **Edit** in the row of the group to configure or click on any item in the row.
2. The *Group – Profile* menu page appears.

12.2.2 MODIFY GROUP PROFILE

Use the *Group – Profile* page to modify group profile information.

The *Group – Profile* page allows you to view or change group profile information. Enterprises can modify the entire group profile, whereas, group administrators are not able to modify the *Additional Information* section.

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Enterprise > Bev

Options:

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

Profile
View or modify your group profile information. Some information can be modified only by your administrator.

OK Apply Delete Cancel

Enterprise: Marsh
Group: Bev
Default Domain:
Group Name:
Calling Line ID Group Name:
Calling Line ID Group Number:
Location Dialing Code:
Contact Name:
Contact Phone:
Contact E-mail:
Time Zone:

User Limits
Limited To:
Current number of users: 5

Additional Information
Address:
City: State/Province:
Zip/Postal Code: Country:

OK Apply Delete Cancel

Figure 208 Group – Profile

1. On the *Group – Profile* menu page, click **Profile**. The *Group – Profile* page appears.
2. Type information specific to the group. To move between input boxes, use the TAB key on the keyboard, or click in the next input box.

This table describes each input box. Required input is indicated with an asterisk (*).

SETTING NAME	ALLOWED VALUES	DESCRIPTION	EXAMPLE
Group ID *	(Read only)	Displays a unique identification code for this group, to be used when adding group members, and so on.	ABCcompany
Default Domain *	The drop-down box lists the available domains.	Select a domain from the drop-down list. The default domain is at the beginning of the list.	Broadsoft.gb.com (Default)
Group Name	1 through 80 characters.	The company name. Do not use backslashes or double quotation marks.	ABC Company, Inc.
Calling Line ID Group Name	1 through 80 characters. Cannot contain %, +, backslash, double quotes, or extended ASCII characters.	The name that appears as the group's calling line ID.	ABC Company, Inc.

SETTING NAME	ALLOWED VALUES	DESCRIPTION	EXAMPLE
Calling Line ID Group Number	The drop-down box lists available numbers.	The number that appears as the group's calling line ID.	3015551000
Location Dialing Code	1 through 30 characters.	The unique location code for the group (used for inter-site dialing).	12
Contact Name	1 through 30 characters.	The primary contact for the company, first and last name.	Joe Smith
Contact Phone	1 through 30 characters.	The complete phone number of the above-named contact for the group including, for example, a "1" for a long-distance number. Do not use spaces or dashes.	3015551000
Contact E-mail	3 through 80 characters in user@domain format. Can contain only one @ sign and the following characters: letters, digits, !, #, \$, %, &, *, +, -, /, =, _, {, }, , ~, `., ., ?, ^, or single quotes.	The e-mail address of the above-named contact for the group.	joe@abcompany.com
Time Zone *	The drop-down box lists the time zones to select from.	The group's time zone.	(GMT-05:00) (US) Eastern Standard Time
User Limits			
Limited to	Integer from 1 through 999999.	Indicates there is to be a limited number of users in this group. Enter the limit in the box.	20
Additional Information			
Address	2 lines, maximum 80 characters each.	The street address of the group or company.	123 Main Street
City	1 through 50 characters.	The city name of the group or company.	Gaithersburg
State/Province	The drop-down box lists the values from which to select.	Select the state or province from the drop-down list.	MD
Zip/Postal Code	1 through 50 characters.	The zip or postal code of the group or company.	20877
Country	1 through 50 characters.	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.

12.2.3 MODIFY GROUP WEB POLICIES

Use the *Group – Group Web Policies* page to modify group policies.

This page allows you to view or change group policies for accessing group information, including calling plans, extension dialing, Lightweight Directory Access Protocol (LDAP) integration, voice messaging, department administrators, user authentication, user profiles, and group directory.

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Options:

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

Group Web Policies
View or modify the policies for the group.

OK Apply Cancel

Calling Plan:

- ☒ Full Access to calling plan
- ☐ Restricted calling plan view

Enhanced Call Logs:

- ☒ Full Access to call logs for users
- ☐ Read-Only Access to call logs for users

Extension Dialing:

- ☒ Full Access to extension dialing
- ☐ Read-Only Access to extension dialing
- ☐ No Access to extension dialing

LDAP Integration:

- ☒ Full Access to LDAP integration
- ☐ Read-Only Access to LDAP integration
- ☐ No Access to LDAP integration

Voice Messaging:

- ☒ Full Access to voice messaging
- ☐ Restricted voice messaging view

Department Administrator User Policy:

- ☒ Full Access to users in that department
- ☐ 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

Department Administrator Trunk Group Policy:

- ☒ Full access to trunk groups
- ☐ No access to trunk groups

User Authentication:

- ☒ Full Access to user authentication for users
- ☐ No Access to user authentication for users

User Profile:

- ☒ Full Access to user profile for users
- ☐ Read-Only Access to user profile for users
- ☐ No Access to user profile for users

User Group Directory:

- ☒ Full access to group directory for users in portal
- ☐ No access to group directory for users in portal

OK Apply Cancel

Figure 209 Group – Group Web Policies

1. On the *Group – Profile* menu page, click **Group Web Policies**. The *Group – Group Web Policies* page appears.

2. Select the web access policies you want to assign for the group. The following table lists the different access options and explains their meaning.

Calling Plan

Full access to calling plan	This policy provides administrators of this group with full control over the configuration of group-level and user-level calling plans.
Restricted calling plan view	This policy prevents the display of all group-level calling plan pages, displays <i>Collect Calls</i> only on the <i>User – Incoming Calling Plan</i> page, and displays <i>International</i> , <i>Operator-assisted</i> , <i>700/900</i> , <i>976</i> , and <i>Casual</i> calls only on the <i>User – Outgoing Calling Plan</i> page.

Extension Dialing

Full access to extension dialing	This policy provides group administrators with control over the length of the extensions in the group on the <i>Utilities – Extension Dialing</i> page.
Read-only access to extension dialing	This policy provides group administrators with read-only access to the length of the extensions you set for their group.
No access to extension dialing	This policy hides the <i>Utilities – Extension Dialing</i> page.

LDAP Integration

Full access to LDAP integration	This policy provides group administrators with full control over the LDAP directory to be used for their group on the <i>Utilities – LDAP Directory</i> page.
Read-only access to LDAP integration	This policy provides group administrators with read-only access to the LDAP directory information you configure for their group.
No access to LDAP integration	This policy hides the <i>Utilities – LDAP Directory</i> page.

Voice Messaging

Full access to voice messaging	This policy provides users with control over the messaging server to be used for their voice messages on the <i>Messaging – Voice Management</i> page, unless a group administrator configures the system otherwise.
Restricted voice messaging view	This policy prevents users from viewing or changing the mail server they configure for their voice messages and specifying an e-mail address to direct voice messages to.

Department Administrator User Policy

Full access to users in that department	This policy provides department administrators with the ability to create, modify, and delete users in their departments.
Restricted from adding or removing users; read-only access to user profile	This policy prevents department administrators from creating, modifying, and deleting users in their departments, but does allow them to view users' complete profile information. Note that this also restricts the <i>Shared Call Appearance</i> and <i>Alternate Numbers</i> configuration pages to a user's view.
Restricted from adding or	This policy prevents department administrators from creating, modifying,

removing users; no access to user profile	and deleting users in their departments, and hides the Profile menu item on users' home pages. Note that this also restricts the Shared Call Appearance and Alternate Numbers configuration pages to a user's view.

No access to users	This policy hides the <i>Users</i> menu item on department administrators' home pages, thereby preventing access to any user management pages.

Department Administrator Trunk Group Policy

Full access to trunk groups	When the department administrators have full access to trunk groups, they can modify the trunk groups in their own department.

No access to trunk groups	If the department administrators have no access to trunk groups, they do not see the trunk groups in their department at all.

Department Administrator Phone Number/Extension Access

Full access to phone numbers/extensions	When the department administrators have full access to phone numbers/extensions, they can modify the phone numbers/extensions in their own department.

Read-only access to phone numbers/extensions	When the department administrators have read-only access to phone numbers/extensions, they can view but cannot modify the phone numbers/extensions in their department.

Department Administrator Calling Line ID Number Access

Full access to calling line ID number	This policy allows department administrators to modify the calling line ID (CLID) numbers in their department.

Read-only access to calling line ID number	This policy allows department administrators to view CLID numbers in their department without modifying them.

User Authentication

Full access to user authentication for users	This policy allows users with the Authentication service assigned to modify their user names and passwords on the <i>Utilities - Authentication</i> page.

No access to user authentication for users	This policy hides the <i>Utilities - Authentication</i> page for users, thereby preventing users from modifying their user names and passwords.

User Profile

Full access to user profile for users	This policy allows users to access and modify profile information for their own accounts.

Read-only access to user profile for users	This policy allows users to view the profile information for their own accounts without modifying it.

No access to user profile for users	This policy hides the Profile link on users' home pages, thereby preventing users' access to their profile information.

User Group Directory

Full access to group	This policy provides users with access to the enterprise directory on the

directory for users in portal	<i>Utilities – Enterprise Directory</i> page.
No access to group directory for users in portal	This policy hides the Enterprise Directory link on users' <i>Utilities</i> page.
Auto Attendant Name Dialing	
Full user access to Name Dialing fields	This policy allows group administrators and users to view and modify the user's last and first name used by the Auto Attendant for name dialing on the user's <i>Profile</i> page.
No user access to Name Dialing fields	This policy hides the Name Dialing Last Name and Name Dialing First Name fields on the <i>User – Profile</i> page from the group administrators and users, thereby preventing them from viewing and modifying the user's last and first names used by the Auto Attendant for name dialing.

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, select another page or click **Cancel** to display the previous page.

12.2.4 CONFIGURE CALL PROCESSING POLICIES

Use the *Group – Call Processing Policies* page to configure Clearspan call processing behavior.



Note: On a per-call basis, the system selects the policy to use at the lowest configured level. If the group policies are not configured, the policies defined at the enterprise level are used.

The screenshot shows the 'Call Processing Policies' page in the Clearspan Enterprise Web Interface. The page title is 'Call Processing Policies' with a subtitle 'View or modify Call Processing Policy for the group'. There are 'OK', 'Apply', and 'Cancel' buttons at the top. The left sidebar shows a navigation menu with 'Options' expanded, listing 'Profile', 'Resources', 'Services', 'Service Scripts', 'Acct/Auth Codes', 'Calling Plan', and 'Utilities'. The main content area is divided into three sections: 'Calling Line ID', 'Media', and 'Call Limits'. Each section contains several radio button and checkbox options for configuring call processing policies for the group 'Bev'.

Figure 210 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 specify that the group name should be used for calling line identity.
Allow Department Name Override	Select this option to allow the department name to be used 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 Enterprise Calling Line Id Policy	This option allows you to specify whether group or enterprise Calling Line ID policy should be used. ▪ Select <i>Use Group Calling Line Id Policy</i> to use the policy defined on this page. ▪ Select <i>Use Enterprise Calling Line Id Policy</i> to use the policy defined at the enterprise level.
External Calls: 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 override the enterprise Calling Line ID policy settings for external calls, at the group level. ▪ Check <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. ▪ Check <i>Use configurable CLID for Calling Line Identity</i> to send the user's custom calling line ID phone number for outgoing external calls. ▪ Check <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

FIELD	DESCRIPTION
	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 at the bottom of the screen.
Enterprise Calls Use extension Use location code plus extension Use External Calls Policy	This option allows you to override the enterprise Calling Line ID policy settings for enterprise calls at the group level. - 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 Use extension Use location code plus extension Use External Calls Policy	This option allows you to override the enterprise Calling Line ID policy settings for group calls at the group level. - 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.
Emergency Calls: 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 override the enterprise Calling Line ID policy settings for emergency calls at the group level. - Check <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. - Check <i>Use configurable CLID for Calling Line Identity</i> to send the user's custom calling line ID phone number for outgoing emergency calls. - Check <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 enabled only if there is a group phone number configured (at the <i>Group – Profile</i> level). The group number, if available, appears at the bottom of the screen.
Allow Alternate Numbers for Redirecting Identity	Select this option to allow an alternate number to be used as a redirecting identity in the redirection header.
Allow Configurable CLID for Redirecting Identity	Select this option to allow a configurable CLID to be used as a redirecting identity in the redirection header.
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 user's group. If the group phone number is not configured, this field is empty and the settings that require 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

FIELD	DESCRIPTION
	can be empty. When this field is empty, the settings that require the group name are disabled.
Media	
Use Group Media Policy Use Service Provider/Enterprise Media Policy	This option allows you to specify the Group Media policy to use. - Select <i>Use Group Media Policy</i> to use the policy defined on this page. - Select <i>Use Service Provider/Enterprise Media Policy</i> to use the policy defined at the enterprise level.
Media Policy: Force Use of Uncompressed Codec Supported Media None	This option allows you to specify the Media policy to use. - Select <i>Force Use of Uncompressed Codec to force</i>, on group basis, a user's device to use an uncompressed codec. For example, fax machines and modems require the use of a clear channel and an uncompressed codec. This setting does not apply to virtual users. - Select <i>Use Supported Media to provision</i>, on a group basis, what media (codec) subscribers are permitted to use. This is done by building media sets that are applied to subscribers. The policy does not apply to virtual subscriber services such as Auto Attendant, voice portal, hunt group, trunk group, call center, and so on. - Select <i>None</i> to specify that no Media Policy is enforced at the group level.
Call Limits	
Use Group Call Limits Policy Use Service Provider/Enterprise Call Limits Policy	This option allows you to specify the Call Limits policy to use. - Select <i>Use Group Call Limits Policy</i> to use the policy defined on this page. - Select <i>Use Service Provider/Enterprise Call Limits Policy</i> to use the policy defined for the enterprise.
Enable Maximum Number of Concurrent Calls	Select this option and enter the number in the text box to specify, on a group basis, the maximum number of simultaneous calls. If a user exceeds the maximum number of simultaneous calls allowed on terminations, the calling party is provided Busy treatment. Busy treatment may include Voice Messaging, Call Forwarding Busy, and any other active service assigned to the subscriber that is invoked on Busy. If the terminating subscriber has no active services assigned that trigger on Busy, Busy tone is provided to the calling party. Note that this feature only counts originating and terminating calls for a subscriber. Redirected calls are not counted as part of this policy. NOTE: This setting does not apply to virtual users.
Enable Maximum Number of Concurrent Video Calls	Select this option and enter the number in the text box to restrict the number of concurrent video calls per user. If the user exceeds the maximum number of simultaneous video calls allowed on terminations, the calling party is provided Busy treatment. Busy treatment may include Voice Messaging, Call Forwarding Busy, and any other active service assigned to the subscriber that is invoked on Busy. Note that this feature only counts originating and terminating calls for a subscriber. Redirected calls are not counted as part of this policy. NOTE: This setting does not apply to virtual users.

FIELD	DESCRIPTION
Enable Maximum Duration for Answered Calls	Select this box and enter the number in the text box to specify, on a group basis, the maximum allowed call time in minutes for answered calls. If a user exceeds the maximum time on a given call, the call is torn down and an abnormal release is indicated within the call detail record. NOTE: This setting does not apply to virtual users.
Enable Maximum Duration for Unanswered Calls	Select this box and enter the number in the text box to specify, on a group basis, the maximum allowed call time in minutes for unanswered calls. If a user exceeds the maximum time on a given call, the call is torn down and the calling party is given reorder tone.
Enable Maximum Number of Concurrent Redirected Calls	Select this box and enter the number in the text box to place a limit on the number of simultaneous redirections for each subscriber. This policy is similar to the policy that limits the number of simultaneous calls, the difference being that this policy counts only calls that are redirected. When the maximum number of concurrent redirected calls specified by this policy is exceeded, the call is short-circuited similar to the Maximum Redirection Depth policy. The Maximum Number of Concurrent Redirected Calls policy applies to the same redirecting services as the Maximum Redirection Depth policy. However, the Maximum Number of Concurrent Redirected Calls policy does not apply to redirecting services assigned to virtual subscribers.
Enable Maximum Number of Concurrent Find Me/Follow Me Invocations	Similar to Maximum Number of Concurrent Redirected Calls policy, this policy allows you to limit the number of simultaneous invocations of Find Me/Follow Me services. These services include Simultaneous Ringing, Sequential Ringing, and Remote Office.
Enable Maximum Find Me/Follow Me Depth	Select this box and enter the number in the text box to limit the cascading of forking services, that is, Simultaneous Ringing and Sequential Ringing. It is similar to the Maximum Redirection Depth policy, but different in that it counts only the diversion entries where the reason is "follow-me". Simultaneous Ringing and Sequential Ringing both cause redirections that add a "follow-me" diversion entry, which means that the policy restricts the cascading of these forking services. Although it is not a forking service, Remote Office also causes a redirection with a "follow-me" diversion entry. Therefore, the policy also applies to the Remote Office service.
Maximum Redirection Depth	Select this box and enter the number in the text box to specify the maximum number of cascaded redirections or "hops" on a group basis. The Maximum Redirection Depth policy applies to the following redirecting services: ▪ Call Forwarding Always ▪ Call Forwarding Busy ▪ Call Forwarding No Answer ▪ Selective Call Forwarding ▪ Voice Mail Deposit ▪ Direct Voice Mail Transfer ▪ SIP Phone Forwarding (302 from SIP phone) ▪ Call Processing Language

FIELD	DESCRIPTION
	- Client-initiated Blind Transfer (for example, from the Clearspan Assistant–Enterprise) - Phone-initiated Blind Transfer - Series Completion - PBX Deflection Before Answer - Trunk Group Forward on Unreachable or Capacity Exceeded Condition The Maximum Redirection Depth policy also applies to redirecting services assigned to virtual subscribers, such as Auto Attendant. Since these subscribers do not have per-user call processing policies, the Application Server applies the policies of the virtual subscriber's group, service provider/enterprise, or system.
Translations and Routing	
- Use Group Translation and Routing Policy - Use Service Provider/Enterprise Translation and Routing Policy	This option allows you to specify the Translation and Routing policy to use. - Select <i>Use Group Translation and Routing Policy</i> to use the policy defined on this page. - Select <i>Use Service Provider/Enterprise Translation and Routing Policy</i> to use the policy defined for the enterprise.
Network Usage: - Force All Calls to use the Network - Force All Calls to the Network except extension/location - Do not Force Enterprise/Group Calls to the Network	Specify whether calls should be routed via the network interface as follows: - Select <i>Force All Calls to use the Network</i> to force all calls from the enterprise including extensions dialed and location code + extensions dialed to route via the network interface. Note that a Network Server with Private Dial Plan is required for extension dialed and location code/extension dialed calls to work properly when forced to the network. - Select <i>Force All Calls to the Network except extension/location</i> to force all calls from the enterprise, excluding extensions dialed and location code + extensions dialed, to route via the network interface. - Select <i>Do not Force Enterprise/Group Calls to the Network</i> to specify that routing of enterprise/group calls via the network interface should not be enforced.
Enable Enterprise Extension Dialing	Select this option to allow enterprise extension dialing. When the policy is disabled, the call routes to the Network Server. When the policy is enabled, the call routes to the enterprise destination, internally (within the same Application Server cluster).
Enforce Group Calling Line Identity Restriction	Select this option to enforce group calling line identity restrictions.
Allow Enterprise/Group Call Typing For Private Dialing Plan	When this option is selected,, 302 responses from the Network Server that result in a group or enterprise call are routed internally within the Application Server, if the destination is hosted on the same Application Server, and if the Network Server used a Private Dialing Plan Routing policy.
Allow Enterprise/Group Call Typing For Public Dialing Plan	The <i>Allow Enterprise/Group Call Typing for Public Dialing Plan Call Processing</i> policy is very similar to the one above, with the exception that the type of network from the Network Server contact must be set to "PUBLIC". The category must still be "PRIVATE" to indicate that an Enterprise Routing policy was used. Note that if the category is not set to "PRIVATE", the call is

FIELD	DESCRIPTION
	routed externally.
Override CLID Restriction For Private Call Category	When the Network Server returns a contact via its private dial plan (the <i>cat</i> and <i>ton</i> parameters in the returned contact are both set to "PRIVATE"), whether or not the destination is part of the same enterprise as the caller. The CLID restrictions can be overridden (the caller's privacy made public) if the Override CLID Restriction for Private Call Category Call Processing policy is enabled, for calls going to the network.
Use Enterprise CLID For Private Call Category	This policy uses the enterprise CLID to identify the caller for inter-Application Server calls via a private dialing plan. Previously the caller's directory number (DN) was used to identify the caller. The enterprise CLID is: ▪ The user's extension for intra-group calls ▪ The user's location code followed by the user's extension for intra-enterprise calls
Incoming Caller ID	
Use Group Dialable Caller ID Policy Use Service Provider/Enterprise Dialable Caller ID Policy	This option allows you to specify the Dialable Caller ID policy to use. ▪ Select Use Group Dialable Caller ID Policy to use the policy defined on this page. ▪ Select Use <i>Service Provider/Enterprise Dialable Caller ID Policy</i> to use the policy defined for the enterprise.
Dialable Caller ID: On/Off	Check <i>On</i> to enable or check <i>Off</i> to disable the use of dialable caller ID.

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, select another page or click **Cancel** to display the previous page.

12.3 RESOURCES MENU

Use this menu to

- Assign Group Paging Targets Capacity
- Allocate Meet-Me Conference Ports
- Assign Domains
- Assign Network Classes of Service
- Assign Numbers
- Authorize Services and Service Packs
- Configure Trunking Call Capacity
- Configure Session Admission Control Capacity
- Assign Office Zones

This section provides information and procedures for adding and modifying group resources by an enterprise. For information and procedures usually performed by the group administrator, see *Clearspan Application Server Group Web Interface Administration Guide (Parts 1 and 2)*.

12.3.1 ACCESS GROUP RESOURCES MENU

Use the *Group – Resources* menu page to configure group resources for a specific group.

The *Group – Resources* menu page displays menu items for configuring and assigning resources to a specific group.

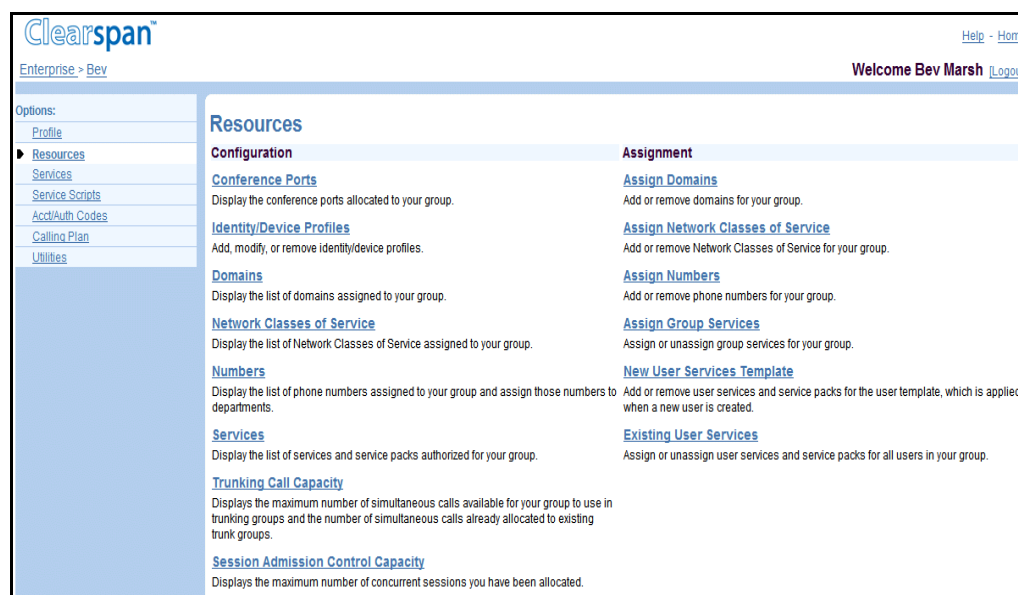


Figure 211 Group – Resources Menu

1. From the *Group – Profile* menu page, in the *Options* list click **Resources**.
2. The *Group – Resources* menu page appears.

12.3.2 ASSIGN DOMAINS

Use the *Group – Assign Domains* page to assign domains for a specific group to use.

The *Group – Assign Domains* page allows you to assign domains available for use by this group.

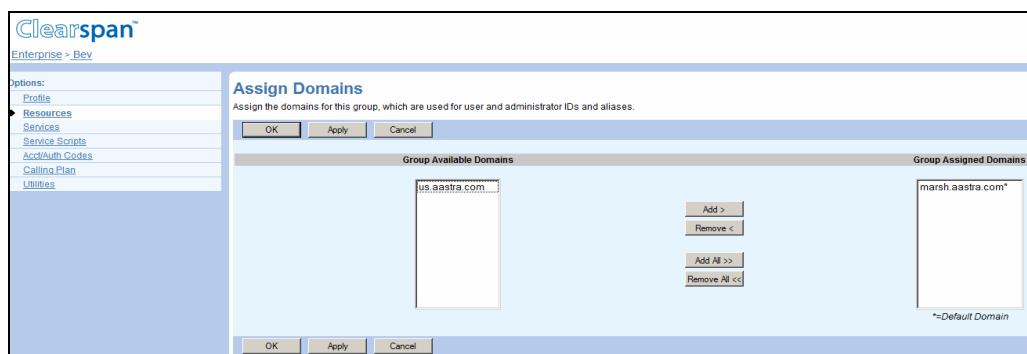


Figure 212 Group – Assign Domains

1. On the *Group – Resources* menu page, click **Assign Domains**. The *Group – Assign Domains* page appears.
2. In the *Group Available Domains* column, select the domains to be assigned to the group. You can select some or all of the items in a column. Item names are listed in alphabetical order.
3. 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 move only selected domains from one box to the other, click **Add >**.
 - To move all the domains from one box to the other, click **Add All >>**.

Assigned domains appear in the *Group Assigned Domains* 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.

12.3.3 ASSIGN GROUP PAGING TARGETS CAPACITY

Use the *Group – Group Paging Targets Capacity* page to assign group paging targets capacity to a group. This setting applies to the Group Paging service and determines the maximum number of target users a paging group can have. Target users are members of a paging group that are paged simultaneously when a call is made to the paging group.

Figure 213 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. In the *Maximum Number of Target Users per Paging Group for this Group* text box, enter the maximum number of paging group targets you want to allow for this group.



Note: The read-only field *Maximum Number of Target Users per Paging Group From Service Provider*, displays the upper limit allowed for this setting and is the same as the maximum group paging targets capacity assigned to your enterprise.

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.

12.3.4 ALLOCATE MEET-ME CONFERENCE PORTS

Use the *Group – Meet-Me Conference Ports* page to assign Meet-Me conference ports to a selected group.

Figure 214 Group – Meet-Me Conference Ports

1. On the *Group – Resources* menu page, click **Meet-Me Conference Ports**. The *Group – Meet-Me Conference Ports* page appears.
2. Allocate ports to the group.

- Check *Limited To* and enter the number of ports.
- Or to allow unlimited use of ports, check *Unlimited*.



Note: The *Unlimited* option is not available if the system administrator restricted the number of Meet-Me ports available to your enterprise.

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**.

12.3.5 ASSIGN NETWORK CLASSES OF SERVICE

Use the *Group – Assign Network Classes of Service* page to assign network classes of service to a specific group.

The *Group – Assign Network Classes of Service* page allows you to assign the network classes of service for use by this group.

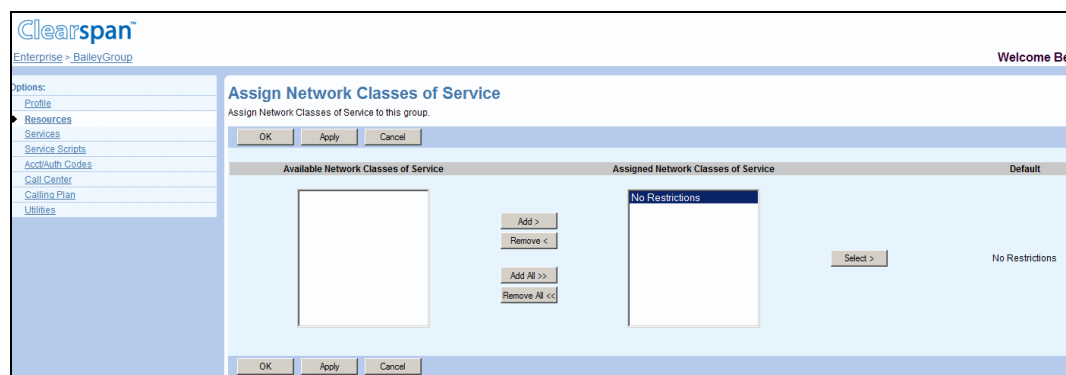


Figure 215 Group – Assign Network Classes of Service

1. On the Group – Resources menu page, click **Assign Network Classes of Service**. The Group – Assign Network Classes of Service page appears.
2. To assign specific classes of service:
 - In the *Available Network Classes of Service* box, click the classes of service to 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 number, hold down the SHIFT key on the keyboard, and click the last number. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.
 - Click **Add >**. The selected classes of service appear in the *Assigned Classes of Service* box.
3. To assign all available classes of service, click **Add All >>**.
4. To unassign specific classes of service:

- In the *Assigned Network Classes of Service* box, click the classes of service to unassign.

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 number, hold down the SHIFT key on the keyboard, and click the last number. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.

- Click **Remove >**. The selected classes of service appear in the *Available Classes of Service* box.
5. To unassign all classes of service, click **Remove All >>**.
 6. 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**.

12.3.6 ASSIGN NUMBERS

Use the *Group – Assign Numbers* page to add a new phone numbers and manage existing phone numbers assigned to a specific group. Phone numbers assigned to users or group services cannot be removed.

12.3.6.1 List Assigned Numbers

Use the *Group – Assign Numbers* page to list the telephone numbers assigned to the group.

Delete	Phone Numbers	Assigned	Edit
☐	+1-9783331000 - +1-9783331003	✓	
☐	+1-9783331004	✓	Edit
☐	+1-9783331005	✓	
☐	+1-9783331006 - +1-9783331007	✓	Edit
☐	+1-9783331008	✓	
☐	+1-9783331009	✓	

Figure 216 Group – Assign Numbers

1. On the *Group – Resources* menu page, click **Assign Numbers**. The *Group – Assign Numbers* page appears displaying the phone numbers assigned to the group.
2. To search for specific numbers, enter your search criteria and click **Find**. If a number that satisfies the search criteria is part of a range of numbers, the range is returned.
3. Click **OK** to return to the previous page.

12.3.6.2 Add Numbers

Use the *Group – Assign Numbers Add* page to add numbers assigned to a specific group.

The *Group – Assign Numbers Add* page allows you to add numbers available for use by this group. Phone numbers assigned to users or group services cannot be removed unless they have already been removed from the user or group service.

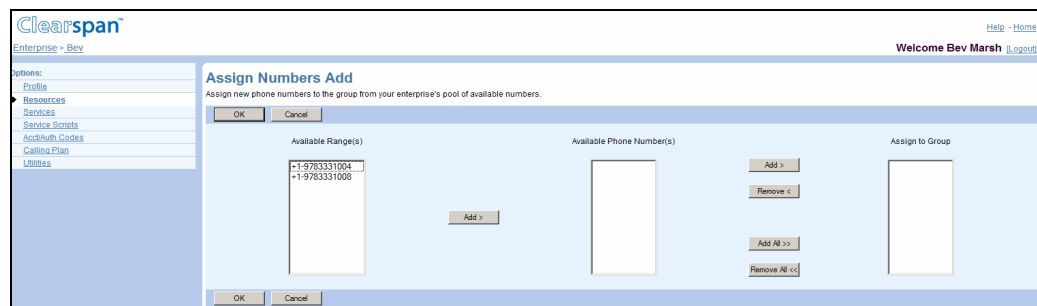


Figure 217 Group – Assign Numbers Add

1. On the *Group – Resources* menu page, click **Assign Numbers**. The *Group – Assign Numbers* page appears.
2. Click **Add**. The *Group – Assign Numbers Add* page appears.
3. Click the range to add in the *Available Range(s)* box and then click **Add >**. The number or range appears in the *Available Phone Number(s)* box.
4. Click the phone number or several numbers to assign in the *Available Phone Number(s)* box 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 number, hold down the SHIFT key on the keyboard, and click the last number. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.

To move all the phone numbers from one box to the other, click **Add All >>**.

Assigned phone numbers appear in the *Assign to Group* box.

5. To save your changes and display the previous page, click **OK**.

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

12.3.6.3 Unassign Numbers

Use the *Group – Assign Numbers Modify* page to unassign the numbers assigned to a specific group.

The *Group – Assign Numbers Modify* page allows you to modify the numbers available for use by this group. Phone numbers assigned to users or group services cannot be removed, unless they have already been removed from the user or group service.

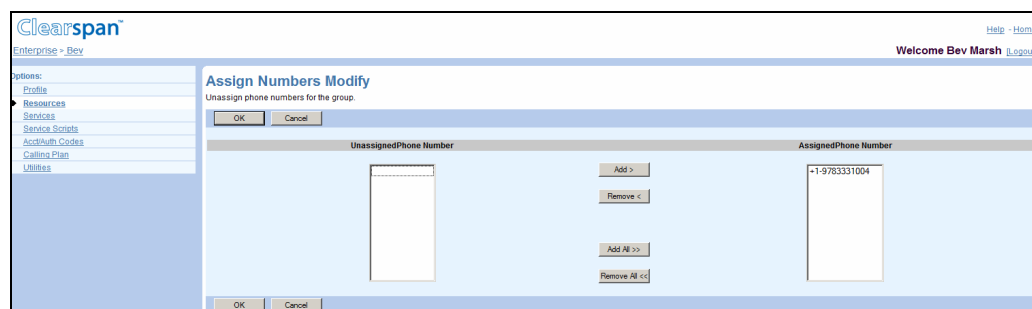


Figure 218 Group – Assign Numbers Modify

1. On the *Group – Resources* menu page, click **Assign Numbers**. The *Group – Assign Numbers* page appears.
2. Click **Edit** or any item in the row of the phone number or range of phone numbers to modify. The *Group – Assign Numbers Modify* page appears.
3. Click the phone number or several numbers to assign in the *Assigned Phone Number(s)* box and click **Remove <**.

To move all the assigned phone numbers from one box to the other, click **Remove All <<**.

The number or range appears in the *Unassigned Phone Number(s)* box.

Unassigned phone numbers appear in the *Unassigned Phone Number* box.

4. To save your changes and display the previous page, click **OK**.

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

12.3.6.4 Delete Numbers

Use the *Group – Assign Numbers* page to delete numbers assigned to a specific group.

The *Group – Assign Numbers* page allows you to delete numbers available for use by this group. Phone numbers assigned to users or group services cannot be removed unless they have already been removed from the user or group service.

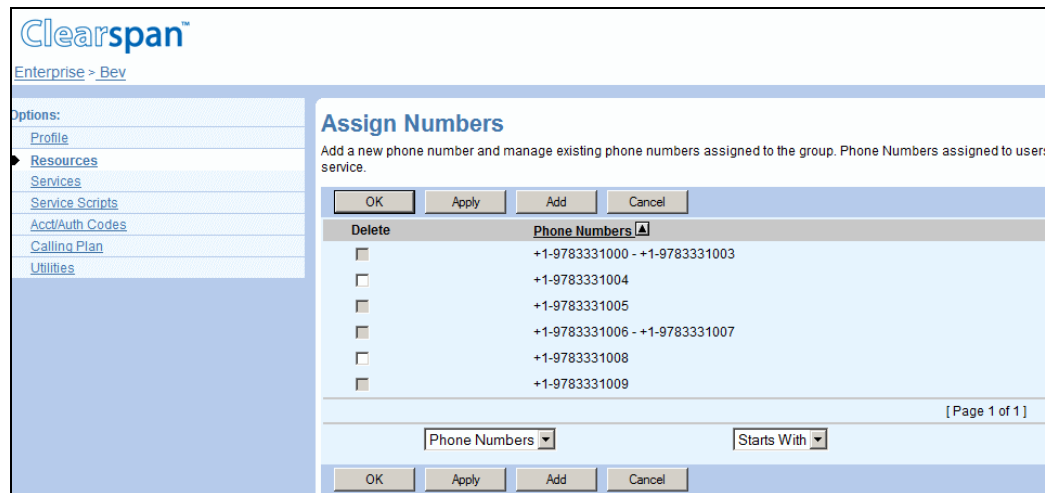


Figure 219 Group – Assign Numbers (Delete)

1. On the *Group – Resources* menu page, click **Assign Numbers**. The *Group – Assign Numbers* page appears.
2. Check the entries for the phone number you want to delete.

The Delete function has the same effect as unassigning the corresponding numbers, but does not offer the same granularity for a range of contiguous numbers

3. Click **Apply** or **OK** to delete the numbers. 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.

12.3.7 AUTHORIZE SERVICES AND SERVICE PACKS

Use the *Group – Services* page to authorize services and service packs for a specific group to use.

The *Group – Services* page allows you to authorize the services and service packs available for this group.

Note that the following figure shows only the top part of the page.

Clearspan
Enterprise > Bev

Welcome Bev Marsh [Logout](#)

Services
Authorize the service packs and services for this group. For some services you can limit the number of service instances for this group. However, you cannot exceed the limit shown in the Allowed column.

Authorized	Service Pack	Limits	Allowed	In Use
☐	Basic Service Pack	☐ Limited To	Unlimited	0
☐	Group Services			
☒	Account/Authorization Codes		Unlimited	
☒	Auto Attendant	☐ Limited To	Unlimited	2
☒	Auto Attendant - Video	☐ Limited To	Unlimited	0
☒	Call Capacity Management		Unlimited	
☒	Call Park		Unlimited	
☒	Call Pickup	☐ Limited To	Unlimited	1
☒	Custom Ringback Group		Unlimited	
☒	Custom Ringback Group - Video		Unlimited	
☒	Emergency Zones		Unlimited	
☒	Enhanced Outgoing Calling Plan		Unlimited	
☒	Hunt Group	☐ Limited To	Unlimited	0
☒	Incoming Calling Plan		Unlimited	
☒	Instant Conferencing		Unlimited	
☒	Instant Group Call	☐ Limited To	Unlimited	0
☒	Intercept Group		Unlimited	
☒	Inventory Report		Unlimited	
☒	LDAP Integration		Unlimited	
☒	Music On Hold		Unlimited	
☒	Music On Hold - Video		Unlimited	
☒	Outgoing Calling Plan		Unlimited	
☒	Preferred Carrier Group		Unlimited	
☒	Series Completion	☐ Limited To	Unlimited	0
☒	Service Scripts Group		Unlimited	
☒	Trunk Group	☐ Limited To	Unlimited	0
☒	Voice Messaging Group		Unlimited	
☐	User Services			

Figure 220 Group – Services

1. On the *Group – Resources* menu page, click **Services**. The *Group – Services* page appears.
2. Click **Select All** or check individual service packs and services to permit the use of service packs and services by the enterprise.

Authorized *Service Packs* and *Services* are indicated by a check mark. Checked service packs and services are available for authorization to a group or user.

3. Check the *Limited To:* box to the right of the service pack or service name, and type the number of service packs and services to limit within this group (if required).

Based on the number of licenses purchased, this field can be used to track and limit the number of instances of a service pack and service used.

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.

12.3.8 CONFIGURE TRUNKING CALL CAPACITY

Use the *Group – Trunking Call Capacity* page to allocate the number of simultaneous calls and bursting number of trunking simultaneous calls.

The maximum call capacity of any trunk group limits the number of simultaneous calls the group can have over any of its trunk groups, but it does not guarantee that that many calls can be established. The maximum number of simultaneous calls over all trunk groups in the enterprise is determined by the number of business trunking license units

allocated to your enterprise. One trunk call uses one license unit. When the call is release, the license unit becomes available for another call.

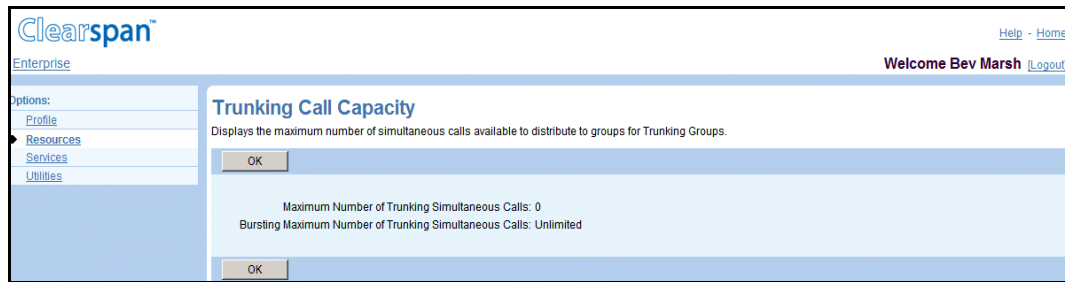


Figure 221 Group – Trunking Call Capacity

1. On the *Group – Resources* menu page, click **Trunking Call Capacity**. The *Trunking Call Capacity* page appears.
2. For *Maximum Call Capacity for Any Trunk Group*, enter the number of calls in the text box.
3. For *Allocated Bursting Calls to this Group* select from:
Unlimited (if this option is available)
Limited to and enter the number of calls in the text box.



Note: This page displays the number of business trunking license units allocated to your enterprise and the bursting maximum number of trunking simultaneous calls available to assign to this group. The maximum call capacity of a trunk group and the bursting call capacity allocated to this group cannot exceed the available maximums.

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: The Number of Business Trunking License Units for this Enterprise and Bursting Maximum Number of Trunking Simultaneous Calls for this Group are read-only. They are the maximums assigned to your enterprise by your system provider administrator.

12.3.9 CONFIGURE SESSION ADMISSION CONTROL CAPACITY

The Session Admission Control feature provides a mechanism to control the number of simultaneous sessions at the subscriber and logical link level for a group. The logical link capacity is controlled by creating sets of access devices logically grouped together, called session admission control (SAC) groups, and imposing restrictions on the number of concurrent sessions for a given set of devices (SAC group).

Use the *Group – Session Admission Control Capacity* page to configure the session capacity settings for the group.

Figure 222 Group – Session Admission Control Capacity

1. On the *Group – Resources* menu page, click **Session Admission Control Capacity**. The *Group – Session Admission Control Capacity* page appears.
2. To restrict the number of subscriber sessions for the group, select *Control aggregate sessions as well as SAC groups*. To leave the number of subscriber sessions unrestricted, select *Control by SAC group only*.



Note: Control by SAC group only allows you to restrict the number of sessions at the logical link level by creating SAC groups (sets of access devices logically grouped together) and imposing limits on them.

3. If you selected Control aggregate sessions as well as SAC groups, you must enter the maximum allowed number of sessions in the Maximum number of concurrent sessions box.



Note: This parameter is effective only when the *Control aggregate sessions as well as SAC groups* option is selected. In addition, it has the following two meanings. First, it is the upper limit of the SAC capacity maximum that can be assigned at the SAC group level. Second, it controls the number of aggregate sessions throughout the group.

4. To restrict the number of originating sessions, enter the number in the *Maximum number of concurrent user originating sessions*.
5. To restrict the number of terminating sessions, enter the number in the *Maximum number of concurrent user terminating sessions*.
6. To include the internal service provider/enterprise calls in the total count, check *Count intra Service Provider sessions*.
7. 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.

12.3.10 ASSIGN OFFICE ZONES

Use the *Group – Assign Office Zones* page to assign office zones to the selected group. You must have full Office Zone administration privileges to assign office zones.



Note: A default office zone must be configured at the group level before any users can be assigned Location-based Calling Restrictions.

Figure 223 Group – Assign Office Zones

1. On the *Group – Resources* menu, select **Assign Office Zones**. The *Group – Assign Office Zones* page appears.
2. To assign office zones to the group, in the *Available Office Zones* column, select the office zones you want to assign and click **Add >**. Or, to assign all the available office zones, click **Add All >>**.
 - To select a range of contiguous items, click the first name, hold down the SHIFT key, and click the last name.
 - To select several items, but not in a particular order, click the names while holding down the CTRL. Item are listed by name in alphabetical order.

The assigned office zones appear in the *Assigned Office Zones* column.

3. To unassign office zones from the group, in the *Assigned Office Zones* column, select the office zones unassign and click **Remove <**. Or, to unassign all office zones, click **Remove All <<**.

The unassigned office zones appear in the *Available Office Zones* column.

4. Select the default zone for the group. In the *Assigned Office Zones* column, select the zone you want and click **Select**. The selected zone appears in the *Default* column.



Note: When a user is added, they are assigned the default group office zone if one has been chosen.

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

To cancel your changes, click **Cancel**.

12.4 SERVICES MENU

Use this menu to

- Configure Warning Tone for Group Voice Messaging
- Configure Home Zone For Group Voice Portal
- Modify Call Capacity Groups
- Configure Emergency Zones
- Configure Preferred Carrier Group
- Identify Third-Party Voice Mail Support Server

This guide provides information and procedures for adding and modifying group services performed by an enterprise. For information and procedures performed by a group administrator, see the *Clearspan Application Server Group Web Interface Administration Guide (Parts 1 and 2)*.

12.4.1 ACCESS GROUP SERVICES MENU

Use the *Group – Services* menu page to configure group services for a specific group.



Note: The exception is the Call Center related settings, which although set at the group level apply to all groups in the enterprise.

The *Group – Services* menu page displays menu items for configuring and assigning resources to a specific group.

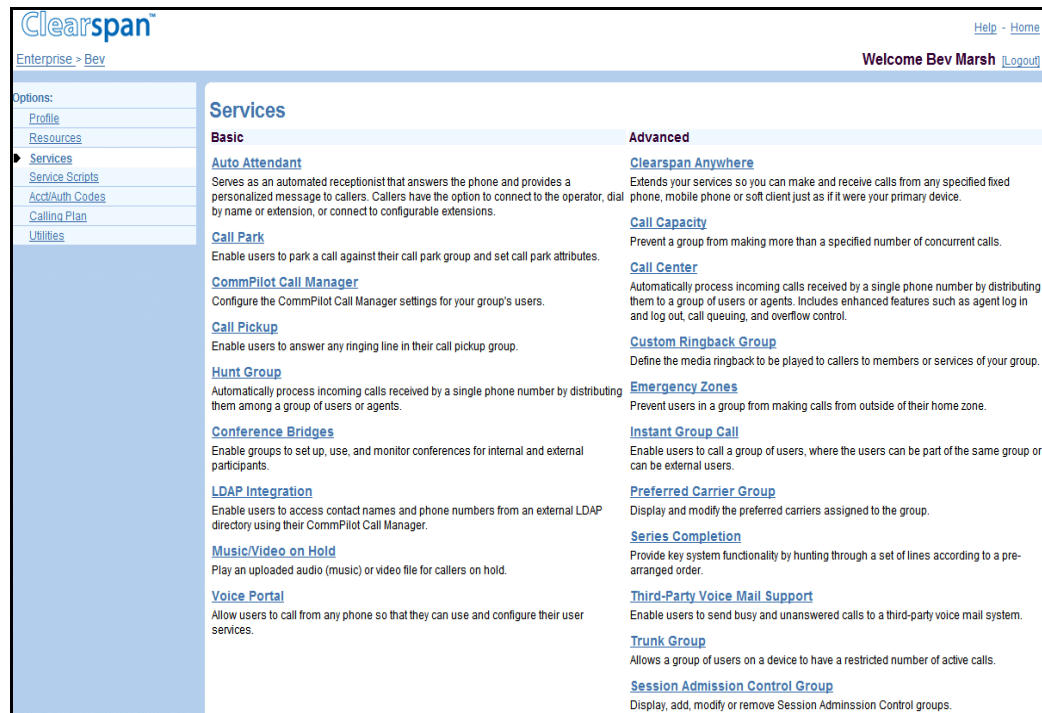


Figure 224 Group – Services Menu

From the *Group – Profile* menu page, in the Options List, click **Services**. The *Group – Services* menu appears.

12.4.2 CONFIGURE WARNING TONE FOR GROUP VOICE MESSAGING

Use the *Group – Voice Messaging* page to configure the system to play a warning before transferring callers to this group's Voice Messaging service. Callers who hang up before the completion of this warning message avoid incurring any tolls applicable to the call.

The format of the warning message complies with Mexican regulations concerning the recording of voice communications.

Figure 225 Group – Voice Messaging

1. On the *Group – Services* menu page, click **Voice Messaging**. The *Group – Voice Messaging* page appears.
2. Check or uncheck the Play a Warning announcement before starting to record a Voice Message 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.

12.4.3 CONFIGURE HOME ZONE FOR GROUP VOICE PORTAL

Use the *Group – Voice Portal* page to configure the home zone for the Voice Portal.

Users (both regular and virtual) can be assigned a home zone when the Zone Calling Restrictions service is assigned to a user, with the exception of the Voice Portal. Since the Voice Portal cannot be assigned services, the *Voice Portal* page allows an enterprise administrator to configure the Voice Portal's home zone whenever the Zone Calling Restrictions service is authorized to the group. The home zone is only visible to system and service provider/enterprise administrators. It is not accessible or visible to the group administrator or user.

Your system provider defines the list of home zones.

Figure 226 Group – Voice Portal

1. On the *Group – Services* menu page, click **Voice Portal**. The *Group – Voice Portal* page appears.
2. Select a home zone for the voice portal from the drop-down menu. The default is “None”.



Note: Your system provider defines the list of home zones.

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, select another page or click **Cancel** to display the previous page.

12.4.4 CONFIGURE CALL CAPACITY GROUPS

The *Group – Call Capacity* page allows you to display or delete call capacity groups for a specific group. This service allows a limit of active incoming and outgoing phone calls to be set for a group. Once the maximum number of calls has been reached, no more calls can be received. The caller hears a network busy tone. This limitation does not include calls made within the same business group.

Use the *Group – Call Capacity* page to manage call capacity groups for a specific group.

Group Names and the *Maximum Active Calls* appear along with the maximum number of active calls allowed for each group.

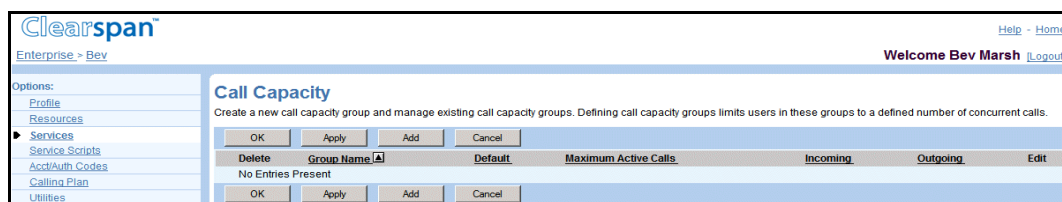


Figure 227 Group – Call Capacity

12.4.4.1 List Call Capacity Groups

Use the *Group – Call Capacity* page to list call capacity groups for a specific group.

1. On the *Group – Services* menu page, click **Call Capacity**. The *Group – Call Capacity* page appears.
2. 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.

12.4.4.2 Add Call Capacity Groups

Use the *Group – Call Capacity Add* page to define call capacity groups for a specific business group.

The *Group – Call Capacity Add* page allows you to define call capacity groups for a specific business group.

Figure 228 Group – Call Capacity Add

1. On the *Group – Services* menu page, click **Call Capacity**. The *Group – Call Capacity* page appears.
2. Click **Add**. The *Group – Call Capacity Add* page appears.
3. Type the group name.
4. Type the maximum active number of calls.
5. Type the maximum number of incoming active calls. This number cannot exceed the value present in the *Maximum Active Calls Allowed* input box.
6. Type the maximum number of outgoing active calls. This number cannot exceed the value present in the *Maximum Active Calls Allowed* input box.
7. Check the *Default Group, new users will be added to this group* check box to include new users in this call capacity group.
8. Enter the Search Criteria or click **Search** to add users to the list of *Available Users*.
9. Click the user's name to add in the *Available User(s)* box and then click **Add >**. The name appears in the *Assigned User(s)* box. 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 number, hold down the SHIFT key on the keyboard, and click the last number. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.

To move all the users' names from one box to the other, click **Add All >>**.

Assigned users appear in the *Assigned Users* box.



Note: A user is not allowed to be in more than one call capacity group.

10. To save your changes and display the previous page, click **OK**.

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

12.4.4.3 Modify Call Capacity Groups

Use the *Group – Call Capacity Modify* page to modify or delete a call capacity group for a specific business group.

The *Group – Call Capacity Modify* page allows you to modify the assigned users or the maximum number of incoming and outgoing calls allowed within a call capacity group.

The screenshot displays the 'Call Capacity Modify' interface. On the left is a sidebar with 'Options:' including Profile, Resources, Services (selected), Service Scripts, Acct/Auth Codes, Calling Plan, and Utilities. The main header shows 'Clearspan Enterprise > Bev' and a welcome message 'Welcome Bev Marsh' with a 'Logout' link. The title 'Call Capacity Modify' is followed by a description: 'Create a new call capacity group and manage existing call capacity groups. Defining call capacity groups limits users in these groups to a defined number of concurrent calls.' Below this are 'OK', 'Delete', and 'Cancel' buttons. The form includes:

- * Group Name: [Test Group]
- * Maximum Active Calls Allowed: [2]
- Maximum Active Incoming Calls Allowed: [2]
- Maximum Active Outgoing Calls Allowed: [2]
- ☐ Default Group, new users will be added to this group

 A search section labeled 'Enter search criteria below' has 'Last Name' and 'Starts With' dropdowns, a text input, and a 'Search' button. At the bottom, there are two boxes: 'Available Users' (empty) and 'Assigned Users' (containing three entries: '1000.Test57 (test57@marsh.aastra.com)', '1002.Test53 (test53@marsh.aastra.com)', and '1003.Test31 (test31@marsh.aastra.com)'). Between these boxes are buttons: 'Add >', 'Remove <', 'Add All >>', and 'Remove All <<'. At the very bottom are 'OK', 'Delete', and 'Cancel' buttons.

Figure 229 Group – Call Capacity Modify

1. On the *Group – Services* menu page, click **Call Capacity**. The *Group – Call Capacity* page appears.
2. Click **Edit** or any item in the row of the call capacity group to modify. The *Group – Call Capacity Modify* page appears.
3. Type over any existing information you want to change.
4. Enter the search criteria or click **Search** to add users to the list of *Available Users*. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Guide*.
5. To assign additional users, click the user's name to add in the *Available User(s)* box and then click **Add >**. The user's name appears in the *Assigned User(s)* box.
6. To remove assigned user(s) and return them to the *Available Users* box, click the *Assigned User(s)* and click **Remove <**. 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 move all the available users from one box to the other, click **Add All >>**. To move all the assigned users from one box to the other, click **Remove All <<**.

7. Click **Delete** to delete this call capacity group. The *Group – Call Capacity* page appears.



Note: 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.

8. To save your changes and display the previous page, click **OK**.

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

12.4.4.4 Delete Call Capacity Groups

Use the *Group – Call Capacity* page to delete call capacity groups within a specific group.

The *Group – Call Capacity* page allows you to delete call capacity groups for a specific group. The group name, default states, maximum active calls, and incoming and outgoing limits appear for each group.

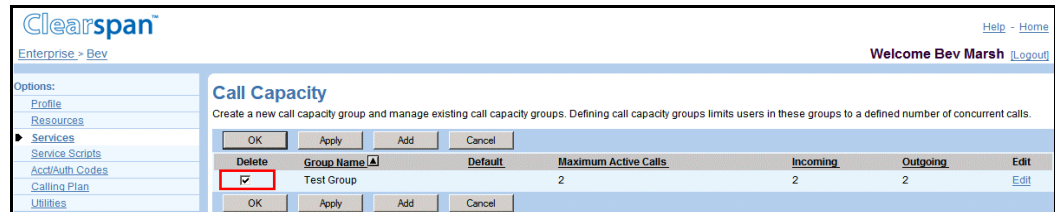


Figure 230 Group – Call Capacity

1. On the *Group – Services* menu page, click **Call Capacity**. The *Group – Call Capacity* page appears.
2. Check the *Group Name* of the call capacity group to delete.
3. Save your changes. Click **Apply** or **OK** delete the call capacity. 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: 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.

12.4.5 SET ROUTING POLICIES

Routing policies apply to all Call Center services.

Use the *Group – Call Center Routing Policies* page to select the routing policy for your enterprise call centers and to prioritize the call centers in your enterprise.

Clearspan™ Enterprise

Help - Home

Welcome Enterprise Test [Logout]

Options:

- Profile
- Resources
- Services
- Call Center
- Utilities

Call Center Routing Policies

Select the Call Center routing policy and place the call centers in the enterprise in priority order.

OK Apply Cancel

Routing Policy: ☒ Longest Wait Time ☐ Priority Order

Call Center Name	Priority
TestingCallCenter	1
Testing Too Call Center	2

OK Apply Cancel

Figure 231 Call Center Routing Policies for the Enterprise



Note: The page lists the call centers for all the groups in your enterprise.

1. On the *Group – Services* menu page, click **Call Centers**. The *Group – Call Centers* page appears.

Click the **Routing Priority Settings** link. The *Call Center Routing Policies* page for an enterprise appears.

2. Select the routing policy you want to apply when routing calls to call centers from the following:
 - Longest Wait Time
 - Policy Order
3. Place your enterprise call centers in order of priority. For each call center, enter its priority in the *Priority* text box, where 1 is the highest priority, 2 is the second highest priority, and so on.

You can enter any whole or decimal number. When the page is refreshed, the call centers are re-numbered from 1 to N, in the relative order assigned by you, and reordered accordingly. For example, if you assigned priority 7 to call center A and priority 3.5 to call center B, the call center B is listed first with priority 1 and the call center A is listed second with priority 2.

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

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

12.4.5.1 Configure Agent Unavailable Codes

Agent unavailable code settings apply to Call Center – Standard, and Call Center – Premium services. The *Default Code on personal calls* setting is not available to Standard call centers.

Agent unavailable codes can be used to track agents' unavailability. Agents may be required to enter an unavailable code when they change their ACD status to unavailable. You can also configure the feature to automatically assign a predefined unavailable code

to agents in specific situations, such as receiving a personal call or enabling Do Not Disturb.

Use the *Group – Agent Unavailable Codes* page to configure the agent unavailability codes for your enterprise.



Note: Although the codes are configured at the group level, they are available to all the groups in the enterprise.

You can access this page by clicking the Agent Unavailable Codes link either from the *Group – Call Center* page of a group that has been authorized a Call Center service (Call Center – Basic, Call Center – Standard, or Call Center – Premium).

The enterprise has to have the Call Center – Standard or Call Center – Premium service authorized, for the link to be accessible from a *Group – Call Center* page.

You access the *Group – Agent Unavailable Codes* page either from the *Group – Call Center* page for a group with the Call Center – Premium or Call Center – Standard service authorized.



Note: Agent unavailable code settings apply to Standard and Premium call centers. Therefore, any changes made on the *Group – Agent Unavailable Codes* page affect call centers in your enterprise independently of how this page was accessed.

Clearspan™ Enterprise Help - Home

Welcome Enterprise Test [\[Logout\]](#)

Options:

- [Profile](#)
- [Resources](#)
- [Services](#)
- [Call Center](#)
- [Utilities](#)

Agent Unavailable Codes

Add, modify, or remove Agent Unavailable Codes for Call Centers and Route Points.

OK Apply Add Cancel

☒ Enable Agent Unavailable Codes

Default Code on Do Not Disturb activation: None

Default Code on personal calls: None

Default Code on consecutive bounces: None

☐ Force use of Agent Unavailable Codes with Default Code: None

Active	Code ▲	Description	Edit
☒	01	Lunch	Edit
☒	02	Doggie Walk	Edit
☒	03	Cleanup	Edit

[Page 1 of 1]

Code Starts With [Find](#) [Find All](#)

OK Apply Add Cancel

Figure 232 Group – Agent Unavailable Codes

12.4.5.1.1 Configure Agent Unavailable Codes Settings

1. On the *Group – Services* menu page for the selected group, click **Call Center**. The *Group – Call Centers* page appears.
2. Click **Agent Unavailable Codes**. The *Group – Agent Unavailable Codes* page appears. The following table explains the options available on this page.

PARAMETER	DESCRIPTION
<i>Enable Agent Unavailable Codes</i>	This option allows you to enable (or disable) the Agents Unavailable Codes feature. When the feature is disabled, unavailable codes received from any client or device are ignored and no error is generated.
<i>Force use of Agent Unavailable Codes</i>	This option, when enabled, forces the use of agents' Unavailable Code. When enabled, a Default (unavailable) Code must be selected in case a client or device does not provide a code.
<i>Default (unavailable) Code</i>	This is a generic unavailability code, used when the agent's Unavailability Code is required but no code or an invalid code is provided. This parameter must be specified if <i>Force use of Agent Unavailable Codes</i> is checked.
<i>Default Code on Do Not Disturb activation</i>	This unavailability code, when configured, is assigned to agents when their ACD state changes to "Unavailable" on activation of the Do Not Disturb service. If no code is specified in this option and <i>Force use of Agent Unavailable Codes</i> is enabled, the generic Default Code (set on this page) is used.
<i>Default Code on personal calls (Premium call centers)</i>	Configure this option if you want an unavailability code to be automatically assigned to agents when they make or receive personal calls. If no code is specified and <i>Force use of Agent Unavailable Codes</i> is enabled, the generic Default Code (set on this page) is used.
<i>Default Code on consecutive bounces</i>	Configure this option if you want an unavailability code to be automatically assigned to an agent when a configurable number of consecutive calls delivered to the agent have bounced. If no code is specified and <i>Force use of Agent Unavailable Codes</i> is enabled, the generic Default Code (set on this page) is used.

3. To enable the Agent Unavailable Codes service, check *Enable Agent Unavailable Codes*.
4. From the *Default Code on Do Not Disturb activation* list, select the code to be automatically assigned to agents when they turn on their Do Not Disturb service.
5. From the *Default code on personal calls* list, select the code to be automatically assigned to agents when they are on personal calls.
6. From the *Default code on consecutive bounces* list, select the code to be automatically assigned to agents when they fail to answer a configured number of consecutive calls.
7. To force the use of Agent Unavailable Codes, check *Force use of Agent Unavailable Codes with Default Code* and select the default code from the list.
8. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

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

12.4.5.1.2 Add Agent Unavailable Code

Use the *Group – Agent Unavailable Codes Add* page to add an agent unavailable code.

Clearspan™ Enterprise Help - Home
 Welcome Enterprise Test [Logout](#)

Options:
[Profile](#)
[Resources](#)
[Services](#)
 • [Call Center](#)
[Utilities](#)

Agent Unavailable Codes

Add, modify, or remove Agent Unavailable Codes for Call Centers and Route Points.

OK Apply Add Cancel

☒ Enable Agent Unavailable Codes

Default Code on Do Not Disturb activation:

Default Code on personal calls:

Default Code on consecutive bounces:

☐ Force use of Agent Unavailable Codes with Default Code:

Active	Code	Description	Edit
☒	01	Lunch	Edit
☒	02	Doggie Walk	Edit
☒	03	Cleanup	Edit

[Page 1 of 1]

Code Starts With [Find](#) [Find All](#)

OK Apply Add Cancel

Figure 233 Agent Unavailable Codes Add Page for Enterprise Call Centers

1. On the *Group – Services* menu page for the selected group, click **Call Center**. The *Group – Call Centers* page appears.
2. Click the **Agent Unavailable Codes** link. The *Group - Agent Unavailable Codes* page appears.
3. Click **Add**. The *Group - Agent Unavailable Codes Add* page appears.
4. Enter the code name and description. The name must be unique in your enterprise.
5. To activate the code, check **Active**.
6. Click **OK** to save your changes or click **Cancel** to exit the page without saving.

12.4.5.1.3 Modify or Delete Agent Unavailable Codes

Use the *Group – Agent Unavailable Codes Modify* page to edit or delete an agent unavailable code.

Clearspan™ Enterprise Help - Home
 Welcome Enterprise Test [Logout](#)

Options:
[Profile](#)
[Resources](#)
[Services](#)
 • [Call Center](#)
[Utilities](#)

Agent Unavailable Codes Modify

Agent Unavailable Codes Modify allows you to modify an existing Unavailable Code entry.

OK Delete Cancel

☒ Active

Code: 01

Description:

OK Delete Cancel

Figure 234 Agent Unavailable Codes Modify Page for Enterprise Call Centers

1. On the *Group – Services* menu page for the selected group, click **Call Center**. The *Group – Call Centers or Group* page appears.
2. Click the **Agent Unavailable Codes** link. The *Group - Agent Unavailable Codes* page appears.
3. Click **Edit** in the row for the code you want to modify or delete. The *Group - Agent Unavailable Codes Modify* page appears.
4. To delete the code, click **Delete**. The code is deleted and the previous page appears.



WARNING: THE DELETE OPERATION IS FINAL. ONCE YOU DELETE AN AGENT UNAVAILABLE CODE, YOU CANNOT UNDO THE OPERATION.

5. To modify the code, change information as required.
6. To save your changes, click **OK**. To exit without changing, click **Cancel**.

12.4.5.1.4 View, Activate, or Deactivate Agent Unavailable Code

Use the *Group – Agent Unavailable Codes* page to enable or disable agent unavailable codes.

Figure 235 Agent Unavailable Codes Page for Enterprise Call Centers

1. On the *Group – Services* menu page for the selected group, click **Call Center**. The *Group – Call Centers* page appears.
2. Click the **Agent Unavailable Codes** link. The *Group – Agent Unavailable Codes* page appears.
3. To find a desired code, 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*.
4. To activate an agent unavailable code, check the *Available* box in the row for the code. To deactivate the code, deselect the box.
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, click **Cancel** or select another page.

12.4.5.2 Configure Enterprise-level Disposition Codes

Disposition code settings apply to the Call Center – Premium service.

Disposition codes are additional attributes that can be applied to call center calls. This allows calls to be tagged with promotions, topics, and so on.

Disposition codes can be defined at the enterprise level, in which case they apply to all Premium call centers in the enterprise, or at the call center level, in which case they apply only to the call center where they are defined.

Use the *Group – Call Disposition Codes* page to configure enterprise-level disposition codes.

Access the *Group – Call Disposition Codes* page by clicking the Call Disposition Codes link either from the *Group – Call Center* page for a group with a Call Center service authorized and assigned.

The enterprise must have the Call Center – Premium service authorized, for the link to be accessible from a *Group – Call Center* page.



Note: Enterprise-level disposition codes can be applied to all Premium call centers in your enterprise. Therefore, any changes made on the *Group – Call Disposition Code* page affect call centers in your enterprise independently of how this page was accessed.

Although enterprise-level disposition codes are configured at the group level, they are available to all the groups in the enterprise.

Figure 236 Group – Call Disposition Codes

12.4.5.3 View and Activate Disposition Codes

Use the *Group – Call Disposition Codes* page to view and activate call disposition codes for your group's call centers.

1. On the *Group – Services* menu page for the selected group, click **Call Center**. The *Group – Call Center* page appears.

2. Click **Disposition Codes**. The *Group – Call Disposition Codes* page appears.
3. Check the *Active* box in the rows for the codes you want to activate.
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, click **Cancel** or select another page.

12.4.5.3.1 Add Disposition Code

Use the *Group – Call Disposition Code Add* page to add an enterprise-level disposition code.

Figure 237 Group – Call Disposition Codes Add

1. On the *Group – Services* menu page for the selected group, click **Call Center**. The *Group – Call Center* page appears.
2. Click **Disposition Codes**. The *Group – Call Disposition Codes* page appears.
3. Click **Add**. The *Group – Call Disposition Codes Add* page appears.
4. To activate the code you are creating, check *Active*.
5. Enter the code. The code has to be unique in your enterprise.
6. Enter the description of the code.
7. To save your changes and return to the previous page, click **OK**.

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

12.4.5.3.2 Modify or Delete Disposition Code

Use the *Code* tab (default) on the *Group – Call Disposition Code Modify* page to modify or delete an enterprise-level disposition code.

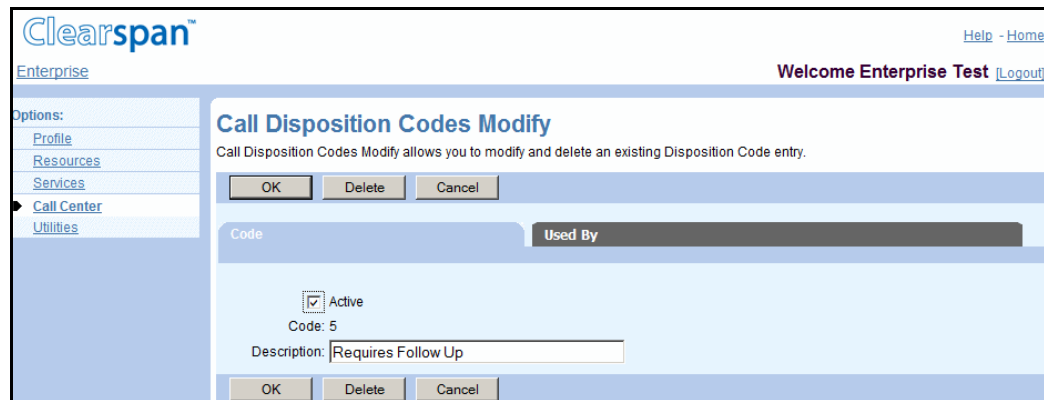


Figure 238 Call Center – Call Disposition Codes Modify

1. On the *Group – Services* menu page for the selected group, click **Call Center**. The *Group – Call Center* page appears.
2. Click **Disposition Codes**. The *Group – Call Disposition Codes* page appears.
3. Click **Edit** in the row for the disposition code you want to modify or delete. The *Group – Call Disposition Codes Add* page appears.
4. To delete the code, click **Delete**. The code is deleted and the previous page appears.



WARNING: THE DELETE FUNCTION IS FINAL AND CANNOT BE UNDONE.

To modify the code, change information as required.

5. To save your changes and return to the previous page, click **OK**.

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

12.4.5.3.3 View Disposition Code Usage

Use the *Usage* tab on the *Group – Call Disposition Code Modify* page to view an enterprise-level disposition code usage.

Clearspan™ Enterprise

Help - Home

Welcome Enterprise Test (Logout)

Options:

- Profile
- Resources
- Services
- Call Center
- Utilities

Call Disposition Codes Usage

Call Disposition Codes Usage allows you to see the list of call centers using the specified disposition code as default.

Disposition Code: 10

Code Used By

Group ID	ID	Name	Type	Edit
No Entries Present				

[Page 1 of 1]

Group ID Starts With Find Find All

OK

Figure 239 Group – Call Disposition Codes Modify

1. On the *Group – Services* menu page for the selected group, click **Call Center**. The *Group – Call Center* page appears.
2. Click **Disposition Codes**. The *Group – Call Disposition Codes* page appears.
3. Click **Edit** in the row for the disposition code you want to view. The *Group – Call Disposition Codes Modify* page appears.
4. Click the *Usage* tab. The page displays the usage of the selected disposition code.
5. Click **OK** to display the previous page.

12.4.6 CONFIGURE EMERGENCY ZONES

Use the *Group – Emergency Zones* page to activate emergency zones within a specific group.

12.4.6.1 Create Emergency Zones

Use the *Group – Emergency Zones* page to activate emergency zones within a group.

The *Group – Emergency Zones* page allows you to activate emergency zones within a specific group. Emergency Zones reject all calls or emergency calls for mobile SIP users when they are outside of their home zone.



WARNING: ENSURE THAT A HOME ZONE IS DEFINED WITH THE EMERGENCY ZONES FEATURE TURNED ON. OTHERWISE, NO CALLS ARE ACCEPTED WITHIN THE GROUP.

Figure 240 Group – Emergency Zones

1. On the *Group – Services* menu page, click **Emergency Zones**. The *Group – Emergency Zones* page appears.
2. Click Emergency Zones “On”.



Note: Ensure that a home zone is defined with the Emergency Zones feature turned on. Otherwise, no calls are accepted within the group.

3. Click Reject all registrations and outgoing call originations from outside of the home zone to prohibit all calls from outside of the home zone.

-or-

Click Reject emergency call originations from outside of the home zone to prohibit emergency calls from outside the home zone.

4. Check *When an emergency call is made, send e-mail to:* check box and type an e-mail address to send an e-mail upon arrival of an emergency call to the home zone.

The e-mail address must be from 3 through 80 characters in user@domain format. It can contain only one @ sign and the following characters: letters, digits, !, #, \$, %, &, *, +, -, /, =, _, {, }, |, ~, `., ?, ^, or single quotes.

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.

12.4.6.2 Define a Home Zone for Emergency Zones

Use the *Group – Emergency Zones Add* page to define a home zone to be used in conjunction within emergency zones for a specific group.



WARNING: ENSURE THAT A HOME ZONE IS DEFINED WITH THE EMERGENCY ZONES FEATURE TURNED ON. OTHERWISE, NO CALLS WILL BE ACCEPTED WITHIN THE GROUP.

Figure 241 Group – Emergency Zones Add

1. On the *Group – Services* menu page, click **Emergency Zones**. The *Group – Emergency Zones* page appears.
2. Click **Add**. The *Group – Emergency Zones Add* page appears.
3. Enter an IP address or address range.
 - To enter an IP address, check the *IP Address* option and type the address to add to the home zone.
 - To enter a range of IP addresses, check the *IP Address Range* option and type the IP address range to add to the home zone.

Both IPv4 and IPv6 addresses and address ranges are allowed.

For IPv4 addresses, ranges are limited to the fourth octet and wildcard characters are not permitted in ranges. Wildcard characters (*) are only permitted for fourth octet of an IP address. An asterisk (*) can be used to represent all numbers within the 0 to 255 range. A question mark (?) can be used to represent any single digit in the 0 to 9 range.

For IPv6 addresses, wildcard characters are not supported, but ranges can span over the entire address.

4. Click *IP Address Range* and type the IP address range to add to the home zone.
5. To save your changes and display the previous page, click **OK**.

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

12.4.6.3 Modify or Delete Home Zone within Emergency Zone

Use the *Group – Emergency Zones Modify* page to modify a home zone within an emergency zone for a specific group.

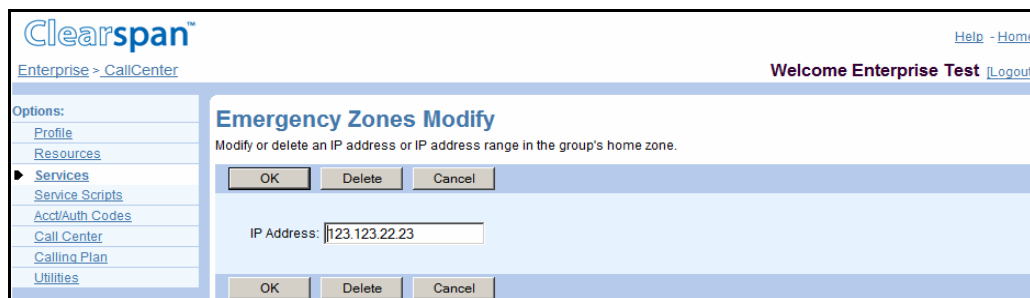


Figure 242 Group – Emergency Zones Modify

1. On the *Group – Services* menu page, click **Emergency Zones**. The *Group – Emergency Zones* page appears.
2. Click **Edit** in the row for the home zone to edit or click on any item in the row. The *Group – Emergency Zones Modify* page appears.
3. Type over the IP address (or range) to modify.
4. To save your changes and display the previous page, click **OK**.

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

To Delete a Home Zone:

5. Check the *Home Zone* box to delete.
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.



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

12.4.7 CONFIGURE MWI DELIVERY TO MOBILE ENDPOINT

Use the *Group – MWI Delivery to Mobile Endpoint* page to specify whether group or enterprise SMS message templates should be used for that group to send message waiting indicator (MWI) information to the user's mobile phone.

- 1) On the *Group – Services* menu page, click **MWI Delivery to Mobile Endpoint**. The *Group – MWI Delivery to Mobile Endpoint* page appears.
- 2) For *Use Template Settings*, select *Service Provider* to have the system use enterprise templates for the group, or select *Group* to have the system use group custom templates for the group.

When you select *Group*, the group is allowed to create their own SMS templates.

- 3) Save your changes. Click **Apply** or **OK** to delete the numbers. 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.

12.4.8 CONFIGURE PREFERRED CARRIER GROUP

Use the *Group – Preferred Carrier Group* page to assign preferred intra-LATA, inter-LATA, and international carriers to the group.

Figure 243 Group – Preferred Carrier Group

1. On the Group – Services menu page, click Preferred Carriers Group. The Group – Preferred Carriers Group page appears.
2. Edit the fields provided.

For each type of carrier (intra-LATA, inter-LATA and international), choose whether to use the preferred carrier for the enterprise, or a different carrier you select from the list box provided.

3. Save your changes. Click **Apply** or **OK** to delete the numbers. 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.

12.4.9 IDENTIFY THIRD-PARTY VOICE MAIL SUPPORT SERVER

Use the *Group – Third-Party Voice Mail Support* page to identify a third-party voice mail platform for a specific group.

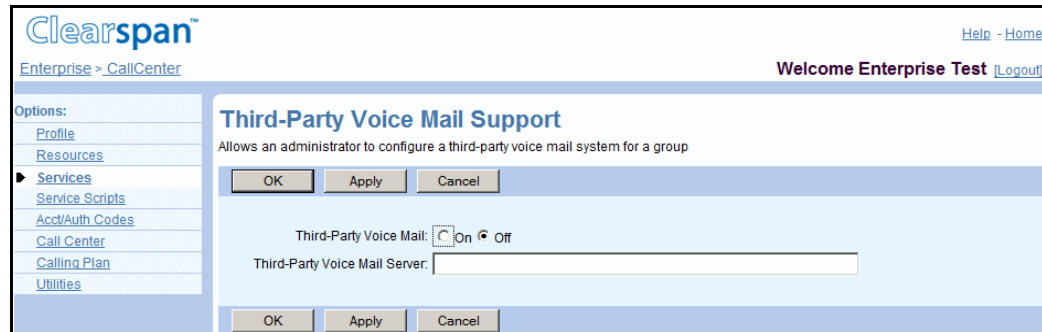


Figure 244 Group – Third-Party Voice Mail Support

1. On the *Group – Services* menu page, click **Third-Party Voice Mail Support**. The *Group – Third-Party Voice Mail Support* page appears.
2. Click *Third-Party Voice Mail* “On” (to enable the service).
3. Type the phone number or URL of the external voice mail platform. The maximum numbers of characters for a URL is 161. Phone numbers must be from 2 through 30 digits.
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.

12.5 COMMUNICATION BARRING MENU

This guide provides information and procedures for managing communication barring settings for a group performed by an enterprise administrator. For information and procedures performed by a group administrator, see the *Clearspan Application Server Group Web Interface Administration Guide*.

12.5.1 ACCESS COMMUNICATION BARRING MENU

Use the *Group – Communication Barring* menu page to manage communication barring settings for the group.

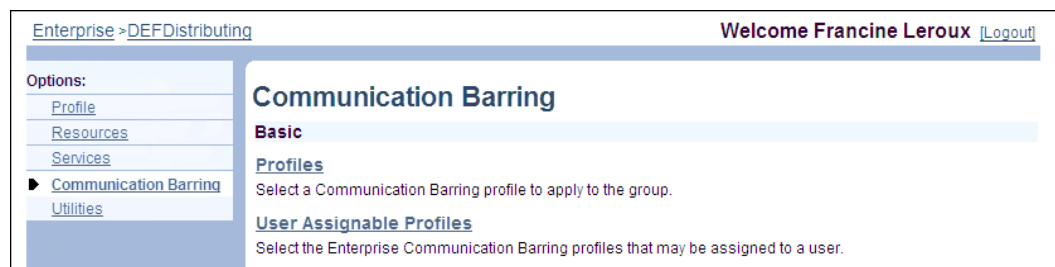


Figure 245 Group – Communication Barring Menu

From the *Group – Profile* menu page, in Options List, click **Communication Barring**. The *Group – Communication Barring* menu page appears.

12.5.2 SELECT OR VIEW GROUP COMMUNICATION BARRING PROFILE

Use the *Group – Communication Barring Profiles* page to view or assign a communication barring profile to a group.

Figure 246 Group – Communication Barring Profiles

Figure 247 Group – Communication Barring Profiles (Read-Only)

1. On the Group – Communication Barring menu page, click **Profiles**. The Group – Communication Barring Profiles page appears.



Note: This page is read-only for administrators with read-only access to Communication Barring settings.

2. Select the profile to assign to the group:
 - To use your enterprise's default profile, check Use the default Service Provider Communication Barring profile.
 - To use another profile, check Use this Service Provider Communication Barring profile and select the profile from the drop-down list.
3. 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.

12.5.3 SELECT COMMUNICATION BARRING PROFILE ASSIGNABLE TO USERS

Use the *Group – Communication Barring Profiles* page to view or assign to a selected group communication barring profiles that can be assigned to users in the group.



Figure 248 Group – User Assignable Communication Barring Profiles

1. On the Group – Communication Barring menu page, click **User Assignable Profiles**. The Group – Communication Barring Profiles page appears.
2. Select profiles that can be assigned to users in the group:
 - In the *Available Profiles* column, select profiles to add and click **Add**. Or to assign all available profiles, click **Add All**.

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

 - To deselect some profiles, click the profiles in the *User Assignable Profiles* column and then click **Remove**. Or to deselect all profiles, click **Remove All**.
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.

12.6 CALL CENTER MENU

The *Group – Call Centers* page, accessible from the *Group – Call Center* menu page for any group with a Call Center service assigned, includes links to pages that allow you to configure enterprise-level settings for the Call Center service. These pages are also accessible from the *Enterprise – Call Center* menu page.

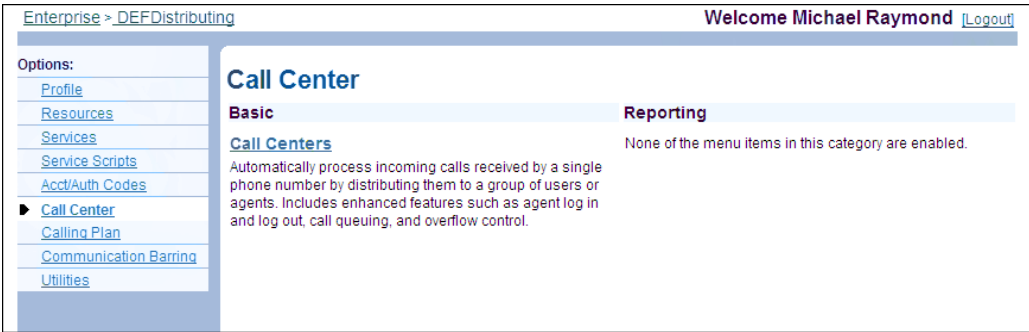


Figure 249 Group – Call Center Menu

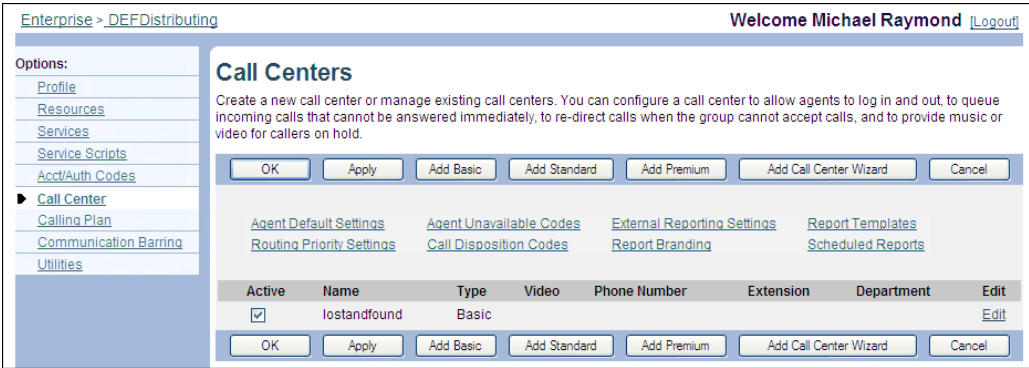


Figure 250 Group – Call Centers (Call Center – Premium)



Notes: Group administrators do not have access to these enterprise level settings.

Some agent settings can be overridden by group administrators at the user level. For more information, see the *Clearspan Application Server Group Web Interface Administration Guide Part 2*.

12.7 UTILITIES MENU

Use this menu to access utilities menu and intercept group.

This guide provides information and procedures for adding and modifying group utilities performed by an enterprise. For information and procedures performed by a group administrator, see the *Clearspan Application Server Group Web Interface Administration Guide (Parts 1 and 2)*.

12.7.1 ACCESS UTILITIES MENU

Use the *Group – Utilities* menu page to configure group utilities for a specific group.

The *Group – Utilities* menu page displays menu items for configuring utilities for a specific group.

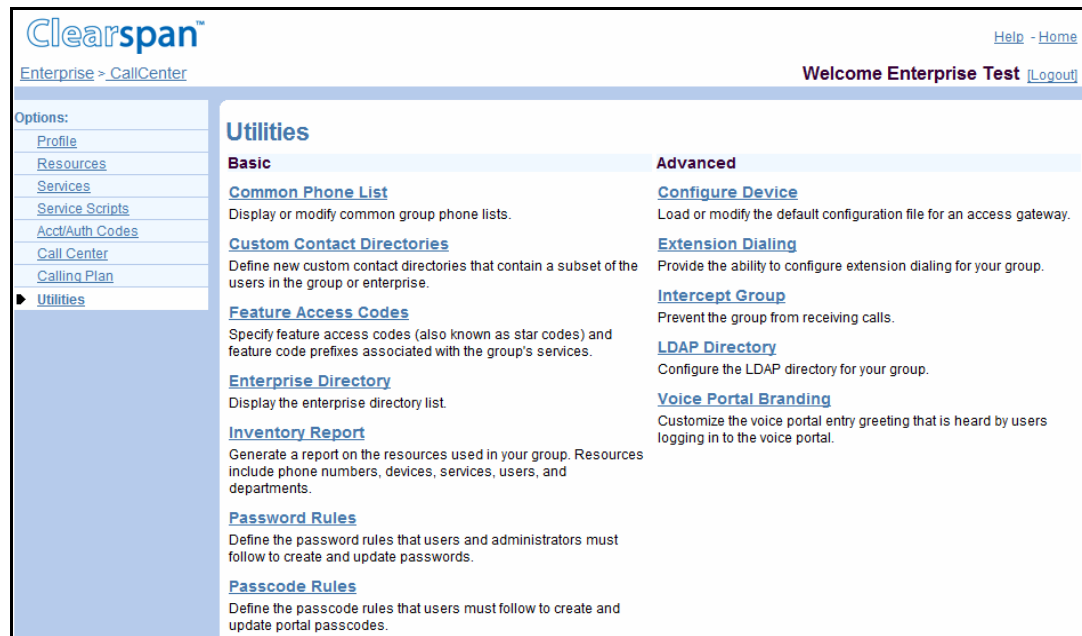


Figure 251 Group – Utilities Menu

From the *Group – Profile* menu page, in Options List, click **Utilities**. The *Group – Utilities Menu* page appears.

12.7.2 INTERCEPT GROUP

Use the *Group – Intercept Group* page to temporarily take a group out of service.

The *Group – Intercept Group* page allows you take a group out of service while providing callers with informative announcements and alternate routing options.



Notes: Options configured on this page apply to all users in the group.

The default announcement is the same for inbound and outbound calls.

Figure 252 Group – Intercept Group

1. On the *Group – Utilities* menu page, click **Intercept Group**. The *Group – Intercept Group* page appears.
2. For *Intercept Group*, select *On* to enable the service. Calls are only intercepted when the service is turned on.
3. If you selected *On*, configure the remaining parameters as needed.

Inbound Announcements:

- To play the default announcement message, select *Default Announcement*. When callers access this message, they hear, “The number you are trying to reach is out of service”.
- To play a custom announcement, select *Personal Announcement* and type the path and file name of a .WAV file with your greeting in the *Load Personal Audio Announcement* text box, or click **Browse** to select a file on your computer. If your Intercept Group service has video support enabled, you can also type the path and file name of a .MOV file with your greeting in the *Load Personal Video Announcement* text box, or click **Browse** to select a file on your computer.

Inbound Call Options:

- To intercept all incoming calls, select *Intercept All Inbound Calls*.
- To allow incoming calls from specific, system-defined phone numbers, select *Allow Inbound Calls from System-Defined Phone Numbers*. This allows certain types of inbound calls to be routed to intercepted users (for example, Public Safety Answering Point (PSAP) call back and customer care), as defined by the

carrier. When this option is enabled, incoming calls from phone numbers that match the system-defined numbers are delivered to the users' phones. The remaining calls are intercepted and given treatment.

- To allow users to receive calls, select *Allow Inbound Calls (Partial Intercept)*. When this option is selected, the *Route to Voice Mail*, *Play new Phone Number*, and *Transfer on "0" to Phone Number* options are disabled.

In addition, to play an alternate announcement to users trying to make calls, check *Use Alternate Outbound Blocking Announcement*. When users in this group try to make calls, they hear the following message: "This line has been temporarily placed out of service. You can receive calls but you cannot make calls. Please contact your operator."

- To route intercepted calls to users' voice mail instead of playing an announcement, check *Route to Voice Mail*.

When this option is checked, the *Play new Phone Number* and *Transfer on "0" to Phone Number* options are disabled.

- To play a new number to callers of intercepted incoming calls, check *Play new Phone Number*.
- To transfer intercepted incoming calls to a specified number when callers press "0", select the *Transfer on "0" to Phone Number* box and type the phone number to forward the call to. This, for example, can be the number to reach a receptionist.

Outbound Call Options:

- To block all outgoing calls, select *Block All Outbound Calls*.
 - To transfer outgoing calls to another phone number, select *Route to Phone Number*, and then enter the number where you want to route the intercepted user.
 - To allow intercepted users to make local calls, select *Allow Outbound Local Calls*.
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.

13 CONFIGURE USER SERVICES AND SETTINGS

This section provides information and procedures for the following user-level configuration tasks that are accessible only to an enterprise administrator.

13.1 SELECT USER

Use the *Enterprise – Users* page to select a user to configure.

The *Enterprise – Users* page allows you to select a user to configure. The *Enterprise – Users* 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*.

Clearspan™ Enterprise > CallCenter Help - Home

Welcome Enterprise Test [Logout](#)

Options:

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

Users

Add a new user or manage existing users in your department or group.

OK Add Cancel

Enter search criteria below

Last Name Starts With + Search

Last Name ▲	First Name	Department	Phone Number	E-mail Address	In Trunk Group	Edit
01Fall	Autumn	Answering (CallCenter)		Tester01@bow.wow		Edit
02Mylo	Katy	Calling (CallCenter)	+1-9763331042	Tester02@meow.meow		Edit
03Rita	Cheeta	Answering (CallCenter)	+1-9763331043	Tester03@bow.wow		Edit
04Pudding	Dumpling	Calling (CallCenter)	+1-9763331044	Tester04@bow.wow		Edit
05Marley	Harlee	Answering (CallCenter)	+1-9763331045	Tester05@bow.wow		Edit
06Percy	Mercy	Calling (CallCenter)	+1-9763331046	Tester06@bow.wow		Edit
07Grace	Gracie	Answering (CallCenter)	+1-9763331047	Tester07@bow.wow		Edit
08Popcorn	Poppy	Calling (CallCenter)	+1-9763331048	Tester08@bow.wow		Edit
09Witch	Switch	Answering (CallCenter)	+1-9763331049	Tester09@bow.wow		Edit
10Dandy	Mattie	Calling (CallCenter)	+1-9763331050	Tester10@bow.wow		Edit
11Salty	Pepper	Answering (CallCenter)	+1-9763331051	Tester11@bow.wow		Edit
12Snappy	Ginger	Calling (CallCenter)	+1-9763331052	Tester12@bow.wow		Edit
13Dolly	Ollie	Answering (CallCenter)	+1-9763331053	Tester13@bow.wow		Edit
14Camy	Amy	Calling (CallCenter)	+1-9763331054	Tester14@bow.wow		Edit
15Precious	Gem	Answering (CallCenter)	+1-9763331055	Tester15@bow.wow		Edit
16Perky	Gretie	Calling (CallCenter)	+1-9763331056	Tester16@bow.wow		Edit
17Slug	Bug	Answering (CallCenter)	+1-9763331057	Tester17@bow.wow		Edit
18Sugar	Spicy	Calling (CallCenter)	+1-9763331058	Tester18@bow.wow		Edit

[Page 1 of 1]

OK Add Cancel

Figure 253 Group – Users

1. On your *Home* page, in the *Options* list, click **Profile**. The *Enterprise – Profile* menu page appears.
2. Select **Users**. The *Enterprise – Users* page appears. This is a list page. For information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.
3. Click **Edit** or any item in the row of the user to configure. The *User – Profile* menu page appears.

13.2 ASSIGN A HOME ZONE

When a user has been assigned the Zone Calling Restrictions service, the administrator can configure a home zone for the user.

Use the *User – Zone Calling Restrictions* page to configure the home zone for the user.

Figure 254 User – Zone Calling Restrictions

1. On the *User – Call Control* page, click **Zone Calling Restrictions**. The *User – Zone Calling Restrictions* page appears.
2. From the *Home Zone* drop down list, select the home zone you want to assign to the user.
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, select another page or click **Cancel** to display the previous page.

13.3 CONFIGURE EXTERNAL CUSTOM RINGBACK

Use the *User – External Custom Ringback* page to enable or disable the service for an individual user, and also configure user-level settings to override the service provider-level settings.

Figure 255 User – External Custom Ringback

1. From the *User – Incoming Calls* menu page, select **External Custom Ringback**. The *User – External Custom Ringback* page appears.
2. For *External Custom Ringback*, select “On” to enable the service and select “Off” to disable the service.
3. For the *External Custom Ringback URI*, select “Service Provider” to select the service provider level. Select “User” to select the user level.
4. In the *Contact sip* text box, enter the SIP URI.
5. To save your changes, click **Apply** or **OK**. Apply saves your changes and displays the previous page.

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

13.4 CONFIGURE CLASSMARK

Enterprise administrators are responsible for associating a classmark with a user.

Users have to have the Classmark service assigned before a classmark can be associated with their accounts.

Use the *User – Classmark* page to assign a classmark to the user.

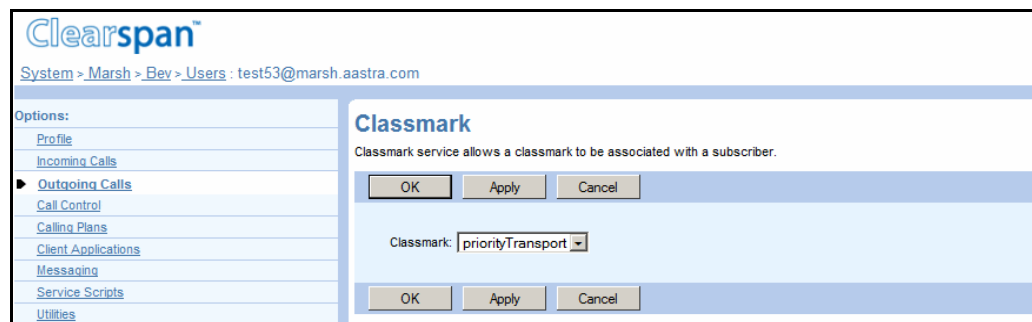


Figure 256 User – Classmark

1. From the *User – Outgoing Calls* menu page, select **Classmark**. The *User – Classmark* page appears.
2. From the *Classmark* drop-down list, select the classmark to assign to the user.
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, select another page or click **Cancel** to display the previous page.

13.5 CONFIGURE CHARGE NUMBER SERVICE

Enterprise administrators are responsible for configuring the Charge Number service for users. When assigned to a user, the Charge Number service allows the enterprise administrator to assign a charge number to users.

When assigned, the charge number is included in the Call Detail Records (CDRs) generated for the user's originating calls and included in the SIP INVITEs of the calls originated by the user.

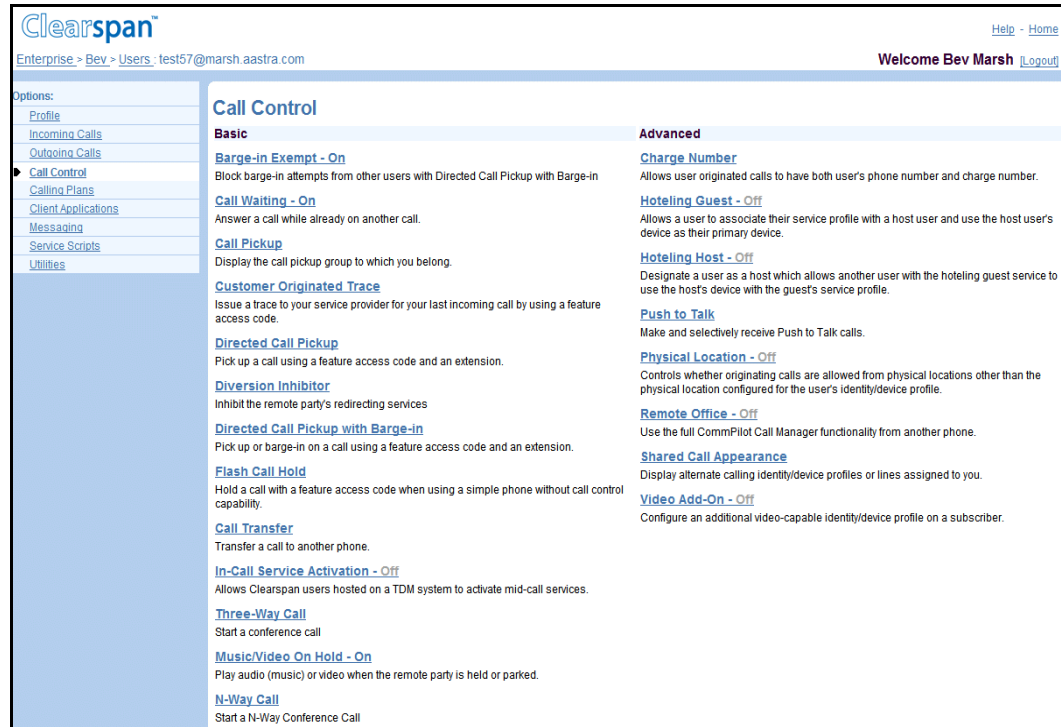


Figure 257 User – Call Control Menu

1. From the *User – Call Control* page, select **Charge Number**.

The User – Charge Number page appears.

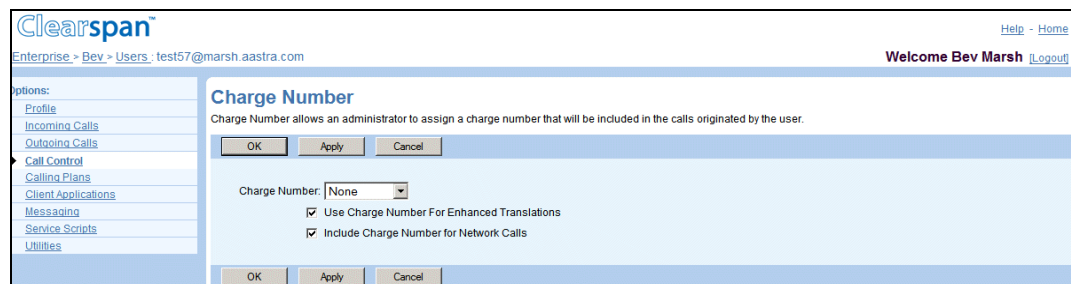


Figure 258 User – Charge Number

2. Select the number from the *Charge Number* drop-down list.

3. Check *Use Charge Number For Enhanced Translations* if you want the charge number to be used for enhanced translations.
4. Check *Include Charge Number for Network Calls* if you want the Application Server to add a Charge or P-Charge info header to the SIP INVITE sent to the network for the outgoing calls.
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.

13.6 CONFIGURE OUTGOING MESSAGE WAITING INDICATOR

Use the *User – Outgoing Message Waiting Indicator* page to configure the outgoing message waiting indicator on a user's telephone. This function allows devices that are external to Clearspan to send message waiting indicators that flash when calls from the Clearspan network are received in the Voice Messaging service of the external device.

The *User – Outgoing Message Waiting Indicator* page allows you to configure the system to send a message to other devices to allow the user's message waiting indicator (MWI) to work on their phone when placing messages on external voice mail systems.

Figure 259 User – Outgoing Message Waiting Indicator

1. On the *User – Profile* menu page, in the *Options* list, click **Messaging** to access the *User – Messaging* menu page.
2. Click **Outgoing MWI**. The *User – Outgoing Message Waiting Indicator* page appears.
3. For *Outgoing SMDI Message Waiting Indicator*, select *On* to enable this functionality. Select *Off* to disable it.



Note: MWI messages cannot be sent over the SMDI interface unless this functionality is enabled for the user. At least one number must be specified for the user.

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.

13.6.1 ADD NUMBER

1. On the *User – Outgoing Message Waiting Indicator* page, type the phone number to add. Type a number of 10 digits. Numbers are not displayed to users.
2. Click **Add**. The phone number appears in the list of phone numbers at the bottom of the 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.

13.6.2 DELETE NUMBER

1. On the *User – Outgoing Message Waiting Indicator* page, select the phone number to delete.
2. Click **Delete**. The list of phone numbers appears at the bottom of the page with the phone number removed.
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.



Note: To delete the last phone number, turn off the Outgoing SMDI Message Waiting Indicator and then delete the phone number.

13.7 CONFIGURE THIRD-PARTY VOICE MAIL

The *User – Third Party Voice Mail* page allows you to configure Clearspan users to properly access the external voice mail platform on deposit and retrieval. This includes specifying the address of the external voice platform (phone number or SIP URI) and the custom mailbox ID for each user using the external voice mail service.

Figure 260 User – Third-Party Voice Mail Support

1. On the *User – Messaging* menu page, click **Third-Party Voice Mail Support**. The *User – Third-Party Voice Mail Support* page appears.
2. To activate the service, select *On*; to deactivate it, select *Off*.
3. To send all calls to voice mail, check *Send All Calls to Voice Mail*.
4. To send busy calls to voice mail, check *Send Busy Calls to Voice Mail*.
5. To send unanswered calls to voice mail, check *Send Unanswered Calls to Voice Mail*.
6. To send mobile calls to voice mail when the user is outside of the primary zone, check *Send Calls while out of Primary Zone to Voice Mail*.



Note: This setting only applies to users who have an office zone and primary zone assigned.

7. To select the mail server, select *Group Mail Server* or *User Specific Mail Server*. If you select a user specific mail server, type the phone number or SIP URI of the external voice mail platform. The maximum number of characters for a URI is 161. Phone numbers can be from 2 through 30 digits.



Note: If you select a user specific mail server, it takes precedence over a group mail server.

8. Set the user's Mailbox ID on the third-party voice mail platform. Select the user's (or group's) phone number or specify a SIP URI.
9. Select the number of rings before the voice mail greeting is played.



Note: This setting does not apply to virtual users.

10. 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: Third-party voice mail supports the Direct Voice Mail Transfer and Service Control services.

13.8 CONFIGURE PREFERRED CARRIER USER

The *User – Preferred Carrier User* page allows you to specify the preferred intra-LATA, inter-LATA, and international carriers assigned to an individual user.

Figure 261 User – Preferred Carrier User

1. On the User – Outgoing Calls menu page, click **Preferred Carrier User**. The User – Preferred Carrier User page appears.
2. For each type of carrier (intra-LATA, inter-LATA, and international), choose whether to use the preferred carrier specified at the group level, or a different carrier you select from the list box provided.
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.

13.9 CONFIGURE CALL PROCESSING POLICIES

Use the *User – Call Processing Policies* page to configure Clearspan call processing behavior for a user.

On a per call basis, the system selects the policy to use based on the level at which the policies are configured. If the user policies are not configured, the system uses the policies defined at the group level.

Clearspan
Enterprise > Bev > Users > test57@marsh.astra.com

Welcome Bev Marsh

Options:
 Profile
 Incoming Calls
 Outgoing Calls
 Call Control
 Calling Plans
 Client Applications
 Messaging
 Service Scripts
 Utilities

Call Processing Policies
View or modify Call Processing Policy for the User

OK Apply Cancel

Calling Line ID
☐ Use User Calling Line Id Policy ☒ Use Group Calling Line Id Policy

Non-Emergency Calls: ☐ Use user phone number for Calling Line Identity
☒ Use configurable CLID for Calling Line Identity
☐ Use group phone number for Calling Line Identity

Emergency Calls: ☐ Use user phone number for Calling Line Identity
☒ Use configurable CLID for Calling Line Identity
☐ Use group phone number for Calling Line Identity

☐ Use group name for Calling Line Identity
☐ Allow Alternate Numbers for Redirecting Identity

Calling Line ID Group Number:
 Calling Line ID Group Name: Bev

Media
☐ Use User Media Policy ☒ Use Group Media Policy

Media Policy: ☐ Force Use of Uncompressed Codec
☒ Use Supported Media:
☒ None

Call Limits
☐ Use User Call Limits Policy ☒ Use Group Call Limits Policy

☐ Enable Maximum Number of Concurrent Calls Calls
☐ Enable Maximum Number of Concurrent Video Calls Video Calls
☐ Enable Maximum Duration for Answered Calls Minutes
☐ Enable Maximum Duration for Unanswered Calls Minutes
☐ Enable Maximum Number of Concurrent Redirected Calls Calls
☐ Enable Maximum Number of Concurrent Find Me/Follow Me Invocations Invocations
☐ Enable Maximum Find Me/Follow Me Depth
 Maximum Redirection Depth:

OK Apply Cancel

Figure 262 User – Call Processing Policies

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

FIELD	DESCRIPTION
Calling Line ID	
- Use User Calling Line Id Policy - Use Group Calling Line Id Policy	This option allows you to specify whether group or user level Calling Line ID policy should be used. - Select <i>Use User Calling Line ID Policy</i> to use the policy configured on this page. - Select <i>Use Group Calling Line ID Policy</i> to use the group policy.
External Calls: - 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 policy allows you to override the Calling Line ID policy settings for external calls at the user level. - Check <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. - Check <i>Use configurable CLID for Calling Line Identity</i> to send the user's custom calling line ID phone number for outgoing external calls. - Check <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 enabled only if there is a group phone number

FIELD	DESCRIPTION
	configured (at the <i>Group – Profile</i> level). The group number, if available, appears at the bottom of the screen.
Emergency-Calls: - 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 policy gives you the ability to override the Calling Line ID policy settings for emergency calls at the user level. - Check <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. - Check <i>Use configurable CLID for Calling Line Identity</i> to send the user's custom calling line ID phone number for outgoing emergency calls. - Check <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 enabled only if there is a group phone number configured (at the <i>Group – Profile</i> level). The group number, if available, appears at the bottom of the screen.
Use group name for Calling Line Identity	Check this option to use the group name for the user's calling line identity.
Allow Department Name Override	Check this option to allow the use of the department name instead of the group calling line ID name for the user's calling line identity. Note that this option is only available when the <i>Use group name for Calling Line Identity</i> option is checked.
Allow Alternate Numbers for Redirecting Identity	Select this option to allow an alternate number to be used as a redirecting identity in the redirection header.
Allow Configurable CLID for Redirecting Identity	Select this option to allow a configurable CLID to be used as a redirecting identity in the redirection header.
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 user's group. If the group phone number is not configured, this field is empty and the settings that require 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. If the group calling line ID name is not configured, this field is empty and the settings that require group name are disabled.
Media	
- Use User Media Policy - Use Group Media Policy	This option allows you to specify the Media policy to use. Select <i>Use User Media Policy</i> to use the policy

FIELD	DESCRIPTION
	defined on this page. Select <i>Use Group Media Policy</i> to use the policy defined for the user's group.
Media Policy: - Force Use of Uncompressed Codec - Use Supported Media - None	- Select <i>Force Use of Uncompressed Codec</i> media to force a user's device to use an uncompressed codec. For example, fax machines and modems require the use of a clear channel and an uncompressed codec. This setting does not apply to virtual users. - Select <i>Use Supported Media</i> to specify what media (codec) the subscriber is permitted to use. This is done by building media sets that are applied to subscribers. The policy does not apply to virtual subscriber services such as Auto Attendant, voice portal, hunt group, trunk group, call center, and so on. Select <i>None</i> to specify that no Media Policy is enforced.
Call Limits	
Use User Call Limits Policy Use Group Call Limits Policy	This option allows you to specify the Call Limits policy to use. - Select <i>Use User Call Limits Policy</i> to use the policy defined on this page. - Select <i>Use Group Call Limits Policy</i> to use the policy defined for the user's group.
Enable Maximum Number of Simultaneous Calls	Select this option and enter the number in the text box to specify the maximum allowed number of simultaneous calls on a user basis. . If a user exceeds the maximum number of simultaneous calls allowed on terminations, the calling party is provided busy treatment. Busy treatment may include Voice Messaging, Call Forwarding Busy, and any other active service assigned to the subscriber, which is invoked on Busy. If the terminating subscriber has no active services assigned which trigger on Busy, a busy tone is provided to the calling party. Note that this feature only counts originating and terminating calls for a subscriber. Redirected calls are not counted as part of this policy. NOTE: This setting does not apply to virtual users.
Enable Maximum Number of Simultaneous Video Calls	Select this option and enter the number in the text box to specify the maximum allowed number of simultaneous video calls on a user basis. If the user exceeds the maximum number of simultaneous video calls allowed on terminations, the calling party is provided busy treatment. Busy treatment may include Voice Messaging, Call Forwarding Busy, and any other active service assigned to the subscriber, which is invoked on Busy. Note that this feature only counts originating and terminating calls for a subscriber. Redirected calls are not counted as part of this policy. NOTE: This setting does not apply to virtual users.
Enable Maximum Call Times for Answered Calls	Select this option and enter the number in the text box to specify the maximum call time in minutes for answered calls on a user basis. If a user exceeds the maximum time on a given call, the call is torn down and an

FIELD	DESCRIPTION
	abnormal release is indicated within the call detail record. NOTE: This setting does not apply to virtual users.
Maximum Call Times for Unanswered Calls	Select this option and enter the number in the text box to specify the maximum call time in minutes for unanswered calls on a service provider/enterprise, group, and/or user basis. If a user exceeds the maximum time on a given call, the call is torn down and the calling party is given reorder tone.
Enable Maximum Number of Concurrent Redirected Calls	Select this option and enter the number in the text box to specify the maximum number of simultaneous forwards. When the maximum number of concurrent redirected calls specified by this policy is exceeded, the call is short-circuited.
Enable Maximum Number of Find Me/Follow Me Invocations	Select this option and enter the number in the text box to specify the maximum number of simultaneous call processing invocations (calls) for services with Follow Me redirection, for example, Simultaneous Ringing, Sequential Ringing, and Remote Office.
Enable Maximum Find Me/Follow Me Depth	Select this option and enter the number in the text box to specify the maximum depth of forking for Simultaneous Ringing, Sequential Ringing, and Remote Office services. When cascaded forking services are allowed, a small group of subscribers can consume a disproportionate share of system resources for each incoming call.
Maximum Redirection Depth	Select this option and enter the number in the text box to specify the maximum depth (call chaining) during the redirection process. When the maximum redirection depth specified by this policy is exceeded, the call is short-circuited. If a call is redirected to a virtual subscriber (for example, Voice Mail) then the system default settings are used for the redirection depth limit.
Incoming Caller ID	
Use User Dialable Caller ID Policy Use Group Dialable Caller ID Policy	This option allows you to specify the Dialable Caller ID policy to use. - Select <i>Use Service Provider/Enterprise Dialable Caller ID Policy</i> to use the policy defined on this page. - Select <i>Use System Caller ID Policy</i> to use the policy defined for the user's group.
Dialable Caller ID: On/Off	Check <i>On</i> to enable or check <i>Off</i> to disable the use of the dialable caller ID.

- 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** to display the previous page.

14 PROFILE MENU (CUSTOMER ADMINISTRATOR)

The *Customer Administrator – Profile* menu page includes menu items that relate to all profiles that the customer administrator can access. This chapter includes information related to *Customer Administrator – Profile* menu items that can be performed by the customer administrator.

14.1 ACCESS PROFILE MENU

When you log in as a customer administrator, the *Customer Administrator – Profile* menu page appears. Although the link on the top left displays “Enterprise”, the welcome banner shows you are logged in as a customer administrator. This is your *Home* page. Click **Home** to access this page from any other page in Clearspan.

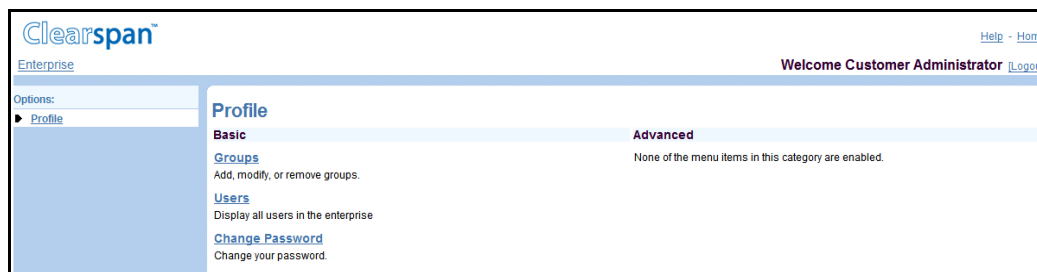


Figure 263 Customer Administrator - Home

14.2 GROUPS

Use the Groups menu item on the *Customer Administrator – Profile* menu page to list groups, add a group, and add a group with wizard.



Note: It is the responsibility of the customer administrator to add the first group with the Group Setup Wizard. Additional groups can be added by the group administrator. For reference and procedural information to add, modify, and delete groups after the first group is created, see the *Clearspan Application Server Group Web Interface Administration Guide (Parts 1 and 2)*.

14.2.1 LIST GROUPS

Use the *Customer Administrator – Groups* page to list the groups on the system as shown in the following figure. On this page, you can search for a particular group. From this page, you can add a group, add a group using the wizard, or select a group to be modified or deleted.

The *Customer Administrator – Groups* page is a list page that contains an advanced search. The Group ID, Group Name, and User Limit appear for each group. 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*.

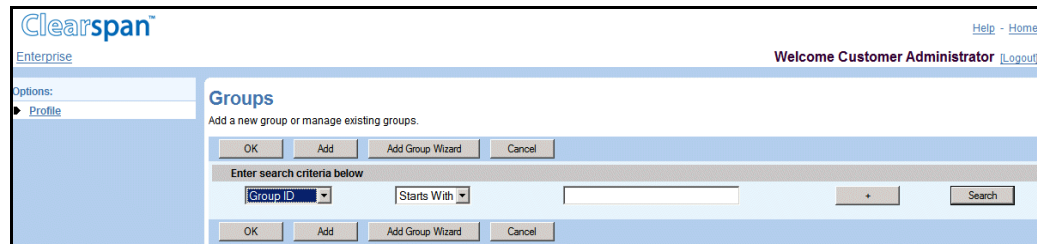


Figure 264 Customer Administrator – Groups

1. On the Customer Administrator – Profile menu page, click **Groups**. The Customer Administrator – Groups page appears.
2. To display the previous page, click **OK** or **Cancel**.

14.2.2 ADD GROUP

Use the *Customer Administrator – Group Add* page to add a group to the enterprise. To add a group, use the *Customer Administrator – Group Add* page as follows:

Clearspan™
System > Marsh

Options:

- Profile
- Resources
- Services
- Utilities

Group Add
Add the group's profile information including the default domain to be used by users in this group.

OK Cancel

Enterprise ID: Marsh
* Group ID:
Default Domain:
Group Name:
Calling Line ID Group Name:
Location Dialing Code:
Contact Name:
Contact Phone:
Contact E-mail:
Time Zone:
User Limits
* Limited To:
Additional Information
Address:
City: State/Province:
Zip/Postal Code: Country:
OK Cancel

Figure 265 Customer Administrator – Group Add

1. On the Customer Administrator – Profile menu page, click **Groups**. The Customer Administrator – Groups page appears.
2. Click **Add**. The Customer Administrator – Group Add page appears.
3. Type information specific to the new group. To move between input boxes, use the TAB key on the keyboard or click in the next text box.

Following is a table of the input boxes and a description for each. Required input boxes are indicated with an asterisk (*).

SETTING NAME	ALLOWED VALUES	DESCRIPTION	EXAMPLE
Group ID *	1 through 30 characters. Must start with an underscore, dash, letter, or digit, and cannot contain any of the following characters: %, /, \, +, double colon (::) semicolon, single quotes, double quotes, or extended Unicode characters.	The unique identification code for this group, to be used when adding group members, and configuring group services. Do not use spaces.	ABCcompany
Default Domain *	The drop-down box lists the available domains.	The domain to be used by this group. The default domain is at the beginning of the list.	Broadsoft.gb.com (Default)
Group Name	1 through 80 characters.	The true company name. Do not use backslashes or double quotation marks.	ABC Company, Inc.
Calling Line ID Group Name	1 through 80 characters. Cannot contain %, +, backslash, double quotes, or extended ASCII characters.	The name displayed as the calling line ID.	ABC Company, Inc.

SETTING NAME	ALLOWED VALUES	DESCRIPTION	EXAMPLE
Location Dialing Code	1 through 30 characters.	The unique location code for the group (used for inter-site dialing).	12
Contact Name	1 through 30 characters.	The primary contact for the company, first, and last name.	Joe Smith
Contact Phone	1 through 30 characters.	The complete phone number of the above-named contact for the group including, for example, a "1" for a long-distance number. Do not use spaces or dashes.	3015551000
Contact E-mail	3 through 80 characters in user@domain format. Can contain only one @ sign and the following characters: letters, digits, !, #, \$, %, &, *, +, -, /, =, _, { }, , ~, ` , ., ?, ^, or single quotes.	The e-mail address of the contact for the group.	jo@abcompany.com
Time Zone *	The drop-down box lists the time zones to select from.	The group's time zone.	(GMT-05:00) (US) Eastern Standard Time
User Limits			
Limited to *	1 through 999999.	The limited number of users in this group.	20
Additional Information			
Address	2 lines, maximum 80 characters each.	The street address of the group or company.	123 Main Street
City	1 through 50 characters.	The city name of the group or company.	Gaithersburg
State/Province	The drop-down box lists the values from which to select.	The state or province selected from the drop-down list.	MD
Zip/Postal Code	1 through 50 characters.	The zip or postal code of the group or company.	20877
Country	1 through 50 characters.	The country of the group or company.	United States

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

14.2.3 ADD A GROUP WITH WIZARD

Use the *Group Setup: Step 1 of 6 – Add a Group* page to add a group to the system.

To add a group, display the *Group Setup: Step 1 of 6 – Add a Group* page. The Group Setup Wizard includes six pages to fully configure a group, a group administrator, and group resources.

Figure 266 Customer Administrator Group Setup: Step 1 of 6 – Add a Group

1. On the Customer Administrator – Profile menu page, click **Groups**. The Customer Administrator – Groups page appears.
2. Click **Add Group Wizard**. The *Group Setup: Step 1 of 6 – Add a Group* page appears. This is the first page of the Group Setup Wizard.
3. Type information specific to the new group. To move between input boxes, use the TAB key on the keyboard or click in the next text box.

Following is a table of the input boxes and a description for each. Required input boxes are indicated with an asterisk (*).

SETTING NAME	ALLOWED VALUES	DESCRIPTION	EXAMPLE
Group ID *	1 through 30 characters. Must start with an underscore, dash, letter, or digit, and cannot contain any of the following characters: %, /, \, +, double colon (::), semicolon, single quotes, double quotes, or extended Unicode characters.	The unique identification code for this group, to be used when adding group members, and configuring group services. Do not use spaces.	ABCcompany
Default Domain *	The drop-down box lists the	The domain to be used by this group. The default domain is at	Broadsoft.gb.com

SETTING NAME	ALLOWED VALUES	DESCRIPTION	EXAMPLE
	available domains.	the beginning of the list.	(Default)
Group Name	1 through 80 characters.	The true company name. Do not use backslashes or double quotation marks.	ABC Company, Inc.
Calling Line ID Group Name	1 through 80 characters. Cannot contain %, +, backslash, double quotes, or extended ASCII characters.	The name to be displayed as the group calling line ID	ABC Company, Inc.
Location Dialing Code	1 through 30 characters.	The unique location code for the group (used for inter-site dialing).	12
Contact Name	1 through 30 characters.	The primary contact for the company, first and last name.	Joe Smith
Contact Phone	1 through 30 characters.	The complete phone number of the contact for the group including, for example, a "1" for a long-distance number. Do not use spaces or dashes.	3015551000
Contact E-mail	3 through 80 characters in user@domain format. Can contain only one @ sign and the following characters: letters, digits, !, #, \$, %, &, *, +, -, /, =, _, {, }, , ~, ` , , ? , ^, or single quotes.	The e-mail address of the contact for the group.	jo@abcompany.com
Time Zone *	The drop-down box lists the time zones from which to select.	The group's time zone.	(GMT-05:00) (US) Eastern Standard Time
User Limits			
Limited to *	1 through 999999.	The limited number of users in this group.	20
Additional Information			
Address	2 lines, maximum 80 characters each.	The street address of the group or company.	123 Main Street
City	1 through 50 characters.	The city name of the group or company.	Gaithersburg
State/Province	The drop-down box lists the values from which to select.	The state or province selected from the drop-down list.	MD
Zip/Postal Code	1 through 50 characters.	The zip or postal code of the group or company.	20877
Country	1 through 50 characters.	The country of the group or	United States

SETTING NAME	ALLOWED VALUES	DESCRIPTION	EXAMPLE
		company.	

- To save this information and display the next setup page, click **Next >**. The *Group Setup: Step 2 of 6 – Assign Domains* page appears. To save the information and return to the *Customer Administrator – Group* page, click **Finish**. To cancel the Group Setup Wizard and return to the *Customer Administrator – Group* page, click **Cancel**.

Figure 267 Customer Administrator Group Setup: Step 2 of 6 – Assign Domains

- In the *Group Available Domains* column, select the domains to be assigned to the group. You can select some or all of the items from a column. Item names are listed in numerical order. To select several items in sequential order, click the first number, hold down the SHIFT key on the keyboard, and click the last number. To select several items, but not in a particular order, click the items while holding down the CTRL key on your keyboard.
 - To move only selected domains from one box to the other, click **Add >**.
 - To move all the domains from one box to the other, click **Add All >>**.

Assigned domains appear in the *Group Assigned Domains* box.

- To save this information and display the next setup page, click **Next >**. The *Group Setup: Step 3 of 6 – Add a Group Administrator* page appears. To save the information and return to the *Customer Administrator – Group* page, click **Finish**. To cancel the Group Setup Wizard and return to the *Customer Administrator – Group* page, click **Cancel**.

Group Setup: Step 3 of 6 - Add a Group Administrator
Add a group administrator.

Cancel < Back Next > Finish

* Administrator ID: testgroupa @ us.aastra.com

Last Name: Marsh

First Name: Ben

* Initial Password:

* Re-type Initial Password:

Language: English

Add

Administrator ID	Last Name	First Name
No Entries Present		

Cancel < Back Next > Finish

Figure 268 Customer Administrator Group Setup: Step 3 of 6 – Add a Group Administrator

7. Type information specific to the new group. To move between text boxes, use the TAB key on the keyboard, or click in the next text box.

Following is a table that describes the text boxes. Required information for text boxes are indicated with an asterisk (*).

SETTING NAME	ALLOWED VALUES	DESCRIPTION	EXAMPLE
Administrator ID *	6 through 80 characters. Can contain letters, digits, and the following characters: !, #, \$, %, &, +, -, /, =, ?, ^, _ , ` , {, , }, periods (.), ~, and single quotes (').	The unique login ID for the group administrator. Type this ID without using spaces.	grpadmin1
Domain	The drop-down box lists the available domains.	The name of the domain.	abcdistributing.com
First Name	1 through 30 characters.	The first name of the group administrator.	Joe
Last Name	1 through 30 characters.	The last name of the group administrator.	Smith
Initial Password *	Must follow the password rules for the group.	The initial password for the group administrator. Asterisks appear on the page instead of the characters typed.	*****
Re-type Initial Password *	Same as for <i>Initial Password</i> .	The password for the group administrator is typed a second time for confirmation. Asterisks appear on the page instead of the characters typed.	*****
Language drop-down list *	The drop-down box lists all languages configured for your system.	Displays all languages configured for your system. English is the default. Once you change your language setting, you must log out and log in for the settings to take effect.	English

8. Click **Add**. The new administrator appears in the list at the bottom of the *Group Setup: Step 3 of 6 – Add a Group Administrator* page.
9. To save this information and display the next setup page, click **Next >**. The *Group Setup: Step 4 of 6 – Authorize Services* page appears. To save the information and return to the *Customer Administrator – Group* page, click **Finish**. To cancel the Group Setup Wizard and return to the *Customer Administrator – Group* page, click **Cancel**.

Group Setup: Step 4 of 6 - Authorize Services

Authorize the service packs and services for this group. For some services you can limit the number of service instances for this group. However, you cannot exceed the limit shown in the Allowed column.

Authorized	Service Pack	Limits	Allowed
No Entries Present			
Authorized	Group Services	Limits	Allowed
☒	Account/Authorization Codes		Unlimited
☒	Auto Attendant	☐ Limited To	Unlimited
☒	Auto Attendant - Video	☐ Limited To	Unlimited
☒	Call Capacity Management		Unlimited
☒	Call Park		Unlimited
☒	Call Pickup	☐ Limited To	Unlimited
☒	Custom Ringback Group		Unlimited
☒	Custom Ringback Group - Video		Unlimited
☒	Emergency Zones		Unlimited
☒	Enhanced Outgoing Calling Plan		Unlimited
☒	Hunt Group	☐ Limited To	Unlimited
☒	Incoming Calling Plan		Unlimited
☒	Instant Conferencing		Unlimited
☒	Instant Group Call	☐ Limited To	Unlimited
☒	Intercept Group		Unlimited
☒	Inventory Report		Unlimited
☒	LDAP Integration		Unlimited
☒	Music On Hold		Unlimited
☒	Music On Hold - Video		Unlimited
☒	Outgoing Calling Plan		Unlimited
☒	Preferred Carrier Group		Unlimited
☒	Series Completion	☐ Limited To	Unlimited
☒	Service Scripts Group		Unlimited
☒	Trunk Group	☐ Limited To	Unlimited
☒	Voice Messaging Group		Unlimited

Figure 269 Customer Administrator Group Setup: Step 4 of 6 – Authorize Services

Use this page to authorize the use of the service packs and services.

10. Click **Select All** or check individual services to permit the use of services by the group.

Authorized *Service Packs* and *Services* are indicated by a check mark. Checked services are available for authorization to a group.

11. Check the *Limited To:* box to the right of the service name (where available), and type a number of services available for assignment for this group.

Based on the number of licenses purchased, this field can be used to track and limit the number of services assigned.

12. To save this information and display the next setup page, click **Next >**. The *Group Setup: Step 5 of 6 – Add Phone Numbers* page appears. To save the information and return to the *Customer Administrator – Group* page, click **Finish**. To cancel the Group Setup Wizard and return to the *Customer Administrator – Group* page, click **Cancel**.

Figure 270 Group Setup: Step 5 of 6 – Add Phone Numbers

13. Click the range to add in the *Available Range(s)* box and then 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 number, hold down the SHIFT key on the keyboard, and click the last number. To select several items, but not in a particular order, click the items while holding down the CTRL key on the keyboard. The number or range appears in the *Available Phone Number(s)* box.
14. Click the phone number or several numbers to assign in the *Available Phone Number(s)* box 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 number, hold down the SHIFT key on the keyboard, and click the last number. To select several items, but not in a particular order, click the items while holding down the CTRL key on the keyboard.

To move all the phone numbers from one box to the other, click **Add All >>**.

Assigned phone numbers appear in the *Assigned* box.

15. To save this information and display the next setup page, click **Next >**. The *Group Setup: Step 6 of 6 – Add Identity/Device Profiles* page appears. To save the information and return to the *Customer Administrator – Group* page, click **Finish**. To cancel the Group Setup Wizard and return to the *Customer Administrator – Group* page, click **Cancel**.

Group Setup: Step 6 of 6 - Add Identity/Device Profiles [Help](#) - [Close](#)

Add identity/device profiles for the group to use.

* Identity/Device Profile Name:

Identity/Device Profile Type:

Protocol:

Host Name/IP Address: Port:

Transport:

MAC Address:

Serial Number:

Description:

Outbound Proxy Server:

STUN Server:

Physical Location:

Identity/Device Profile Name	Identity/Device Profile Type	Available Ports	Host Name/IP Address	Status
No Entries Present				

Figure 271 Customer Administrator Group Setup: Step 6 of 6 – Add Identity/Device Profiles

16. Type information specific to the new group. To move between input boxes, use the TAB key on the keyboard, or click in the next text box.

Following is a table that describes the input boxes. Required input boxes are indicated with an asterisk (*).

SETTING NAME	ALLOWED VALUES	DESCRIPTION	EXAMPLE
Identity/Device Profile Name *	1 through 80 characters.	The identity/device profile name.	CyberGroupIAD1
Identity/Device Profile Type	The drop-down box lists available identity/device profile types.	The device type. Device types in the list with the same name but different capabilities are differentiated by following the name with the number of available ports.	Cisco 2421-16 Cisco 2421-24
Protocol	The drop-down box lists the available values.	The communication protocol used by the device.	MGCP/IETrF 1.0
Host Name/IP Address	1 through 80 characters. Cannot contain spaces or @ symbols.	The host name or IP address of the device. Optional for some devices, such as IP phones.	hostdevice1.broadsoft.com 111.1.11.1
Transport	The drop-	Allows the acceptable transports to	UDP, TCP, Unspecified

SETTING NAME	ALLOWED VALUES	DESCRIPTION	EXAMPLE
	down box lists the available values.	be indicated: <i>UDP</i> , <i>TCP</i> , and <i>all</i> . All indicates that all transports are acceptable; this currently indicates both UDP and TCP. The transport will not appear for MGCP devices.	
MAC Address	12 characters. Can only contain letters and digits.	The unique Media Access Control (MAC) address of your device's network hardware.	21A1423f23d2
Serial Number	1 through 80 characters.	The serial number of the device.	123AB-C-456
Description	1 through 80 characters.	A brief text description of the device, such as an internal reference, manufacturer name, or other internal feature.	Bldg. 3 Device
Outbound Proxy Server	1 through 80 characters. Cannot contain spaces or @ symbols.	The host name or IP address of the proxy server to be used by this device.	proxy1.broadsoft.com 101.45.3.65
STUN Server	1 through 80 characters. Cannot contain spaces or @ symbols.	The host name or IP address of the Simple Traversal of UDP through NAT (STUN) server to be used by this device.	stunServ1.broadsoft.com 101.45.3.69
Physical Location	1 through 1024 characters.	The physical location is a text value representing the physical location of the user. Should contain the exact information that needs to go into the <i>P-Access-Network-Info</i> header of the SIP message. The attribute can have extra or less white space and is not case sensitive.	202 Main Street Nowhere, FR

17. Click **Add**. The new device appears in the list at the bottom of the *Group Setup: Step 6 of 6 – Add Devices* page. Add all of the devices this group requires.
18. To save the information and return to the *Customer Administrator – Group* page, click **Finish**.

To cancel the Group Setup Wizard and return to the *Customer Administrator – Group* page, click **Cancel**.

14.3 USERS

Use the **Users** menu item on the *Customer Administrator – Profile* menu page to display all users in all groups and departments.

The *Customer Administrator – Users* page is a list page that contains an advanced search. The Last Name, First Name, Phone Number, and E-Mail Address appear for each user. 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*.

You can open the profile for any user listed on the *Customer Administrator – Users* page by clicking the name of the user or the **Edit** link. For procedures related to user configuration and for enabling user services, refer to the document *Clearspan Application Server Group Web Interface Administration Guide (Parts 1 and 2)*.

Figure 272 Customer Administrator – Users

14.4 CHANGE PASSWORD

Use the *Change Password* page to change your password. All the fields are required.

Figure 273 Customer Administrator – Change Password

1. On the *Customer Administrator – Profile* page, select **Change Password**.

2. In the **Current Password* text box, enter your current password.
3. In the **Reset Password* text box, enter the new password.
4. In the **Re-type new password* text box, confirm your new password by typing it again.
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.

15 PROFILE MENU (PASSWORD-ONLY ADMINISTRATOR)

The *Enterprise – Profile* menu page includes menu items that relate to all profiles that the enterprise administrator can access. This chapter includes documentation related to *Enterprise – Profile* menu items that can be performed by the password-only enterprise administrator.

15.1 ACCESS PROFILE MENU

When you log in as a password-only enterprise administrator, the *Enterprise – Profile* menu page appears. This is your *Home* page. Click **Home** to access this page from any other page in Clearspan.

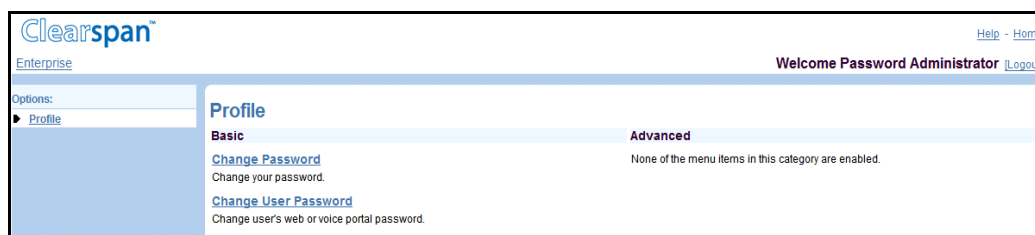


Figure 274 Password Administrator) – Profile Menu

15.2 CHANGE PASSWORD

Use the *Change Password* page to change your password. All the fields are required.

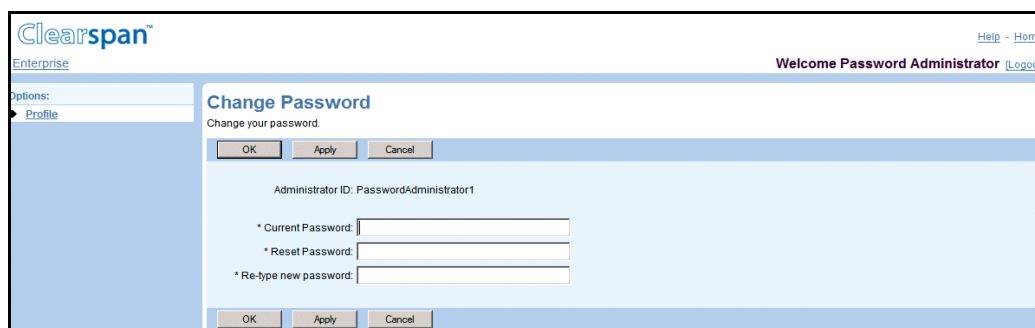


Figure 275 Password Administrator – Change Password

1. On the *Enterprise – Profile* page, select **Change Password**.
2. In the **Current Password* text box, enter your current password.
3. In the **Reset Password* text box, enter the new password.
4. In the **Re-type new password* text box, confirm your new password by tying it again.

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.

15.3 CHANGE USER'S WEB PASSWORD OR VOICE PORTAL PASSCODE

The *Enterprise – Modify User Password* page allows you to modify the web password or voice portal passcode for an individual user.

Figure 276 Password Administrator – Modify User Password

1. On the *Enterprise – Profile* menu page, click **Change User Password**. The *Enterprise – Modify User Password* page appears.
2. Enter the ID of the user whose password you want to modify in the *User ID* box.
3. Specify whether to modify the user's CommPilot web interface password or voice portal passcode.
4. Enter and confirm the new password in the *Reset Password* area of the page.
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.

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