Clearspan® Application Server Group Web Interface Admin Guide Part 1

RELEASE 22

March 2018

Clearspan Application Server Group Web Interface Admin Guide Part 1
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1 REVISION HISTORY

The following represents the revision history of this publication.

REVISION NUMBER	DATE COMPLETED	POINT OF CONTACT	DESCRIPTION
008	3/2018	Mitel Technical Publications	R22.0
007	12/2016		R21.0
006	09/2014		R20.0
005	11/03/13	Bev Marsh	R19.0
004	11/29/11	Bev Marsh	R17.0
003	11/30/10	Bev Marsh	R16.0
002	11/12/2008	Danielle Woelfle	R14.0
001	06/04/2008	Deb Bechtloff	Initial Release

2 SUMMARY OF CHANGES

2.1 CHANGES FOR RELEASE 22.0

This version of the document includes the following changes:

- Updated section Call Processing Policies for the Phone List Lookup for Incoming Calls Feature Description.
- Updated section Intercept Group for the Intercept Group User Enhancements Feature Description .
- Updated section Clearspan Mobility for the Present Internal CLID to Mobile Location Feature Description.
- Updated sections Profile Menu, Access Group – Profile Menu, and Communication Barring Authorization Codes for the Authorization Code NCOS Capability Feature Description.
- Updated sections Add Session Admission Control Group and 7.18.3 Modify or Delete Session Admission Control Group for the SAC Based on Codec Weighting Feature Description.
- Updated section Add Session Admission Control Group for the SAC Roaming User Support Using PANI Feature Description.
- Updated section Schedules for the Holiday Schedule Enhancements Feature Description.
- Added section Enterprise Trunk Number Prefixes for the Route List Enhancements Feature Description.
- Updated document for the End Of Maintenance Product Removal Feature Description.
- Updated section Password Rules for the Password Security Enhancements Feature Description.
- Updated section Configure Voice Messaging to clarify how the mailbox size is calculated.
- Updated section Feature Access Codes for the Push Notification Support for Calls Feature Description.

2.2 CHANGES FOR RELEASE 21.0

This version of the document includes the following changes:

- Updated section 12.5 Feature Access Codes for the Support for Number Portability Feature Description, Disabling of Feature Access Codes Feature Description, and the Clearspan Mobility Persona Management Feature Description.
- Added allowed values for most settings and revised indexing.

- Updated sections 5.5.3.4 Files Tab (Managed Devices) and 12.11.2 Modify Configuration of Configurable Devices for the DM General Usability Enhancements Feature Description.
- Updated section 4.5 Announcement Repository for the Retrieving Custom Media Files Feature Description.
- Added section 6.10 Advice Of Charge for the AoC Tariff Information from OCS Support.
- Added section 6.15 MWI Delivery to Mobile Endpoint for the Customized Message Waiting Indication for Mobile Handset Feature Description.
- Added section 5.8 Enterprise Trunk Number Ranges and updated section 6.13.3 Assigned Users for the Enterprise Trunk Enhancements Feature Description
- Updated section 12 Utilities Menu and added section 12.2 Clearspan Anywhere Number Lookup for the Query Find-Me Follow-Me Numbers Feature Description.
- Updated sections 5.5.3.3 Users Tab (All Devices) and 5.5.3.3.1 Change Order of Line/Ports for the Support for SIP Instance Tag to Identify Device Feature Description.
- Updated sections 6.13.2.1.1 Add Enterprise Trunk using Weighted Routing, 6.13.2.1.2 Add Enterprise Trunk using Ordered Routing, 6.13.2.2 Configure Capacity Management and Assign Trunk Groups, and 6.13.4 Modify Enterprise Trunk for the Enterprise Trunk and Trunk Group Capacity Management Enhancements Feature Description.

2.3 CHANGES FOR RELEASE 20.0, DOCUMENT VERSION 1

This version of the document includes the following changes:

- Updated section 4.4.4 Set or Modify Group Policies for Group Administrator for the Hierarchical Communication Barring Enhancements Feature Description.
- Updated section 12.4 Feature Access Codes for the Executive and Assistant Services Feature Description.
- Updated sections 12 Utilities Menu and 4.4.4 Set or Modify Group Policies for Group Administrator for the Application Server VTR Enhancement for Web Triggers Feature Description.
- Updated section 6.18 Session Admission Control Group for the Access Link Counting Enhancements Feature Description.
- Updated section 4.8 Call Processing Policies for the Internal Call CLID Policy Feature Description.
- Added section 6.3 Integrated IM&P for the Support Group Domain for Integrated Instant Messaging and Presence Feature Description.
- Added section 12.11 Device Management Event Queues and updated section 12.10.2.2 Manage Configurable Device Files for the Device Management Rebuild / Reset Queue Enhancements Feature Description.
- Moved the Clearspan Anywhere section to the Clearspan Application Server Group Web Interface Administration Guide – Part 2.

- Updated section 6.9 Voice Portal for the Call Processing Control Enhancements Feature Description.
- Updated section 12.4 Feature Access Codes for the Flexible Seating Feature Description and Hunt Group Call Busy Feature Description.
- Added section 4.5 Announcement Repository and updated sections 6.11.1 Configure Custom Ringback Group, 6.5 Music/Video On Hold, 6.6 Pre-alerting Announcement, and 12.16 Voice Portal Branding for the Announcement Repository Feature Description.
- Updated section 5.5.3 Modify Identity/Device Profile for the Device Management Extended File Capture Mode Feature Description.

2.4 CHANGES FOR RELEASE 19.0

This version of the document includes the following changes:

- Modified section 12.4 Feature Access Codes for the Find-me/Follow-me Service Feature Description and the Hunt Group Call Busy Feature Description.
- Updated section 4.8 Call Processing Policies for the Unicode Character Support for Calling Line ID Feature Description.
- Added section 6.11 Group Night Forwarding for the Group Night Forwarding Service Feature Description.
- Added section 6.5 Exchange Integration for the Calendar Presence Integration Feature Description.
- Updated section 5.5.3 Modify Identity/Device Profile for the Device Management LinePort Ordering Enhancement Feature Description and User Agent Header Enhancements Feature Description.
- Updated section 12.9 Passcode Rules for the Voice Portal Passcode Security Rule Enhancements Feature Description.
- Updated section 4.7 Schedules for the Schedule User Interface Improvements Feature Description.
- Updated section 6.3 Music/Video On Hold for the Device Management LinePort Ordering Enhancement Feature Description.
- Updated section 5.11 Trunking Call Capacity for the Business Trunking License Utilization Reports Feature Description.
- Corrected the capitalization of "voice portal".
- Updated section 5.5.3.3 Users Tab (All Devices).
- Updated section 5.11.1 View Trunking Call Capacity.

2.5 CHANGES FOR RELEASE 18.0

This version of the document includes the following changes:

- Added section 5.3 Group Paging Targets Capacity for the Group Paging Feature Description.
- Updated section 12.4 Feature Access Codes for the Interrogation FACs for CW/SCR/ACR/CLIR/COLR Feature Description and Call Recording Interface Feature Description.
- Added section 9 Call Center Menu for the Call Center Reporting Feature Description.
- Added section 4.12 Dialable Caller ID and updated sections 4.8 Call Processing Policies and 4.4.4 Set or Modify Group Policies for Group Administrator for the Dialable Caller ID Feature Description.
- Modified section 4.7 Schedules for the Service Provider Schedules Feature Description.
- Updated section 6.3 Music/Video On Hold for the G.722 Codec Support Feature Description).
- Added section 5.4 Identity/Device Endpoints for the Search Endpoints at Higher Levels Feature Description.
- Updated section 12.4 Feature Access Codes and added section 5.2 Call Recording Platform for the Call Recording Interface Feature Description.
- Updated sections 5.7.2 List Assigned Users, 5.9.1 List Assigned Numbers, 6.10.3 Assigned Users, 12.5 Group Directory, and 12.6 Enterprise Directory for the Search by Extension and User ID Feature Description.
- Added section 11 Meet-Me Conferencing for the Meet-Me Conferencing, Part 1 Feature Description and Meet-Me Conference Delegates and DTMF Support Feature Description.
- Updated section 6.7 Voice Portal for the System-wide Voice Portal Support Without Provisioning Impact on IMS Core Feature Description.
- Updated section 5 Resources Menu and added section 5.13 Activate Numbers for the Telephone Number Activation Feature Description.
- Removed references to the Instant Conferencing service and replaced it with references to the Meet-Me Conferencing service where applicable.
- Updated section 6.7.1 Configure Voice Portal.
- Updated section 12.4.1 List, Add, Modify, or Delete Feature Access Codes or Speed Dial 100 Prefix.

3 ABOUT THIS GUIDE

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

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

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

4 GROUP ADMINISTRATOR TASKS AND RESPONSIBILITIES

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

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

5 PROFILE MENU

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

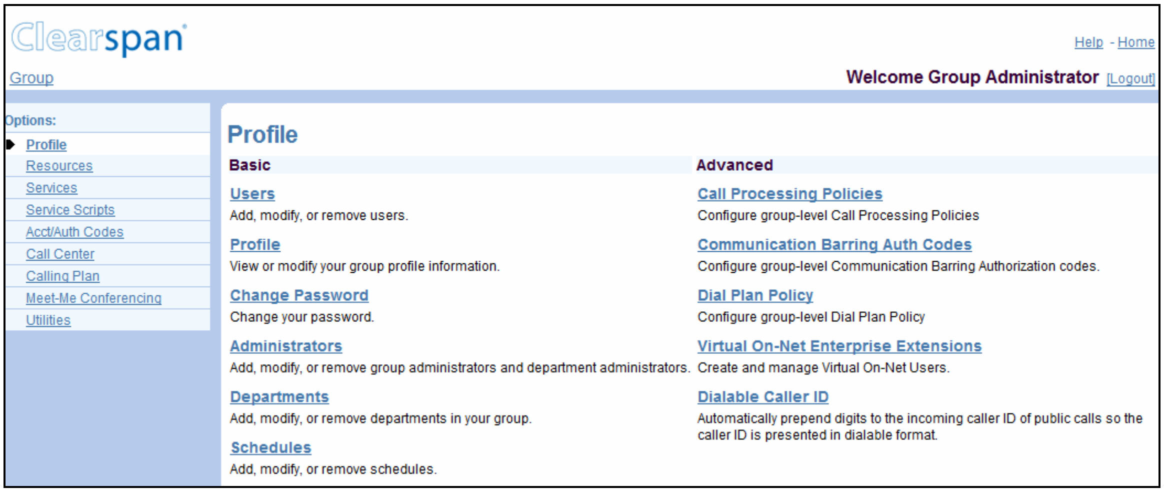

Figure 1 Group – Profile Menu

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

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

- Basic menu

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

- Advanced menu

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

5.1 ACCESS GROUP – PROFILE MENU

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

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

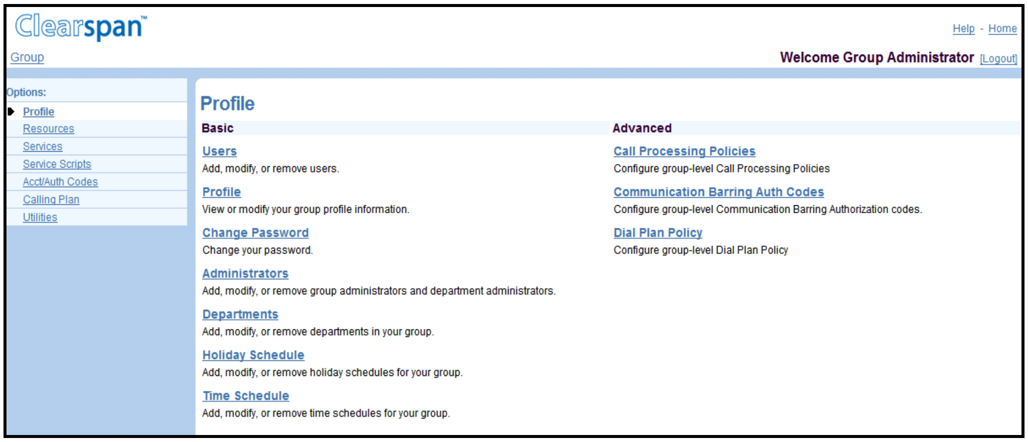

Figure 2 Group – Profile Menu

5.2 PROFILE

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

5.2.1 MODIFY GROUP PROFILE

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

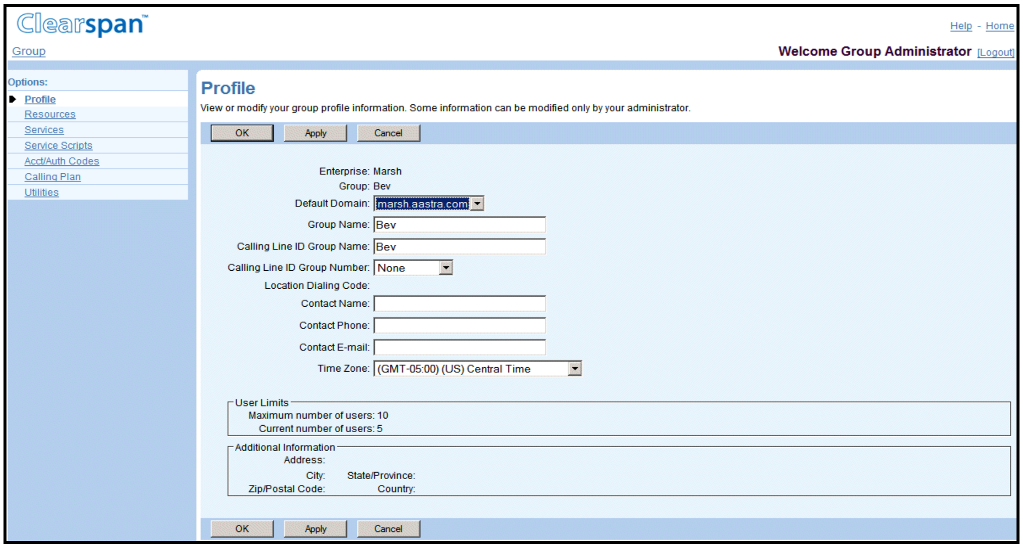

Figure 3 Group – Profile

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

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

SETTING NAME	ALLOWED VALUES	DESCRIPTION	EXAMPLE
Service Provider	(Read-only)	The ID of the service provider for this group (enterprise or company).	AWSTel
Group	(Read-only)	The ID of the group.	ABC Distributing
Default Domain	The drop-down box lists all domains available for the group.	The domain name.	abccompany.com
Group Name	1 through 80	The legal company name. Do	ABC Distributing Inc.

SETTING NAME	ALLOWED VALUES	DESCRIPTION	EXAMPLE
	characters.	not use backslashes or double quotation marks.	
Calling Line ID Group Name	1 through 80 characters. Cannot contain %, +, backslash, double quotes, or extended ASCII characters.	The name that will appear on telephone sets with caller ID if the user's Calling Line Identity policy is configured to display the group's name for calling line identity instead of the user's name.	ABC Distributing
Calling Line ID Group Number	The drop-down list contains the allowed values. (Read-only for administrators with read-only access to calling line ID numbers.)	The phone number that will appear on telephone sets with caller ID if the user's Calling Line Identity policy is configured to display the group's phone number for calling line identity instead of the user's number.	2404441901
Contact Name	1 through 30 characters.	The primary contact for the company, first and last name.	Joe Smith
Contact Phone	1 through 30 characters.	The phone number of the contact as you would dial it. Do not use spaces or dashes.	5551000 OR +13014441234
Contact E-mail	1 through 80 characters in user@domain format. Can contain only one @ symbol, letters, digits, and the following characters: !, #, $, %, &, *, +, -, /, =, _, {, }, |, ~, `, ., ?, ^, or single quotes.	The e-mail address of the contact for the group.	joe@abcompany.com
Time Zone	The drop-down list contains the allowed values.	The time zone.	(GMT-05:00) (US) Eastern Standard Time
User limits			
Maximum number of users	(Read-only)	The maximum number of users allowed in this group.	20
Current number of users	(Read-only)	The current number of users in the group.	5
Additional Information			
Address	(Read-only)	The street address of the group.	123 Main Street

SETTING NAME	ALLOWED VALUES	DESCRIPTION	EXAMPLE
City	(Read-only)	The city name.	Gaithersburg
State/Province	(Read-only)	The state or province.	MD
Zip/Postal Code	(Read-only)	The zip or postal code.	20877
Country	(Read-only)	The country of the group or company.	United States

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

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

5.3 CHANGE PASSWORD

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

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

5.3.1 CHANGE YOUR PASSWORD

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

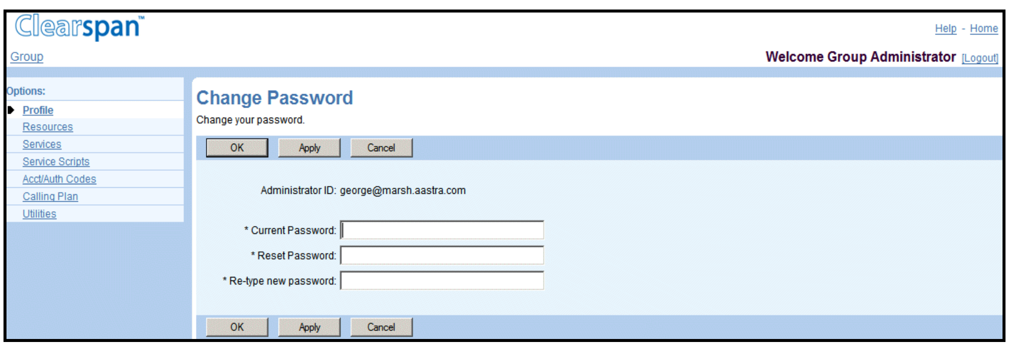

Figure 4 Group – Change Password

1. On the *Group – Profile* menu page, click **Change Password**. The *Group – Change Password* page appears.
2. Type the information for your current and new password. Required data is indicated with an asterisk (*). Follow the password rules defined for your group.
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.

5.4 ADMINISTRATORS

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

- List Administrators
- Add Administrators
- Modify or Delete Administrator
- Set or Modify Group Policies for Group Administrator

5.4.1 LIST ADMINISTRATORS

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

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

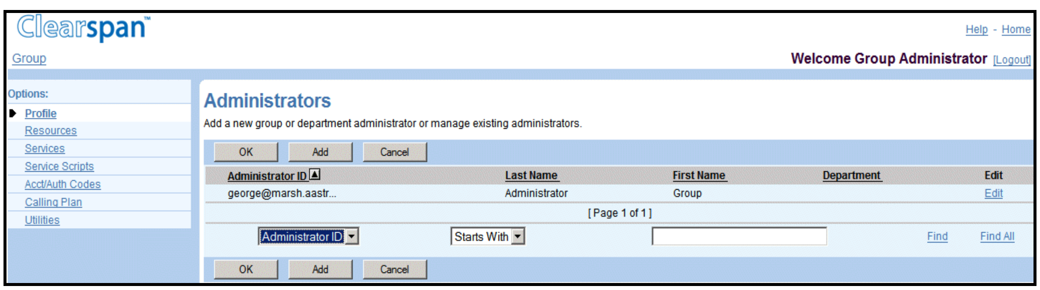

Figure 5 Group – Administrators

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

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

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

5.4.2 ADD ADMINISTRATORS

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

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

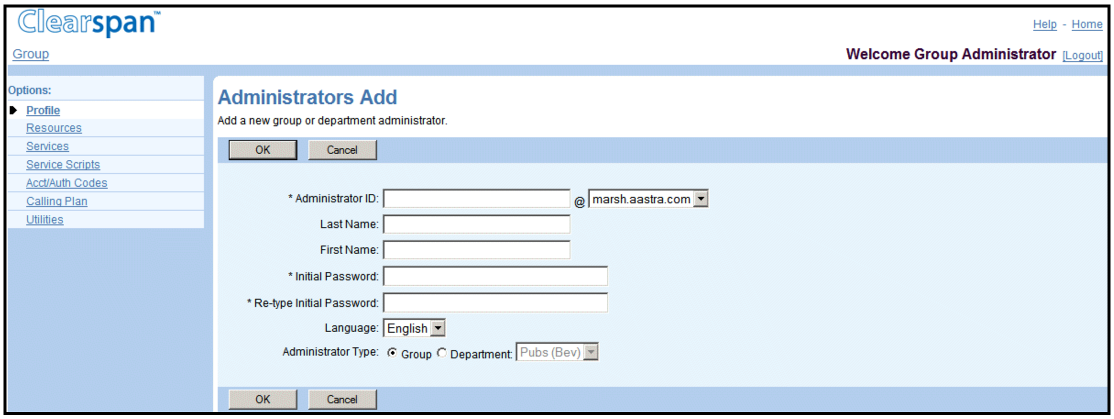

Figure 6 Group – Administrators Add

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

   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 *	Must be in user@domain format. The user part must be from 6 through 80 characters and can only contain letters, digits, single quotes, periods, semicolons, or the following symbols: #, $, %, &, +, -, /, =, ?, |, _ ,~, !, `, ^, {, }. The drop-down box lists the domains available for your group.	The unique ID of the administrator.	abcadmin@abc distributing.com
First Name	1 through 30 characters	The first name for the service provider administrator.	Joe
Last Name	1 through 30 characters	The last name for the service provider administrator.	Smith

SETTING NAME	ALLOWED VALUES	DESCRIPTION	EXAMPLE
Reset Password	1 through 60 characters. Must follow the password rules set for your organization.	The new password for the group administrator. For security, asterisks appear on the page instead of the characters typed.	*******
Re-type new password	Same as *Reset Password*.	The new password repeated. For security, asterisks appear on the page instead of the characters typed.	*******
Language *	The drop-down list displays 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. The default is English (U.S. English) unless configured otherwise.	English
Administrator Type	Group, Department (Read-only for service provider groups)	If your group is part of an enterprise, and you choose to limit the scope of this administrator to a single department, you may only select a department that exists within your group. Enterprise-level departments created by your enterprise administrator are not available.	

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

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

5.4.3 MODIFY OR DELETE ADMINISTRATOR

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

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

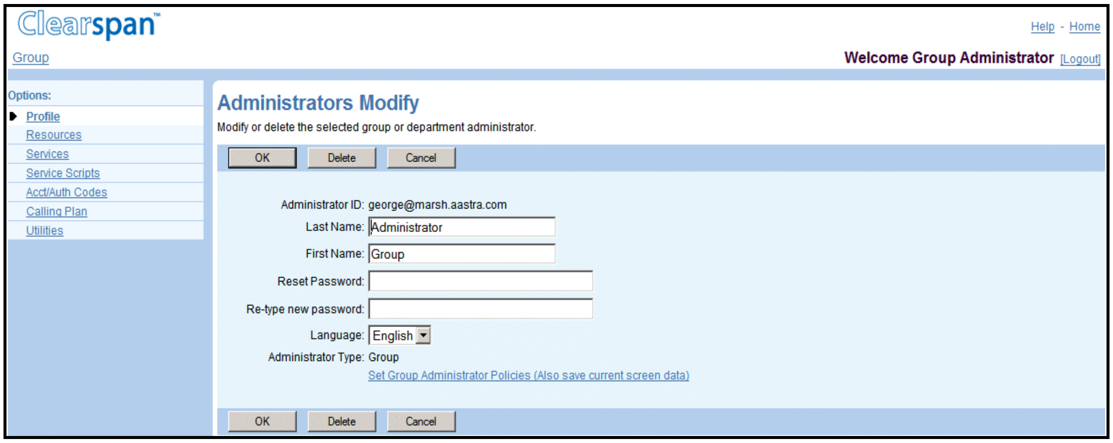

Figure 7 Group – Administrators Modify

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

2. Click **Edit** or any item in the row for the administrator. The *Group – Administrators Modify* page appears.

3. To delete the administrator, click **Delete**. The previous page appears.

4. To edit information for the administrator, type or select information for the administrator. For information on the settings available on this page, see section *Add Administrators*.

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

5. Configure the administrator policies:

   To configure the Group Administrator policies, click the **Set Group Administrator Policies** link and go to section *5.4.4 Set or Modify Group Policies for Group* Administrator.

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

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

5.4.4 SET OR MODIFY GROUP POLICIES FOR GROUP ADMINISTRATOR

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

You can set the following access policy values:

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

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

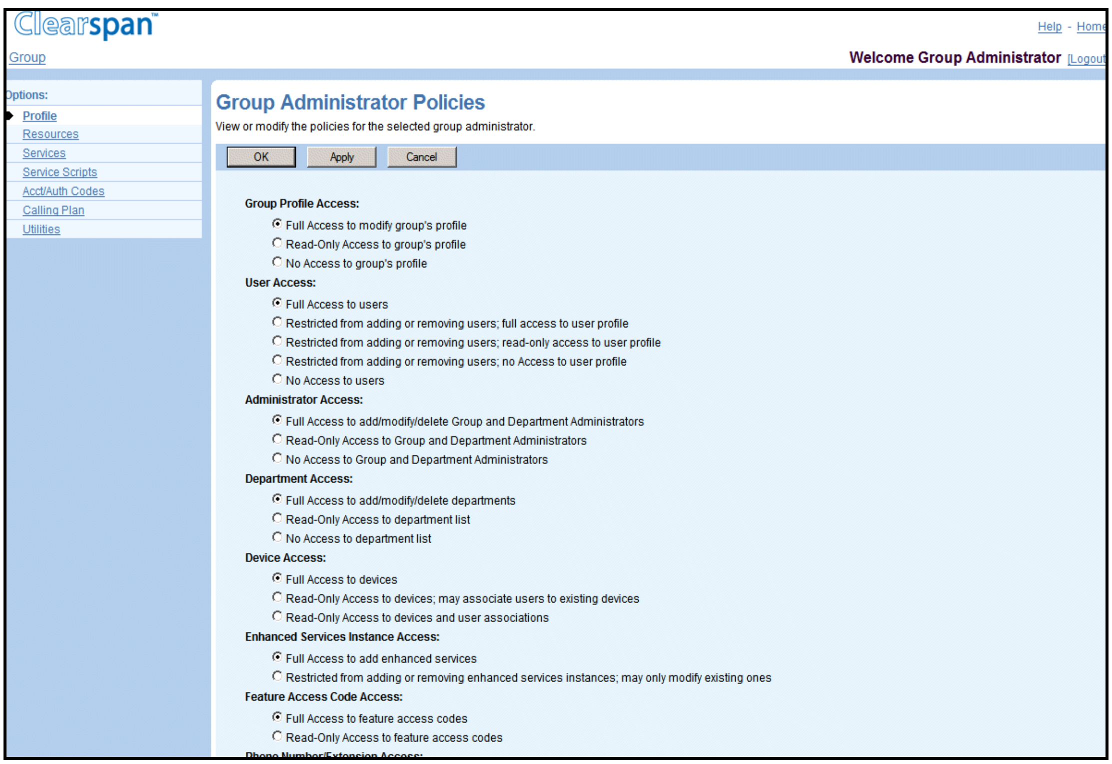

Figure 8 Group – Group Administrator Policies

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

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

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

POLICY	DESCRIPTION
Group Profile Access	Permission to view and modify information on the *Group – Profile* page. • *Full Access to modify group's profile* allows the administrator to modify information on the *Group – Profile* page. • *Read-only Access to group's profile* allows the administrator to view but not modify group profile information. • *No Access to group's profile* prevents the administrator from accessing the *Group – Profile* page. The *Profile* menu item is removed from the *Group – Profile* page.
User Access	Access to tasks for adding, modifying, and removing users and displaying the User Profile pages (*Full, Restricted, Restricted (Read-only access), Restricted (No access), No Access*).
Administrator Access	Click the button for the access you want for adding, modifying, and removing administrators (group and department) – (*Full, Read-only, No Access*).
Department Access	Click the button for the access you want for adding, modifying, and removing departments and displaying the list of departments (*Full, Read-only, No Access*). **NOTE**: Only those with Full Access can assign numbers to departments.
Device Access	Access to administrative tasks related to Device Management, such as adding or modifying devices and associating them with user accounts. • *Full Access to devices* allows the administrator to add, modify, and delete devices, and to associate devices with user accounts. • *Read-only Access to devices; may associate users to existing devices* blocks the administrator from creating, modifying, and deleting devices, but allows the administrator to view device information and associate devices with user accounts. • *Read-only Access to devices and user associations* allows the administrator to view but not modify information about devices and their association with user accounts.

POLICY	DESCRIPTION
Enhanced Services Instance Access	• Access to tasks for adding, deleting, and modifying enhanced service instances. • Examples of enhanced service instances are Auto Attendants, call capacity groups, Meet-Me conference bridges, hunt groups, call centers, series completion groups, and department Music/Video On Hold. • *Full Access to add enhanced services* allows the administrator to add, delete, and modify enhanced service instances. • Restricted from adding or removing enhanced services instances; may modify existing ones prevents the administrator from adding or deleting enhanced service instances.
Feature Access Code Access	Access to administrative tasks for managing feature access codes settings for the group. • *Full Access to feature access codes* allows the administrator to modify feature access code settings for their group. • *Read-only Access to feature access codes* allows the administrator to consult but not modify feature access code settings.
Phone Number/Extension Access	Access to tasks for assigning phone numbers and extensions. **NOTE**: The Phone Number/Extension Access controls the phone number and extension assignment at the same time. • *Full Access to phone numbers/extensions* allows the administrator to configure phone numbers and extensions for users, virtual users (for example, Auto Attendants, hunt groups, call centers). • *Read-only Access to phone numbers/extensions* allows the administrator to consult but not modify phone numbers and extensions.
Calling Line ID Number Access	Access to administrative tasks for configuring calling line ID phone number: • *Full Access to calling line ID number* allows the administrator to view and configure the calling line ID number for the group and its users. • *Read-only Access to calling line ID number* allows the administrator to consult but not configure the calling line ID number for the group and its users.
Service Access	Permission to assign services to the group and users in the group. • *Full Access to assigning resources to the group or users* allows the administrator to assign services to the group and to the users in their group. • *Read-only Access to service assignments* hides the assignment menu items on the *Group – Resources* menu page (*Assign Group Services*, *New User Services Template*, and *Existing User Services*) and the *Assign Services* menu item on the *User – Profile* menu page, preventing the administrator from assigning services to the group and users and from modifying the new user services template.

POLICY	DESCRIPTION
Trunk Group Access	Access to trunk group configuration: • *Full Access to add/modify/delete trunk groups* • *Restricted from adding or removing trunk groups; full access to trunk group resources* • *Restricted from adding or removing trunk groups; read-only access to trunk group resources.* • *No Access to trunk groups*
Session Admission Control Access	Access to session capacity settings: • *Full Access to group session admission* control allows the administrator to create, modify, and delete session admission control (SAC) groups for their group and provides them with read-only access to the group's session capacity settings assigned to the group by the service provider/enterprise administrator. • *Read-only Access to group session admission control* allows the administrator to view but not change session capacity and SAC group settings. • *No Access to group session admission control* gives the administrator no access to session admission control functionality, and the *Resources – Session Admission Control* and *Services – Session Admission Control Group* menu items do not appear on the administrator's menu.
Office Zone Access	Access to viewing and configuring office zones for the users: • *Full Access to user office zone control* • *Read-only Access to user office zone control*
Number Activation Access	Access to activating phone numbers: • *Full access to number activation* • *Read-only access to number activation* • *No access to number activation*
Dialable Caller ID Access	Access to tasks for configuring dialable caller ID settings for the group (Full, Read-only, No Access).
Verify Translation and Routing Access	Access to creating and running test calls to gather information about translation, routing, and services for calls: • *Full access to Verify Translation and Routing* • *No access to Verify Translation and Routing*
Communication Barring Access	Access to assigning communication barring profiles to users: • *Full access to assign communication barring profiles to users* • *No access to communication barring profiles* This policy applies only to enterprise groups.

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

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

5.5 ANNOUNCEMENT REPOSITORY

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

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

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

- List Announcements
- Add Announcements
- Modify Announcements
- Delete Announcements

5.5.1 LIST ANNOUNCEMENTS

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

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

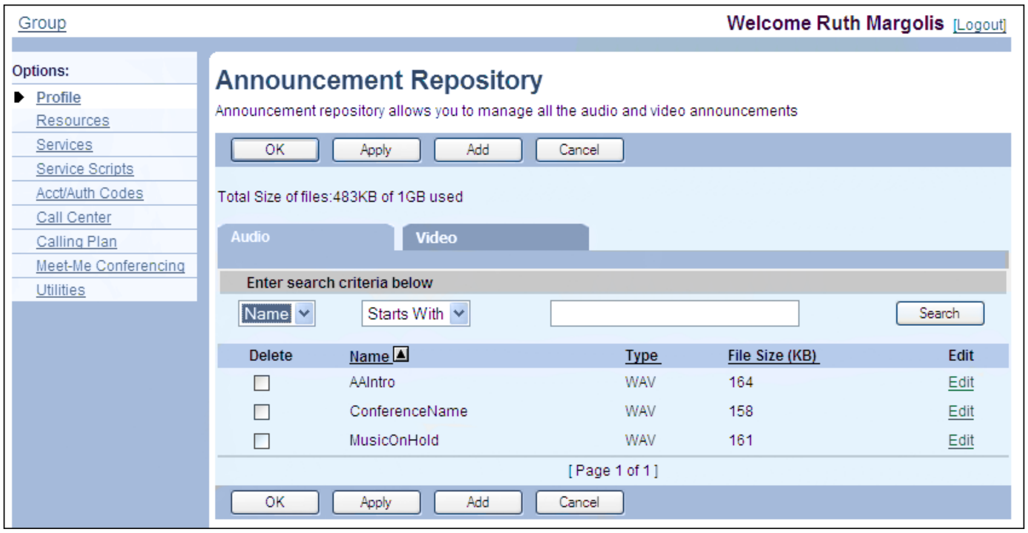

Figure 9 Group – Announcement Repository

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

   Announcements are listed with their size and media type.
4. To download an announcement, click the **download** link in the row of the announcement. You can then save the announcement on your local computer.
5. To display the previous page, click **OK** or **Cancel**.

5.5.2 ADD ANNOUNCEMENTS

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

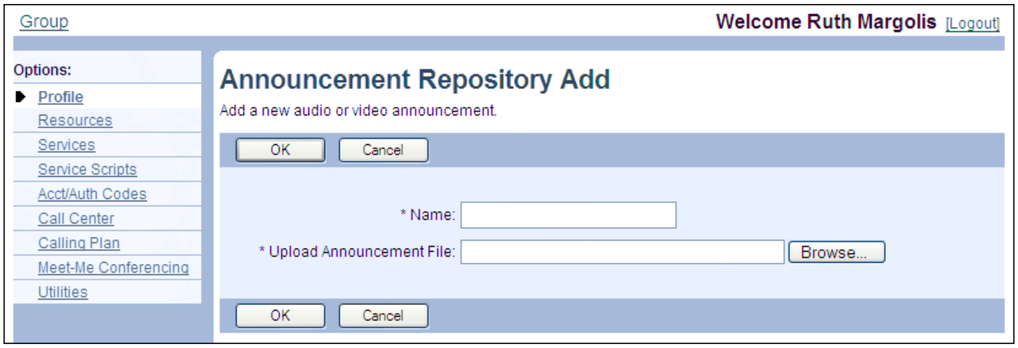

Figure 10 Group – Announcement Repository Add

1. On the Group – Profile menu page, click Announcement Repository. The Group – Announcement Repository page appears.
2. Click Add. The Group – Announcement Repository Add page appears.
3. Type the name of the audio or video announcement. The name can be from 1 through 80 characters.
4. To upload an announcement file, type the path and file name of an audio or video file with your announcement in the Upload Announcement File text box or click Browse to select a file on your computer.
5. To save your changes and display the previous page, click **OK**.

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

5.5.3 MODIFY ANNOUNCEMENTS

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

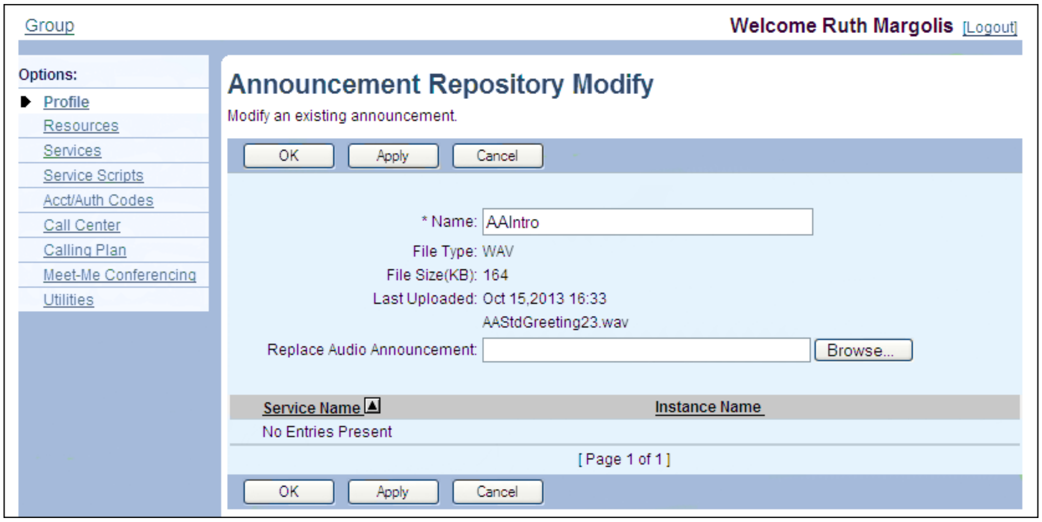

Figure 11 Group – Announcement Repository Modify

1. On the *Group – Profile* menu page, click **Announcement Repository**. The *Group – Announcement Repository* page appears.
2. To modify a video announcement, click the **Video** tab.
3. Click **Edit** in the row of announcement to modify. The *Group – Announcement Repository Modify* page appears.
4. Modify the announcement as required. For information on the fields available on this page, see section *5.5.2 Add Announcements*.
5. To download the announcement, click the **Download** link. You can then save the announcement on your local computer.
6. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and returns to the previous page.

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

5.5.4 DELETE ANNOUNCEMENTS

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

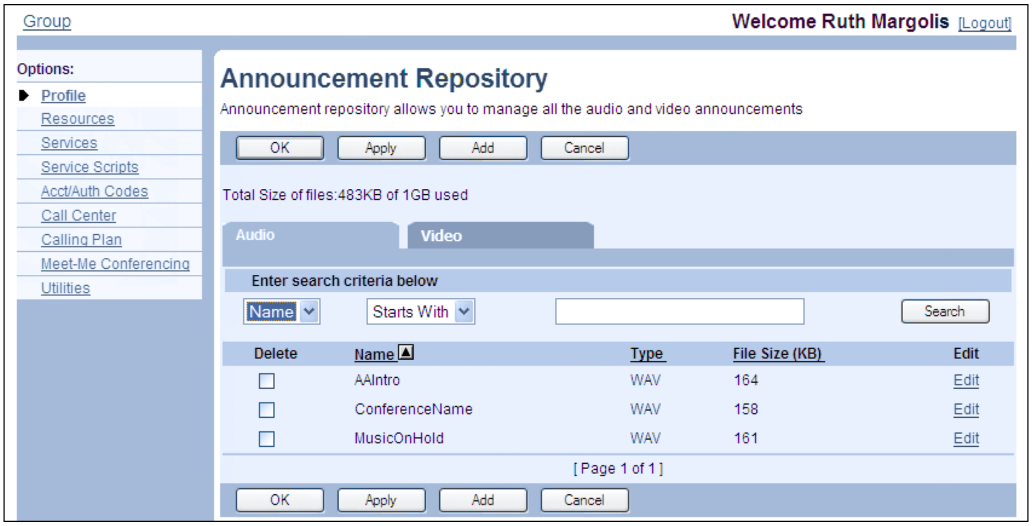

Figure 12 Group – Announcement Repository

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

> **Note**: You cannot delete an announcement that is associated with a service.

4. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and returns to the previous page.

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

5.6 DEPARTMENTS

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

- List Departments
- Add Departments
- Modify or Delete Department

5.6.1 LIST DEPARTMENTS

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

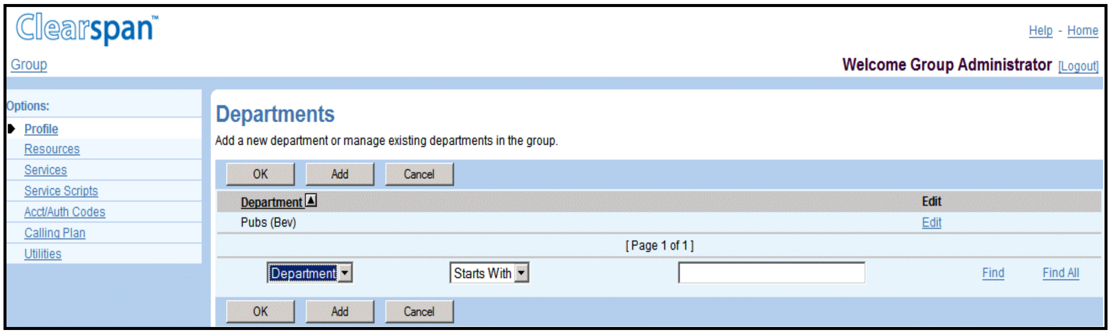

Figure 13 Group – Departments

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

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

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

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

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

5.6.2 ADD DEPARTMENTS

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

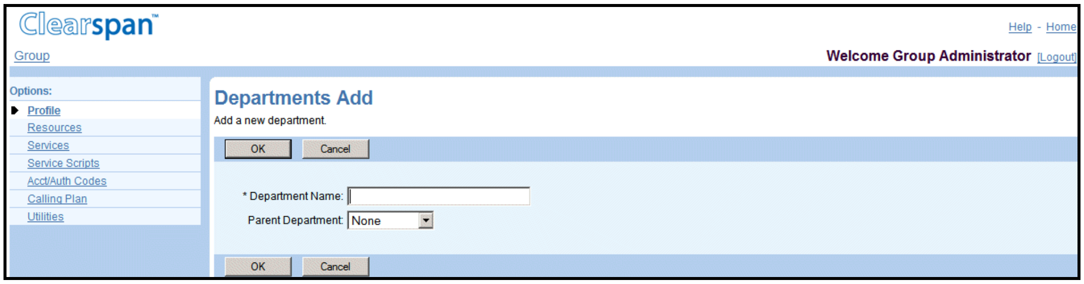

Figure 14 Group – Departments Add

1. On the *Group – Profile* menu page, click **Departments**. The *Group* – Departments page appears.
2. Click Add. The Group – Departments Add page appears.
3. Type the name of the department. It can be from 1 through 50 characters.
4. Use the Parent Department drop-down list box to create the new department under an existing department.
5. Enter the calling line ID name for the department. It can be from 1 through 80 characters and cannot contain %, +, backslash, double quotes, or extended ASCII characters.
6. From the Department Calling Line ID Number drop-down list, select the phone number for the department.
7. To save your changes and display the previous page, click **OK.**

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

5.6.3 MODIFY OR DELETE DEPARTMENT

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

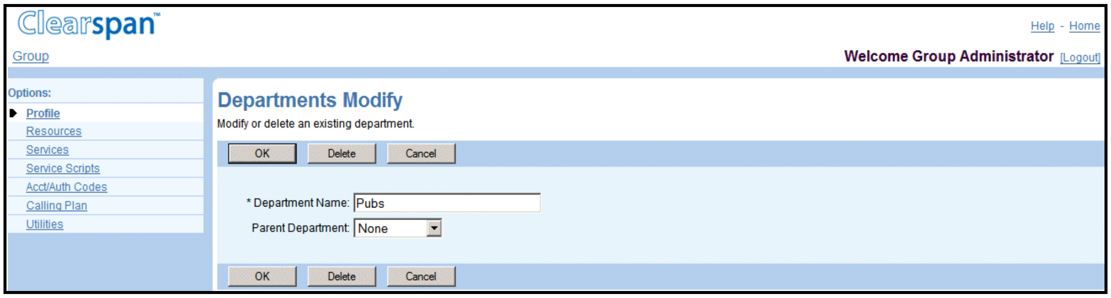

Figure 15 Group – Departments Modify

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

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

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

4. Modify information as required. For information about the fields on this page, see section 5.6.2 Add Departments.
5. To save your changes and display the previous page, click **OK.**

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

5.7 SCHEDULES

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

List and Delete Schedules

View Schedule

Add Schedule

Add Event

Modify Schedule

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

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

Notes: By default, an empty time schedule, that is a time schedule with no events, is considered by the system as always applying. However, an empty holiday schedule can either always apply or never apply depending on how the system administrator has configured it. Therefore, it is recommended to test the behavior of empty holiday schedules before using them.

5.7.1 LIST AND DELETE SCHEDULES

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

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

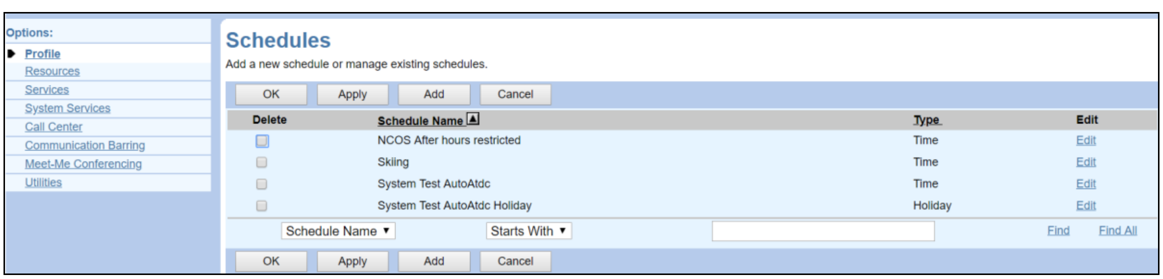

Figure 16 Group (Enterprise) – Schedules

6. On the *Group – Profile* menu page, click **Schedules**. The *Group – Schedules* page appears, listing the existing schedules for the group.
7. To delete a schedule, check the *Delete* box in the row of the schedule. Note that you can only delete schedules defined at the group level.
8. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

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

5.7.2 VIEW SCHEDULE

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

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

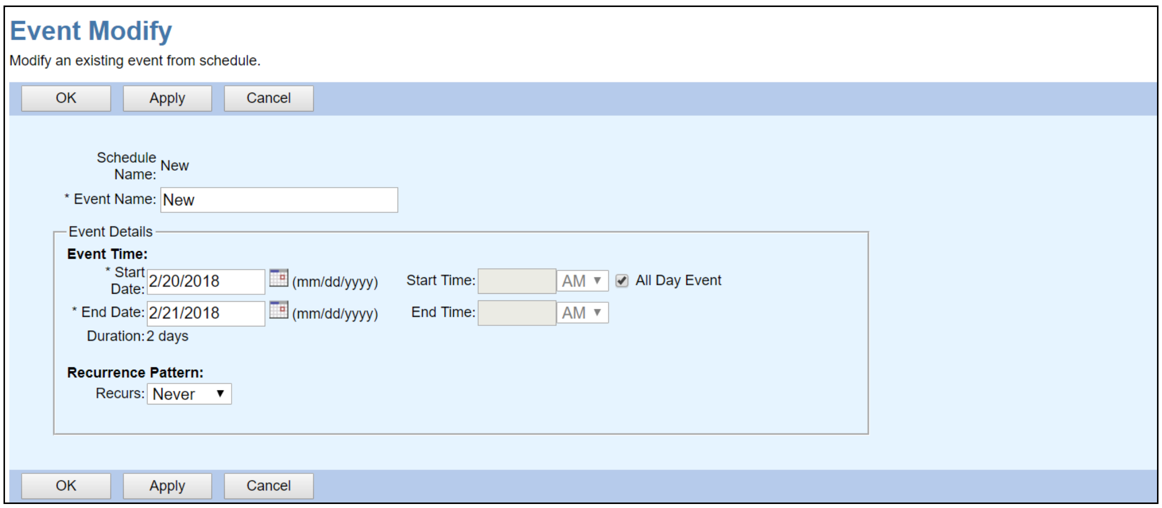

Figure 17 Group – Event Modify

4. Click **OK**.

5.7.3 ADD SCHEDULE

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

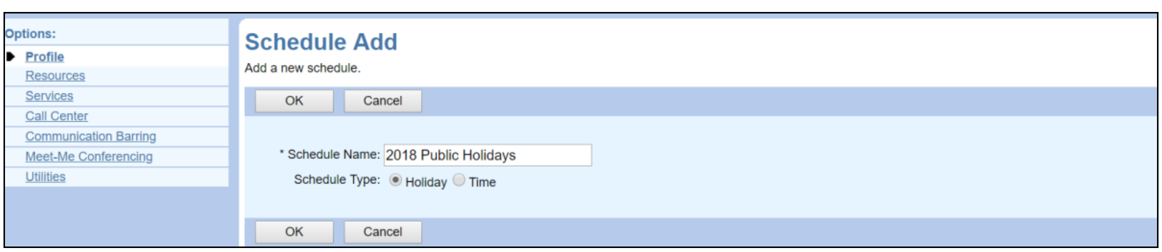

Figure 18 Group – Schedule Add

5. On the *Group – Profile* menu page, click **Schedule**. The *Group – Schedule* page appears.
6. Click **Add**. The *Group – Schedule Add* page appears.
7. In the *Schedule Name* text box, enter a name for the schedule. The name can be from 1 through 40 characters.
8. For *Schedule Type,* select the type of schedule you want:

To create a holiday schedule, check *Holiday*.

To create a time schedule, check *Time.*

9. Click **OK**. This creates a schedule with no events. To complete the definition of the schedule, follow the procedure in section *5.7.4 Add Event* to add one or more events to the schedule.

5.7.4 ADD EVENT

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

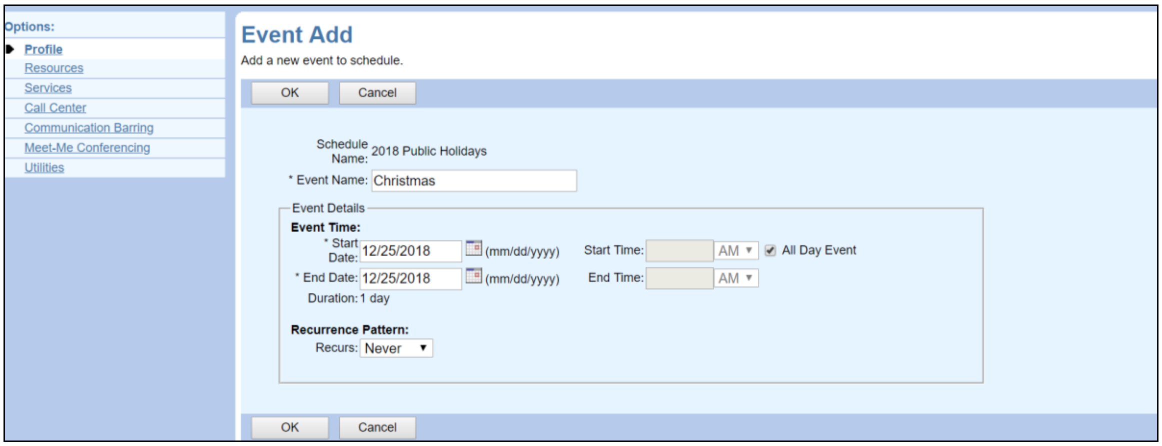

Figure 19 Group – Event Add

10. On the *Group – Profile* menu page, click **Schedule**. The *Group – Schedule* page appears.
11. Click **Edit** in the row for the schedule to which you want to add and event. The *Group – Schedule Modify* page appears.
12. Click **Add**. The *Group – Event Add* page appears.
13. In the *Event* Name text box, enter a name for the event. The name can be from 1 through 40 characters.
14. Configure the event time:

In the *Start Date* box, select a date from the calendar.

To make it an all day event, check the *All Day Event* box.

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

If applicable, configure the start time. In the *Start Time* box, type a time (HH:MM, 0 < HH <= 12, 00 <= MM <= 59) and select *AM* or *PM* from the drop-down list.

In the *End Date* box, select a day from the calendar.

If applicable, configure the end time. In the End *Time* box, type a time (HH:MM, 0 < HH <= 12, 00 <= MM <= 59) and select *AM* or *PM* from the drop-down list.

15. Configure the recurrence pattern. From the *Recurs* drop-down list, select the type of recurrence for the event from the following options:

Daily and enter the frequency of occurrence in days (from 1 through 999).

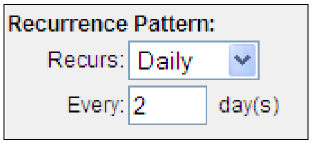

Figure 20 Daily Recurrence Pattern

Weekly and 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.

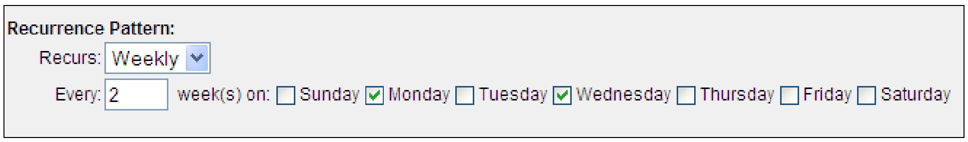

Figure 21 Weekly Recurrence Pattern

Monthly and enter the frequency of occurrence in months (from 1 through 999) and specify the day on which the event should occur. Select one of the following options:

To schedule the event on a specific day of the month, for example the 25th, 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.

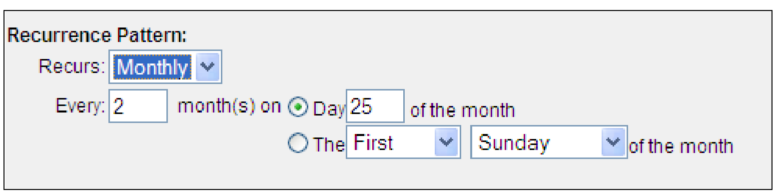

Figure 22 Monthly Recurrence Pattern

Yearly and specify the frequency of occurrence in years (from 1 through 99), for example every two years, and specify the day on which the event should occur. Select one of the following options:

To schedule the event on a specific day of the year, check *Day <X> of <Month>* and enter a valid day and select the month.

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.

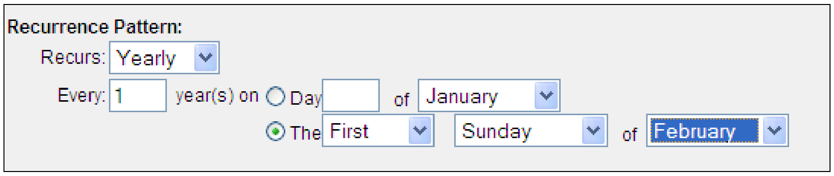

Figure 23 Yearly Recurrence Pattern

16. If this is a recurring event, specify when the event should end. In the *Recurrence Range* section, select one of the following options for *End*:*Never After <X> occurrences*, and enter the number of occurrences from 1 through 999

    Date and select a date from the calendar or enter a date in the MM/DD/YYYY format

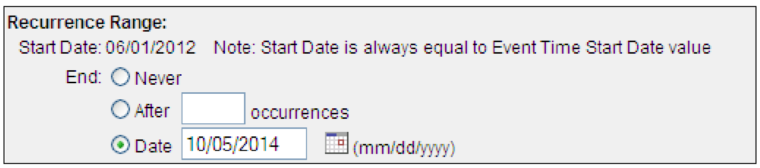

Figure 24 Recurrence Range

17. To save your changes click **OK**. OK saves your changes and displays the previous page.

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

5.7.5 MODIFY SCHEDULE

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

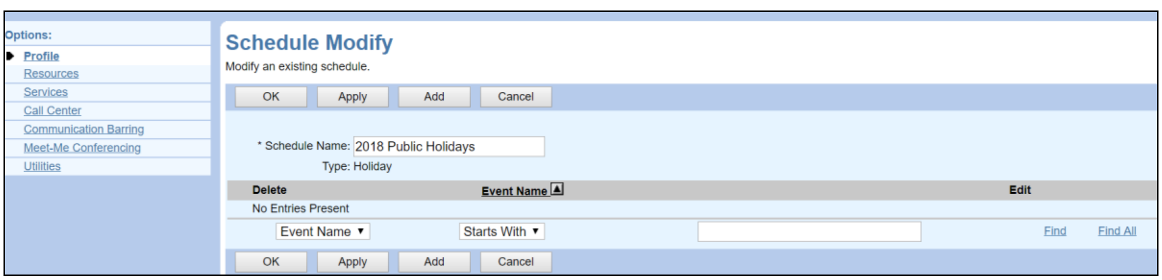

Figure 25 Group – Schedule Modify

18. On the *Group – Profile* menu page, click **Schedule**. The *Group – Schedule* page appears.
19. Click **Edit** in the row for the schedule you want to modify. The *Group – Schedule Modify* page appears.
20. To change the schedule name, type the new name in the *Schedule Name* text box.
21. To delete an event, check the *Delete* box in the row of the event to delete and click **Apply**.

22. To modify an event, click **Edit** in the row for the event you want to modify. The *Group – Event Modify* page appears.

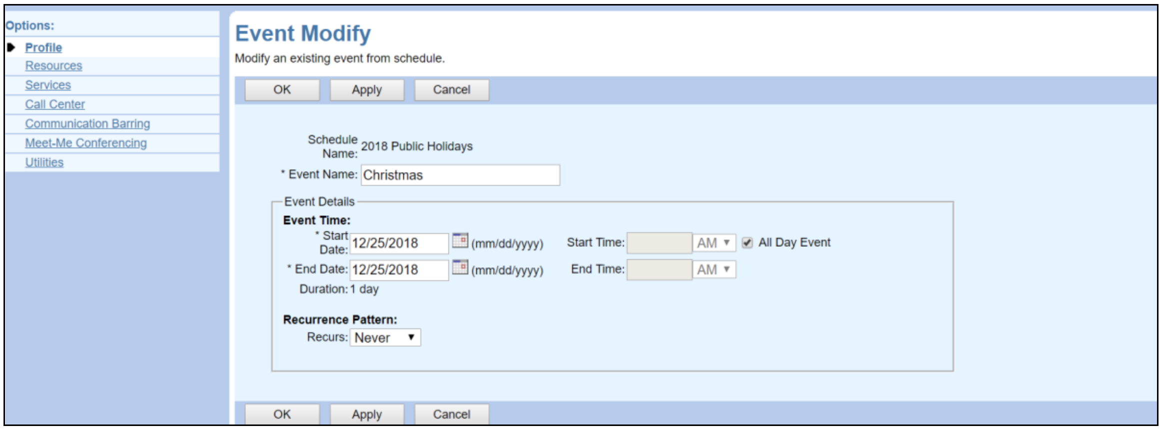

Figure 26 Group – Event Modify

23. Modify the event as required. For information about the options available on this page, see section *5.7.4 Add Event*.
24. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and returns to the previous page.

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

5.8 CALL PROCESSING POLICIES

Use the **Call Processing Policies** menu item on the *Group – Profile* menu page to configure Call Processing Policies for your group.

The policies you configure are related to the calling line ID. This allows you to override the Calling Line ID, Dialable Caller ID, and Phone List Lookup policies configured at the service provider/enterprise level.

5.8.1 CONFIGURE CALL PROCESSING POLICIES

Use the *Group – Call Processing Policies* page to configure your group's Calling Processing Policies.

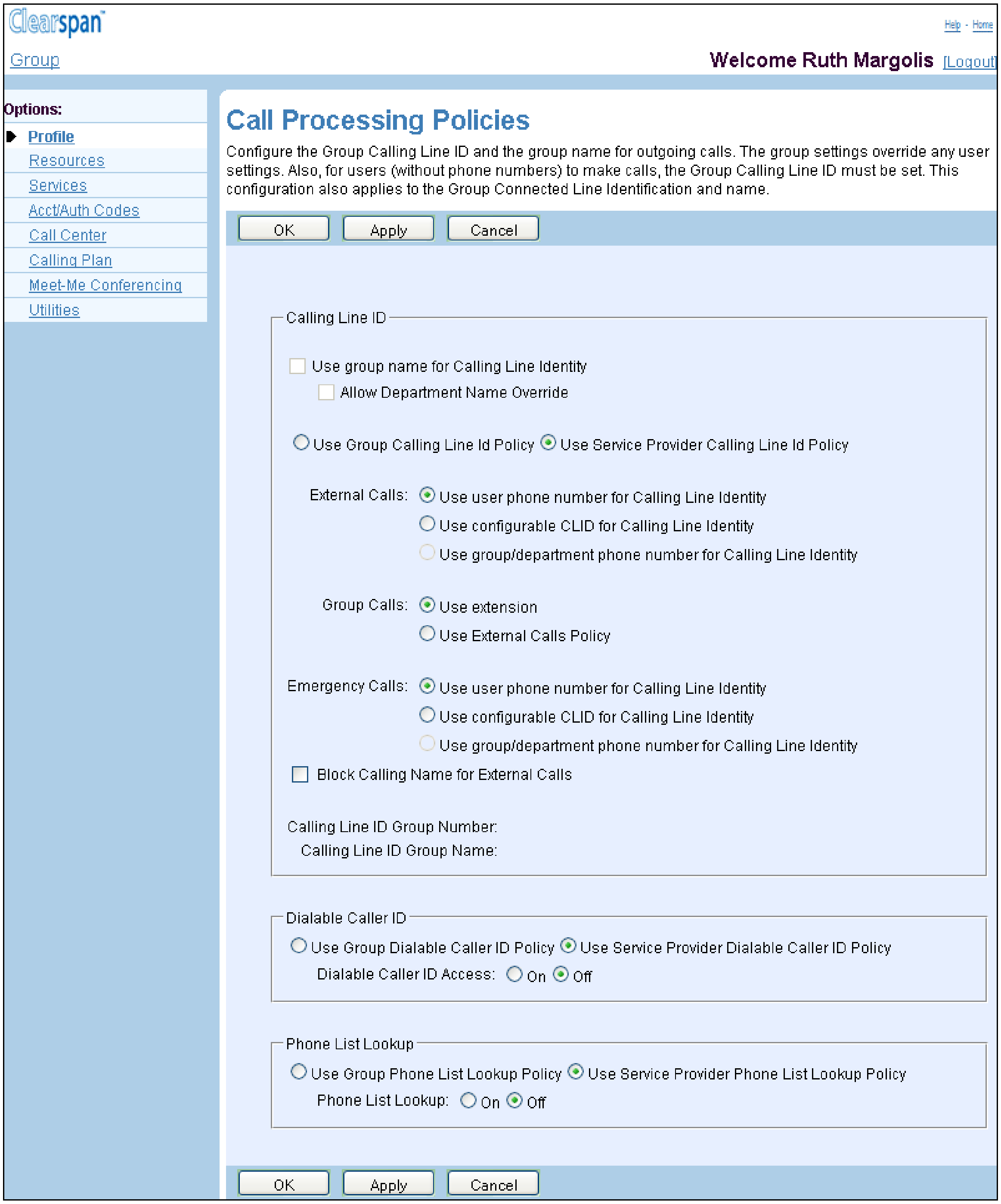

Figure 27 Group (Service Provider) – Call Processing Policies (AS Mode)

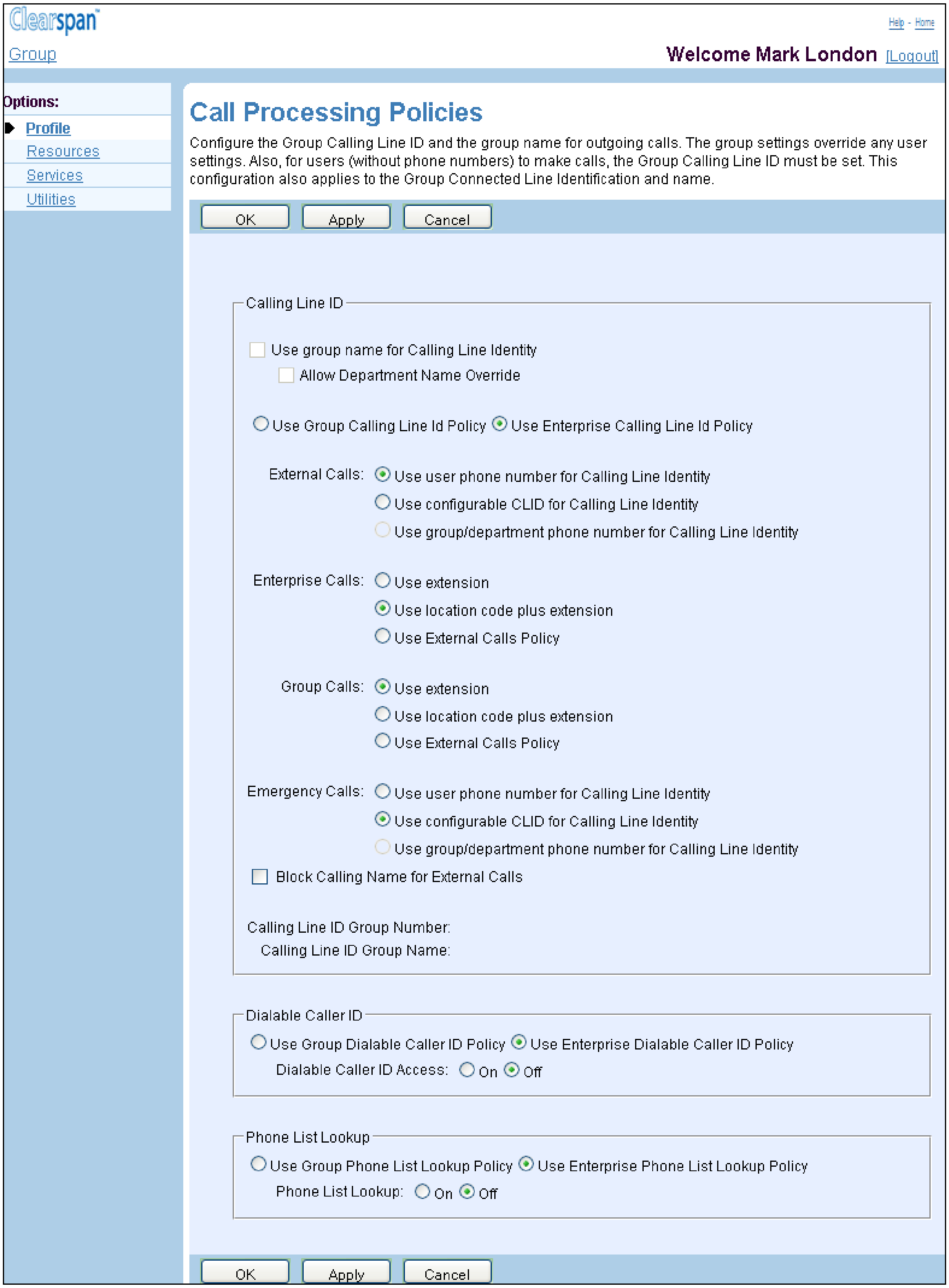

Figure 28 Group (Enterprise) – Call Processing Policies (AS Mode)

1. On the *Group – Profile* menu page, click **Call Processing Policies** under the Advanced menu. The *Group – Call Processing Policies* page appears.

2. Select or enter information as described in the following table.

FIELD	DESCRIPTION
Calling Line ID	
Use Group Name for Calling Line Identity	Select this option to use group name for calling line identity. When checked, the group name appears instead of a user's name on telephone sets with caller ID.
Allow Department Name Override (AS mode)	Select this option to allow the use of the department name instead of the group calling line ID name for calling line identity. Note that this option is only available when the *Use group name for Calling Line Identity* option is checked.
Use Group Calling Line ID Policy Use Service Provider Calling Line Id Policy/Use Enterprise Calling Line Id Policy	Specify whether the group or service provider Calling Line ID policy should be used. • Select *Use Group Calling Line ID Policy* to use the policy defined on this page. • For an enterprise group, select *Use Enterprise Calling Line ID Policy* to use the policy defined at the enterprise level. • For a service provider group, select *Use Service Provider Calling Line ID Policy* to use the policy defined at the service provider level.
External Calls (AS mode): • Use user phone number for Calling Line Identity • Use configurable CLID for Calling Line Identity • Use group/department phone number for Calling Line Identity	This option allows you to specify the Calling Line ID policy settings for external calls at the group level. • Select *Use user phone number for Calling Line Identity* to send the user's phone number as calling line ID for outgoing external calls. • Select *Use configurable CLID for Calling Line Identity* to send the user's custom calling Line ID phone number for outgoing external calls. You need to define this number on the user's Profile page. • Select *Use group/department phone number for Calling Line Identity* to send the group or department phone number as calling line ID for outgoing external calls. The department phone number is used if the user belongs to a department that has a phone number assigned; otherwise, the group phone number is used. This option is available only if there is a group phone number configured (at the *Group – Profile* level). The group number, if available, appears on this page.
Enterprise Calls (AS mode): • Use extension • Use location code plus extension • Use External Calls Policy	This option allows you to specify the Calling Line ID policy settings for enterprise calls at the group level. • Select *Use extension* to send the user's extension as calling line identity. • Select *Use location code plus extension* to send the group's location code followed by the user's extension as calling line identity. • Select *Use External Calls Policy* to use the setting configured on this page for external calls.

FIELD	DESCRIPTION
Group Calls (AS mode): • Use extension • Use location code plus extension • Use External Calls Policy	This option allows you to specify the Calling Line ID policy settings for group calls at the group level. • Select *Use extension* to send the user's extension as calling line identity. • For an enterprise group, select *Use location code plus extension* to send the group's location code followed by the user's extension as calling line identity. • Select *Use External Calls Policy* 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 specify the Calling Line ID policy settings for emergency calls at the group level. • Select *Use user phone number for Calling Line Identity* to send the user's phone number as calling line ID for outgoing emergency calls. • Select *Use configurable CLID for Calling Line Identity* to send the user's custom calling Line ID phone number for outgoing emergency calls. You need to define this number on the user's Profile page. • Select *Use group/department phone number for Calling Line Identity* to send the group or department phone number as calling line ID for outgoing emergency calls. The department phone number is used if the user belongs to a department that has a phone number assigned; otherwise, the group phone number is used. This option is available only if there is a group phone number configured (at the *Group – Profile* level). The group number, if available, appears on this page.
Block Calling Name for External Calls	Select this option to block the user's calling name when the user makes a call to an external destination.
Calling Line ID Group Number	This is a read-only field. It displays, if available, the calling line identity number of the group. If the group phone number is not configured, this field is empty and the settings that require the group phone number are disabled.
Calling Line ID Group Name	This is a read-only field. Depending on the configuration, it can display the group name or the group calling line identity name, or it can be empty. When this field is empty, the settings that require the group name are disabled.
Disable Caller ID (AS mode)	

FIELD	DESCRIPTION
Use Group Dialable Caller ID Policy Use Service Provider/Enterprise Dialable Caller ID Policy	This policy allows you to decide whether the group or service provider/enterprise Dialable Caller ID policy should be used. • Select *Use Group Dialable Caller ID Policy* to use the policy defined on this page. • Select *Use Service Provider/Enterprise Dialable Caller ID Policy* to use the Service Provider/Enterprise policy.
Dialable Caller ID: On/Off	Select *On* to enable the Dialable Caller ID feature for your group, or select *Off* to disable it.
Phone List Lookup (AS mode)	
Use Group Phone List Lookup Policy Use Service Provider/Enterprise Phone List Lookup Policy	This policy allows you to decide whether the group or service provider/enterprise Phone List Lookup policy should be used. • Select Use Group Phone List Lookup Policy to use the policy defined on this page. • Select Use Service Provider/Enterprise Phone List Lookup Policy to use the service provider/enterprise policy.
Phone List Lookup: On/Off	Select On to enable or select Off to disable phone list lookup.

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

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

5.9 COMMUNICATION BARRING AUTHORIZATION CODES

Use the **Communication Barring Authorization Codes** menu item on the *Group – Profile* menu page to:

- List or Delete Communication Barring Authorization Codes
- Add Communication Barring Authorization Code
- Modify or Delete Communication Barring Authorization Code

Communication barring authorization codes restrict certain types of calls. Calls requiring authorization are not connected unless a valid code is entered. The types of calls requiring authorization are defined by Network Classes of Service.

5.9.1 LIST OR DELETE COMMUNICATION BARRING AUTH CODES

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

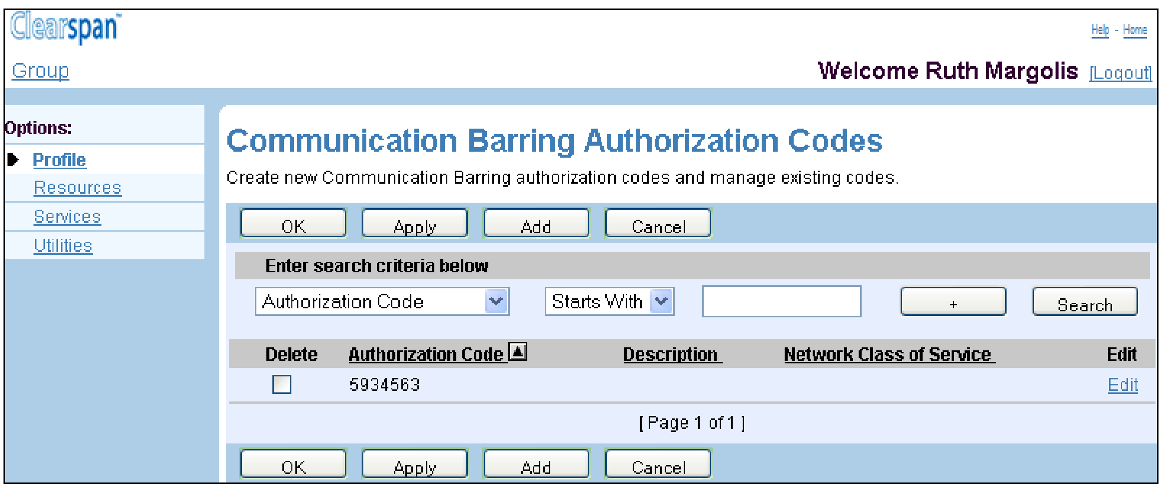

Figure 29 Group – Communication Barring Auth Codes

1. On the *Group – Profile* menu page, click **Communication Barring Authorization Codes** under the Advanced menu. The *Group – Communication Barring Authorization Codes* page appears.
2. To delete an authorization code, check the *Delete* box in the row of the code.
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.

5.9.2 ADD COMMUNICATION BARRING AUTHORIZATION CODE

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

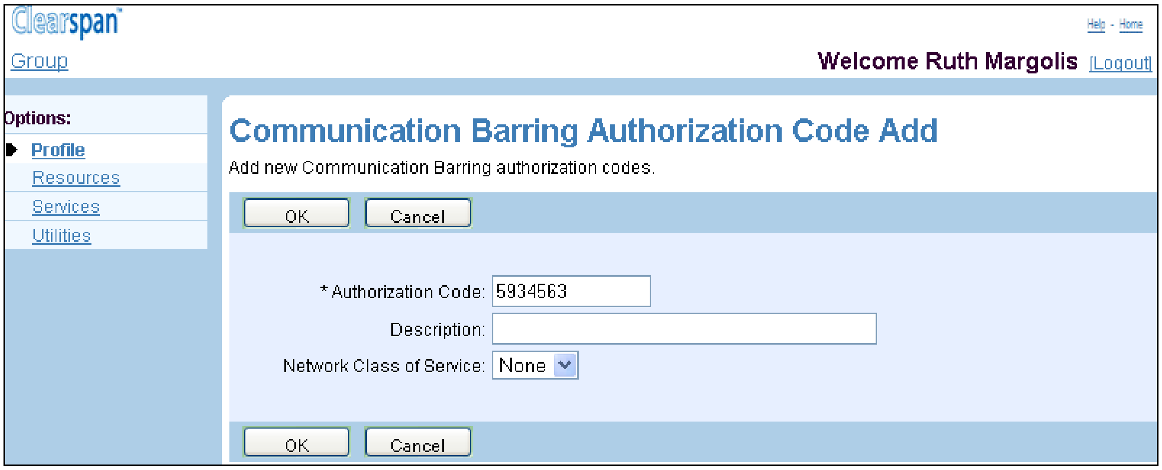

Figure 30 Group – Communication Barring Auth Code Add

4. On the *Group – Profile* menu page, click **Communication Barring Authorization Codes** under the Advanced menu. The *Group – Communication Barring Authorization Codes* page appears.
5. Click **Add**. The *Group – Communication Barring Authorization Code Add* page appears.
6. In the *Authorization Code* text box, enter the authorization code. An authorization code can be from 2 through 14 digits (0 through 9).
7. In the *Description* text box, enter a description that will help you remember the purpose of the code.
8. From the *Network Class of Service* drop-down list, select the class of service to associate with the authorization code. Select *None* if you do not want to associate a class of service with the authorization code.
9. 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.

5.9.3 MODIFY OR DELETE COMMUNICATION BARRING AUTHORIZATION CODE

Use the *Group – Communication Barring Authorization Codes* Modify page to modify or delete an authorization code defined for your group.

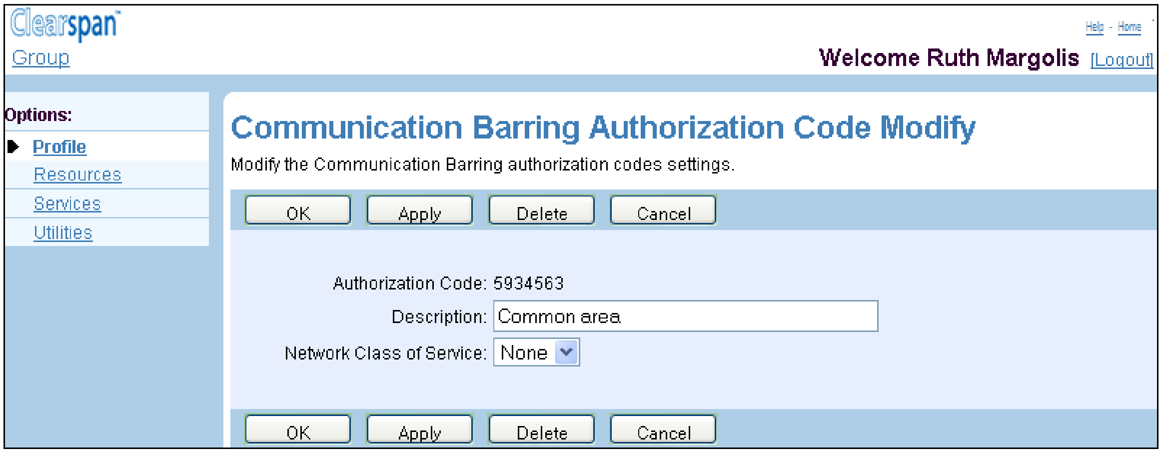

Figure 31 Group – Communication Barring Auth Codes – Delete

1. On the Group – Profile menu page, click Communication Barring Authorization Codes under the Advanced menu. The Group – Communication Barring Authorization Codes page appears.
2. Click **Edit** or any item in the row of the code to modify. The *Group – Communication Barring Authorization Code Modify* page appears
3. To delete the authorization code, click **Delete**. The code is deleted and the previous 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. Modify settings as required. For information about the settings available on this page, see section **Error! Reference source not found. Error! Reference source not found.**.

Note that you cannot modify the code itself. To modify the code, you need to delete the code and then add the new code.

5. Click **OK** or **Apply**. Apply save you changes. OK saves your changes and returns to the previous page.

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

5.10 DIAN PLAN POLICY

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

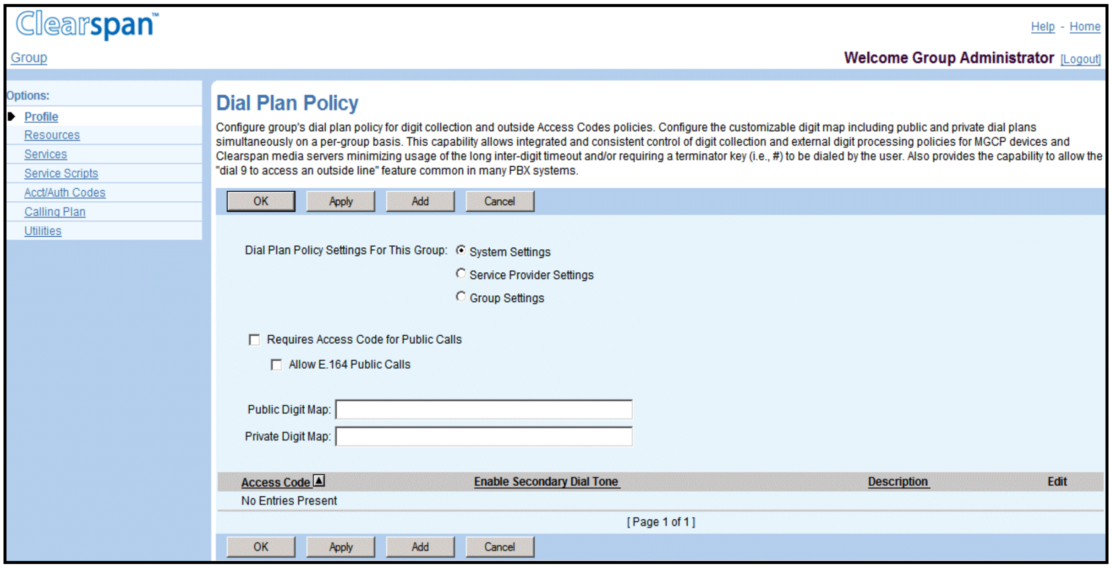

Figure 32 Group – Dial Plan Policy

1. On the *Group – Profile* menu page, click **Dial Plan Policy**. The *Dial Plan Policy* page appears.
2. For Dial Plan Policy Settings For This Group, choose from the following levels:

- System Settings
- Service Provider Settings
- Group Settings

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

Check or uncheck *Requires Access Code for Public Calls*. When this option is checked, dialing an access code is enforced to access the public dialing plan.

3. Check or uncheck Allow *E.164 Public Calls*. When this option is checked, E.164 addresses are allowed as public calls regardless of the *Non-Permissive* option setting. However, it is only relevant when the *Requires Access Code for Public Calls* option is checked.

4. Check the Prefer *E.164 Number Format for Callback Services* box to indicate that the E.164 number format is the preferred format for Callback services.
5. In the *Public Digit Map* text box, enter the digit map.

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

Use the following syntax for a digit map:

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

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

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

6. In the *Private Digit Map* text box, enter the private digit map. This field is optional. If it is not entered, the public digit map is used. The same syntax rules apply for *Private Digit Map* and *Public Digit Map*.
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.

5.10.1 ADD A DIAL PLAN POLICY ACCESS CODE

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

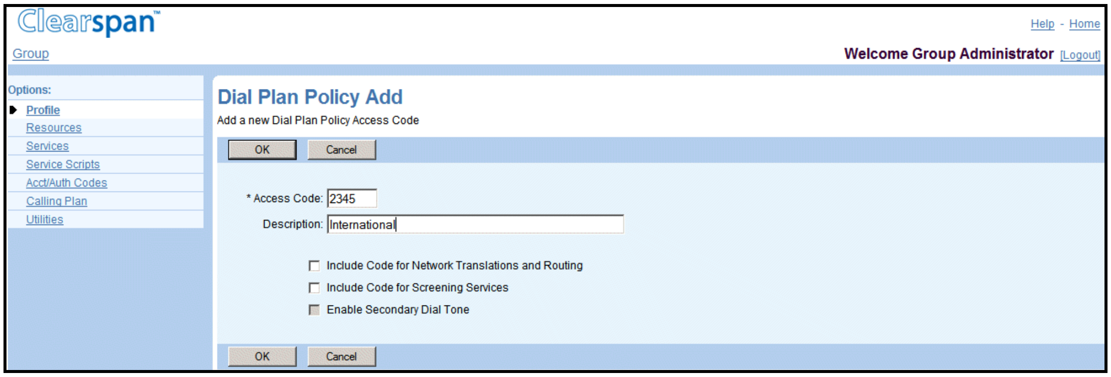

Figure 33 Group – Dial Plan Policy Add

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

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

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

8. Save your changes. Click **OK** to save your changes and display the previous page.

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

5.10.2 MODIFY A DIAL PLAN POLICY ACCESS CODE

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

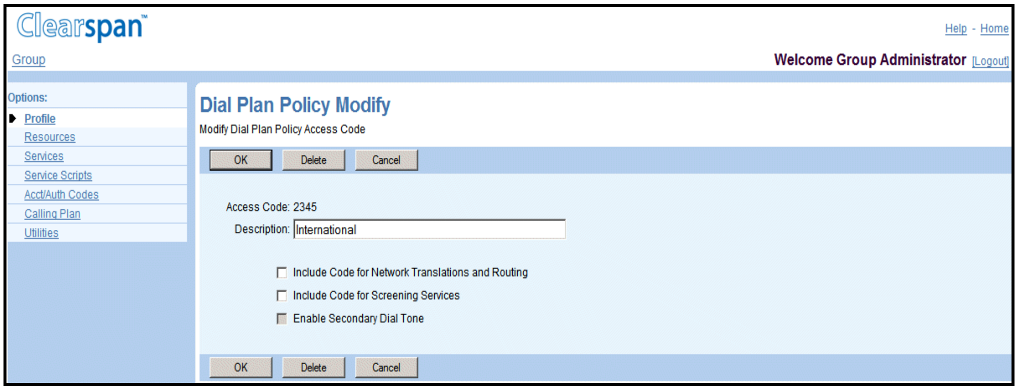

Figure 34 Group – Dial Plan Policy Modify

1. On the Group – *Profile* menu page, click **Dial Plan Policy**. The *Group – Dial Plan Policy* page appears.
2. Click **Edit** in the row of the Dial Plan policy access code. The *Group – Dial Plan Policy Modify* page appears.
3. Edit the access code information. For more information on the fields for the Dial Plan policy access codes, see section *5.10.1 Add a Dial Plan Policy Access Code*.
4. Click **Delete** to delete the access code. The previous page appears.
5. Click **OK** to save your changes and display the previous page.
6. To exit without saving, select another page or click **Cancel** to display the previous page.

5.11 VIRTUAL ON-NET ENTERPRISE EXTENSIONS

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

- List Virtual On-Net Users
- Add a Virtual On-Net User
- Add a Range of Virtual On-Net Users
- Modify or Delete a Virtual On-Net User

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

Enterprise Extensions service enabled can place calls to these destinations using extensions, as they would call users in their group or enterprise.

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

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

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

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

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

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

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

5.11.1 LIST VIRTUAL ON-NET USERS

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

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

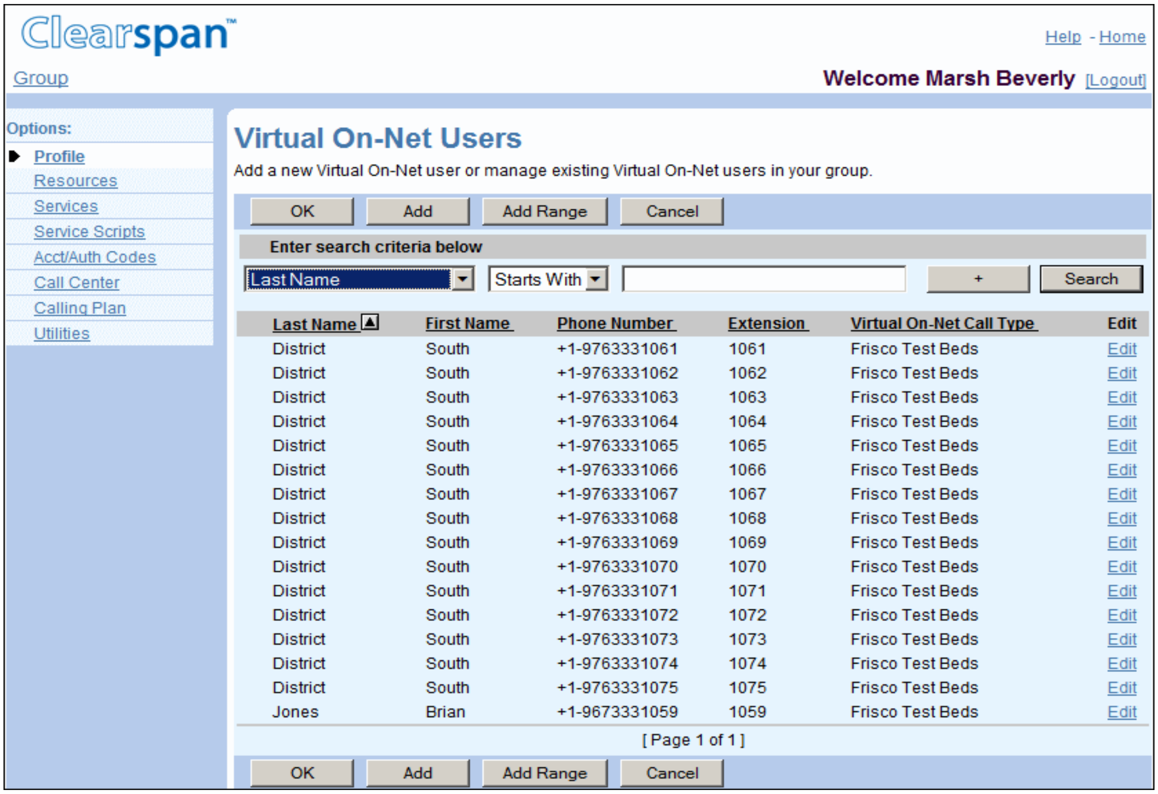

Figure 35 Group – Virtual On-Net Users

1. On the *Group – Profile* menu page, click **Virtual On-Net Enterprise Extensions**. The *Group – Virtual On-Net Users* page appears.
2. To search for users, enter your search criteria and click **Search**.

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

5.11.2 ADD A VIRTUAL ON-NET USER

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

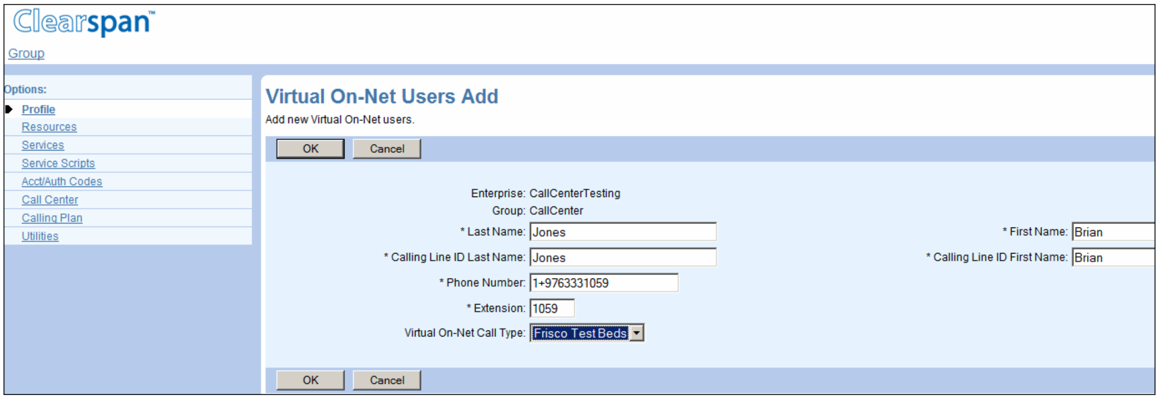

Figure 36 Group – Virtual On-Net Users Add

1. On the *Group – Profile* menu page, click **Virtual On-Net Extensions**. The *Group – Virtual On-Net Users* page appears.
2. Click **Add**. The Group – Virtual On-Net Users Add page appears.
3. Enter the last and the first name of the user, from 1 through 30 characters each.
4. Enter the last and the first name to be used as this user's calling line ID. The calling line ID last and first names can be from 1 through 30 characters and cannot contain characters %, +, backslash, double quotes, or extended ASCII characters.
5. In the *Phone Number* text box, enter the user's phone number. The phone number can be in the national (from 1 through 20 digits) or E.164 format (from 3 through 22 digits). You can include spaces and dashes in the number, which do not count toward the number's length. If you do not enter the number in the E.164 format, the system automatically adds the plus sign and the system default country code at the beginning of the number.
6. In the *Extension* text box, enter the extension to assign to this virtual on-net user. The extension has to be unique within the group and can only contain digits (0 through 9). The allowed length may vary from organization to organization. The extension settings for your organization are configured on the *Group – Extension Dialing* page.
7. From the *Virtual On-Net Type* drop-down list, select the type to associate with the user for billing purposes.
8. To save your changes and return to the previous page, click **OK**.

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

5.11.3 ADD A RANGE OF VIRTUAL ON-NET USERS

Use the *Group – Virtual On-Net Users Add* page to add a range of Virtual On-Net users. When you create a range of Virtual On-Net users, a single name is associated with the range. Subsequently, the range is treated as individual entries and can only be edited as individual entries from that point on. For information on modifying an entry, see section *5.11.4 Modify or Delete a Virtual On-Net User*.

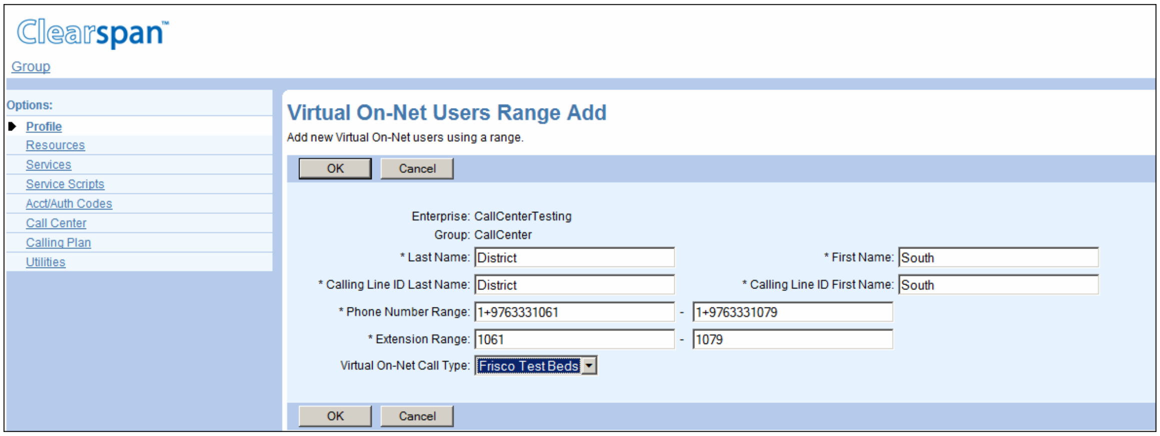

Figure 37 Group – Virtual On-Net Users Range Add

1. On the *Group – Profile* menu page, click **Virtual On-Net Extensions**. The *Group – Virtual On-Net Users* page appears.
2. Click Add Range. The Group – Virtual On-Net Users Range Add page appears.
3. Enter the last and first name, from 1 through 30 characters, for the range of Virtual On-Net users.
4. Enter the last and the first name to be used as the range's calling line ID. The calling line ID last and first names can be from 1 through 30 characters and cannot contain characters %, +, backslash, double quotes, or extended ASCII characters.
5. For *Phone Number Range*, enter the first and the last phone number of the range. The phone numbers can be in the national (from 1 through 20 digits) or E.164 format (from 3 through 22 digits). You can include spaces and dashes in the number, which do not count toward the number's length. If you do not enter the number in the E.164 format, the system automatically adds the plus sign and the system default country code at the beginning of the number.
6. For *Extension*, enter the first and the last extension of the range of extensions to be associated with the number range. The extensions have to be unique within the group and can only contain digits (0 through 9). The allowed length may vary from organization to organization. The extension settings for your organization are configured on the *Group – Extension Dialing* page..
7. From the Virtual On-Net Type drop-down list, select the type to associate with the users for billing purposes.
8. To save your changes and return to the previous page, click **OK**.

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

5.11.4 MODIFY OR DELETE A VIRTUAL ON-NET USER

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

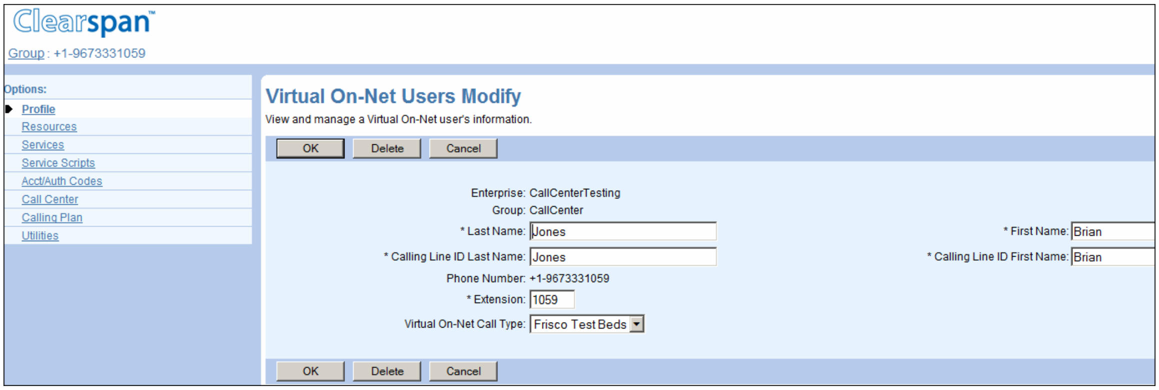

Figure 38 Group – Virtual On-Net Users Modify

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

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

4. To 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.

5.12 DIALABLE CALLER ID

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

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

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

Within a criteria entry, the criteria are grouped.

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

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

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

- View Dialable Caller ID Settings
- Configure Dialable Caller ID Settings and Prioritize Entries
- Add Dialable Caller ID Criteria Entry
- Modify or Delete Dialable Caller ID Entry

5.12.1 VIEW DIALABLE CALLER ID SETTINGS

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

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

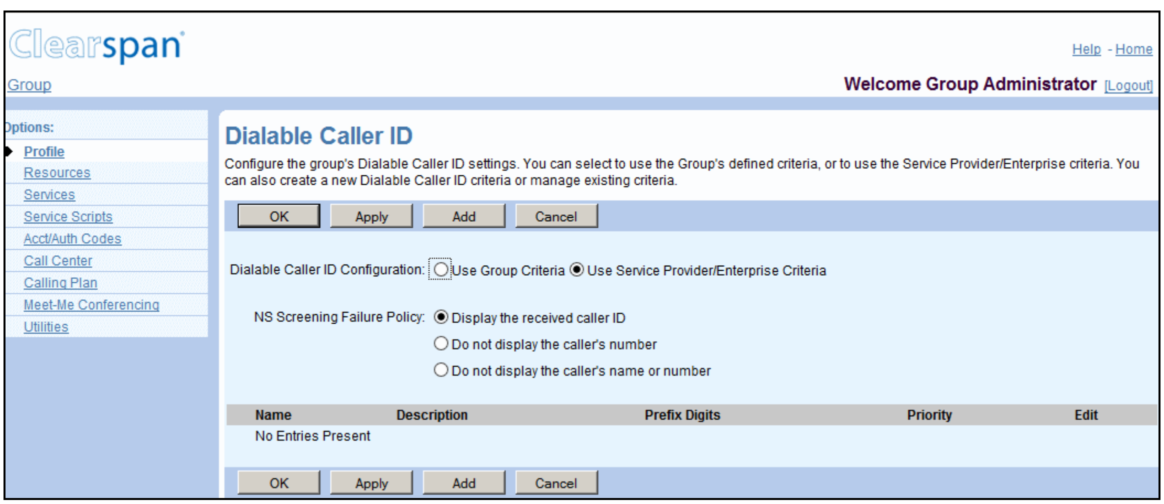

Figure 39 Group – Dialable Caller ID (Read-only)

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

5.12.2 CONFIGURE DIALABLE CALLER ID SETTINGS AND PRIORITIZE ENTRIES

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

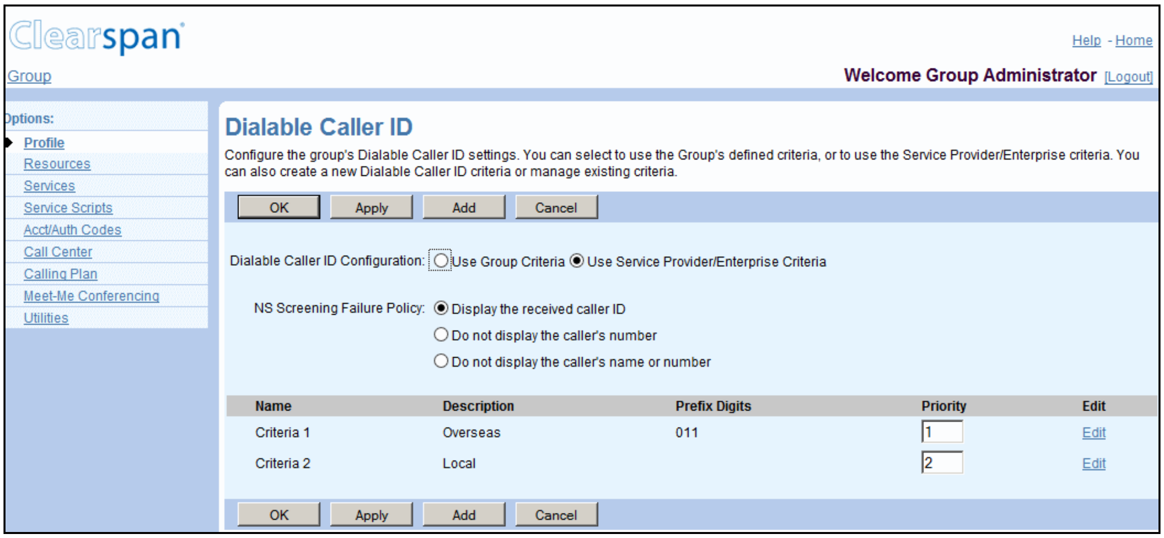

Figure 40 Group – Dialable Caller ID

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

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

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

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

5.12.3 ADD DIALABLE CALLER ID CRITERIA ENTRY

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

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

The criteria are grouped into the following groups:

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

SYSTEM-DEFINED CAT VALUES	DESCRIPTION
NATIONAL	National
INTERLAT	InterLATA
INTRALAT	IntraLATA Toll
INTERNAT	International
LOCAL	Local
PRIVATE	Private
EMERG	Emergency
OTHER	Other

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

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

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

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

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

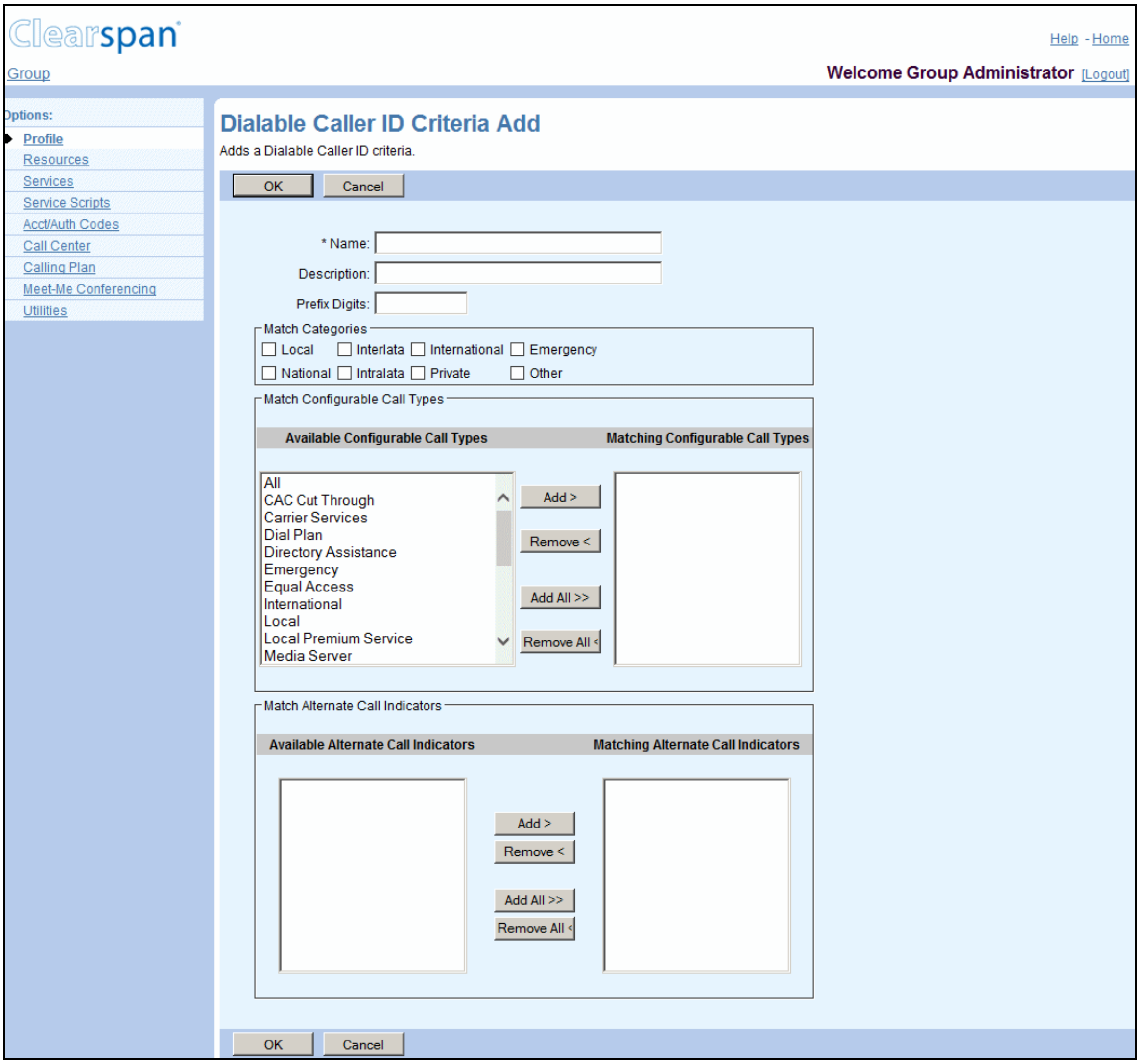

Figure 41 Group – Dialable Caller ID Criteria Add

1. On the *Group – Profile* menu page, click **Dialable Caller ID** under the Advanced menu. The *Group – Dialable Caller ID* page appears.
2. Click **Add**. The *Group – Dialable Caller ID Add* page appears.

3. In the *Name* text box, enter a name for the entry. The name is mandatory and can be from 1 through 40 characters.
4. In the *Description* text box, enter a description for the entry.
5. In the *Prefix Digits* text box, enter the digits to add to the beginning of the caller's phone number if the call satisfies the conditions specified in this entry. The prefix can contain digits (0 through 9), characters # and *, and can be at most 10 characters.
6. For *Match Categories*, select one or more call categories to match.
7. Select configurable call types to match. In the *Available Configurable Call Types* column, select the desired call types and click **Add >**. Alternativel7y, to select all call types, click **Add All >>**.
8. Select alternate call indicators to match. In the *Available Alternate Call Indicators* column, select the desired indicators and click **Add >**. Alternatively, to select all call indicators, click **Add All >>**.
9. Click **OK**. OK saves your changes and displays the previous page.

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

5.12.4 MODIFY OR DELETE DIALABLE CALLER ID ENTRY

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

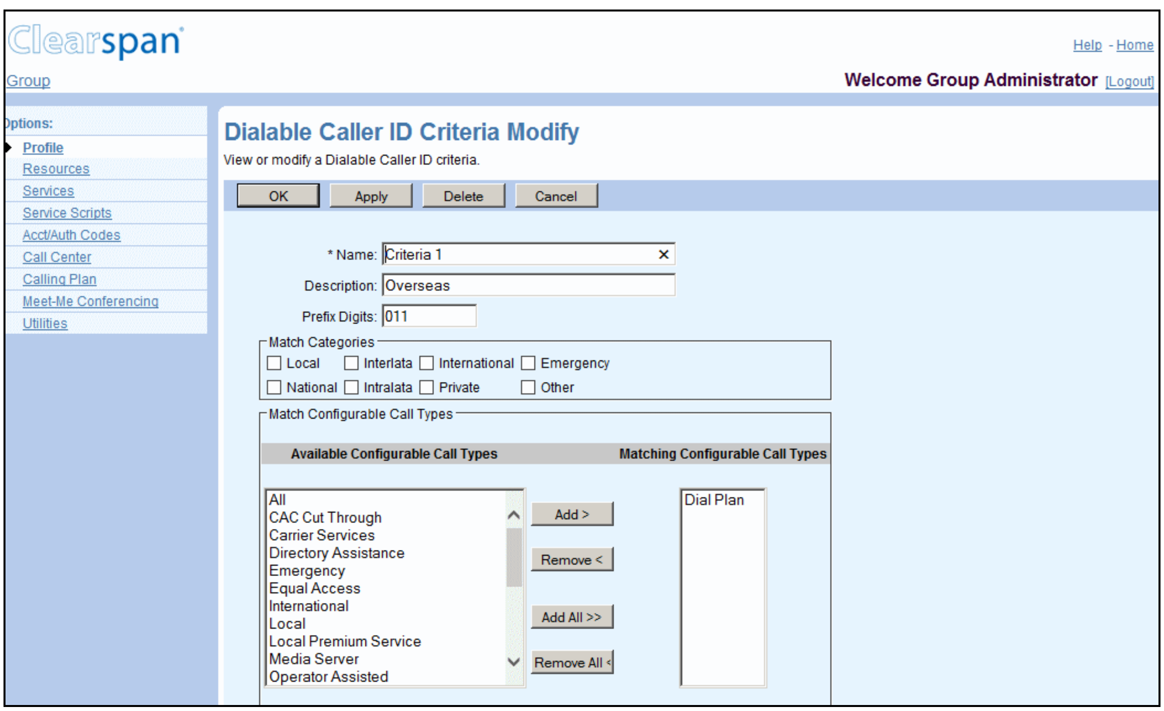

Figure 42 Group – Dialable Caller ID Criteria Modify (Top of Page)

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

WARNING: This operation is final and cannot be undone.

4. Modify the entry as required. For information about the options available on this page, see section *5.12.3 Add Dialable Caller ID Criteria Entry*.
5. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

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

6 RESOURCES MENU

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

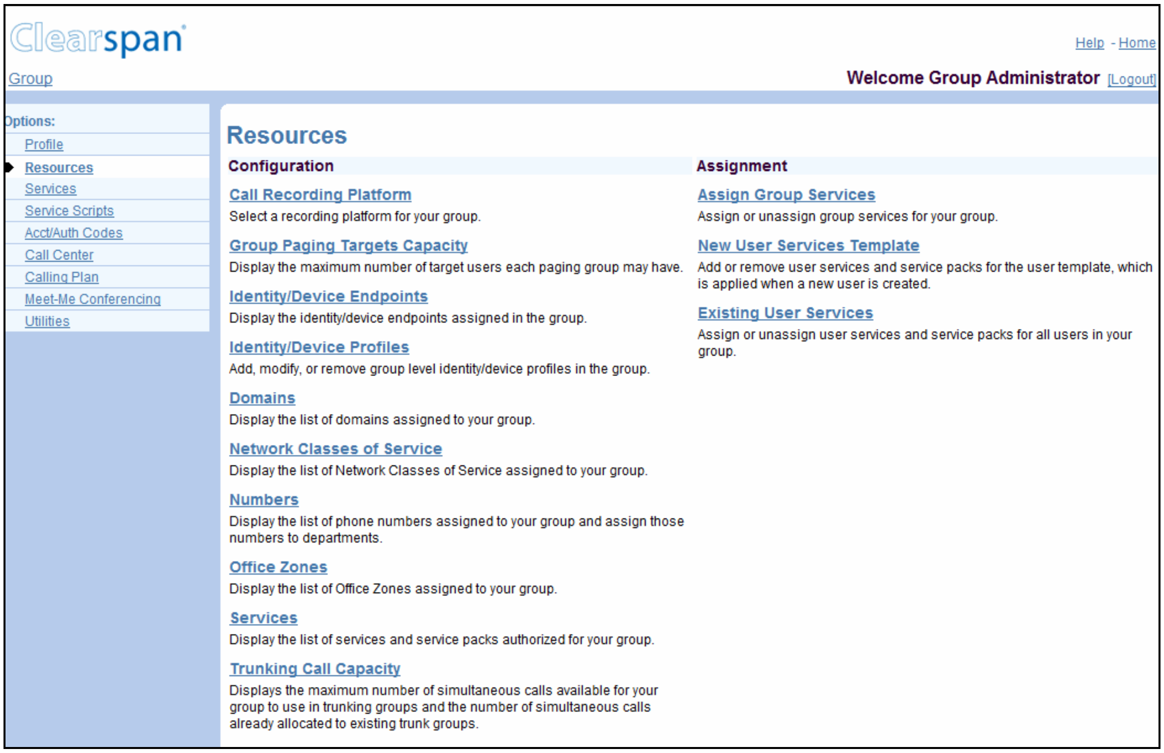

Figure 43 Group – Resources Menu

The *Group – Resources* menu contains these items:

- **Configuration menu**

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

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

  - Trunking Call Capacity
  - Session Admission Control Capacity

- **Assignment menu**

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

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

6.1 ACCESS THE GROUP – RESOURCES MENU

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

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

6.2 CALL RECORDING PLATFORM

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

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

6.2.1 SELECT CALL RECORDING PLATFORM

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

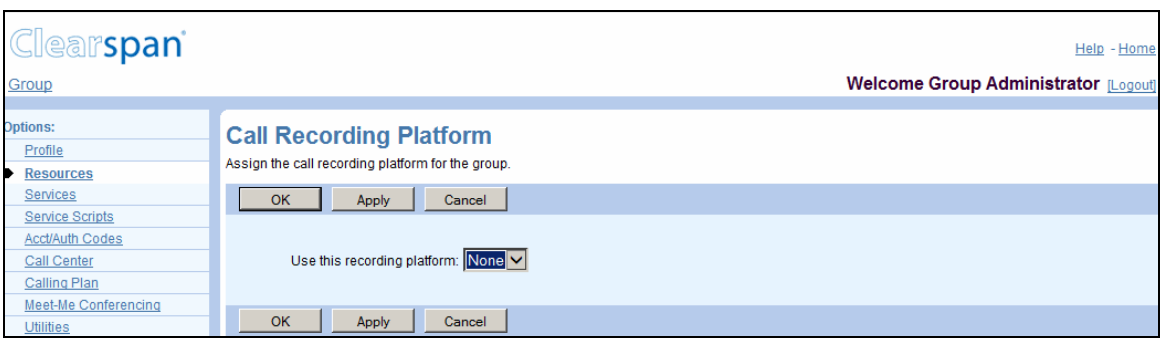

Figure 44 Group – Call Recording Platform

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

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

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

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

6.3 GROUP PAGING TARGETS CAPACITY

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

6.3.1 VIEW GROUP PAGING TARGETS CAPACITY

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

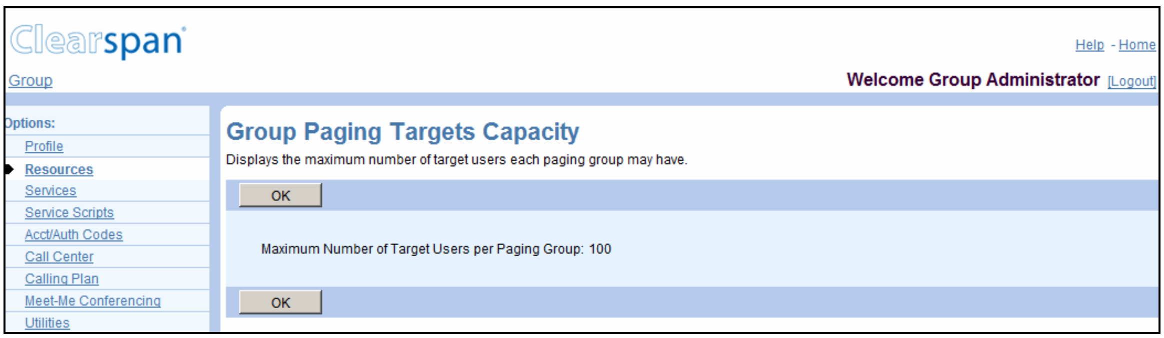

Figure 45 Group – Group Paging Targets Capacity

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

6.4 IDENTITY/DEVICE ENDPOINTS

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

6.4.1 LIST IDENTITY/DEVICE ENDPOINTS

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

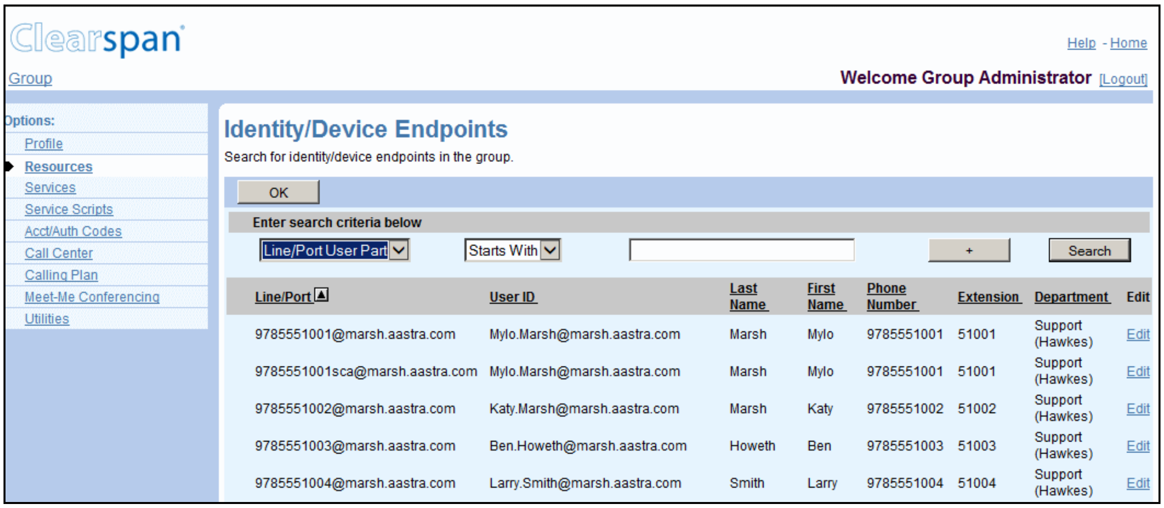

Figure 46 Group – Identity/Device Endpoints

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

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

6.5 IDENTITY/DEVICE PROFILES

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

- List Identity/Device Profile
- Add Identity/Device Profile
- Modify Identity/Device Profile
- Delete Identity/Device Profile

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

6.5.1 LIST IDENTITY/DEVICE PROFILE

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

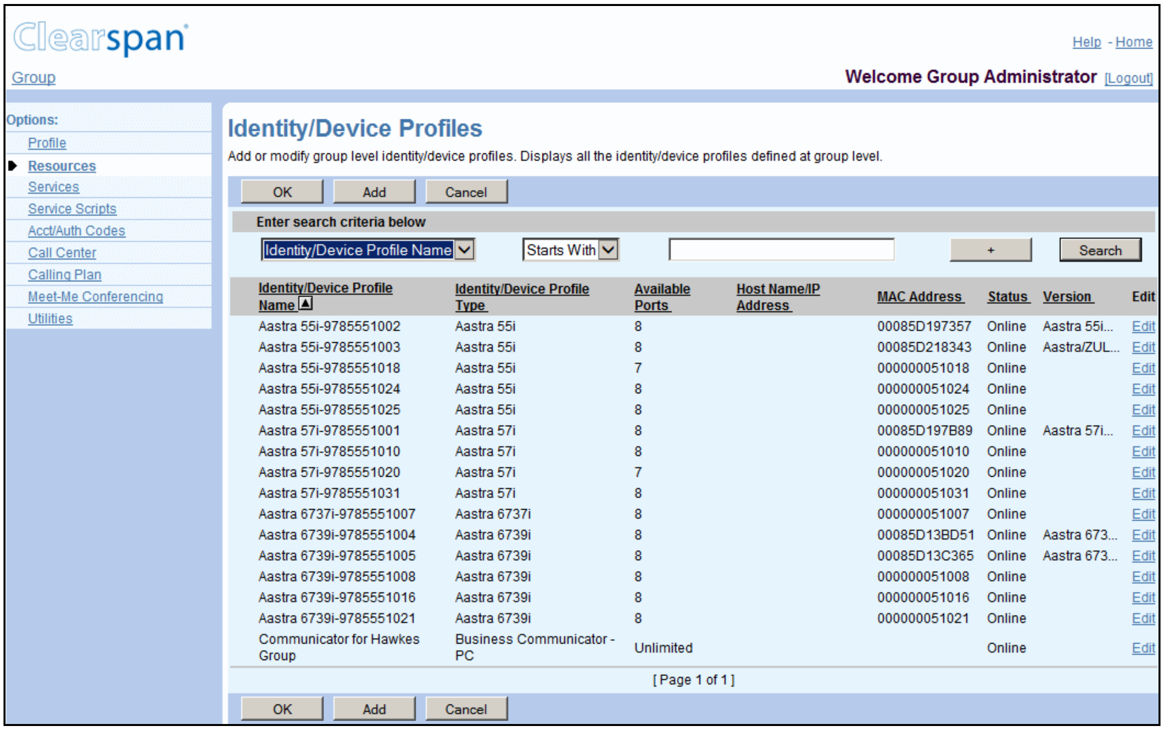

Figure 47 Group – Identity/Device Profiles

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

   For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.
3. To display the previous page, click **OK** or **Cancel**.

6.5.2 ADD IDENTITY/DEVICE PROFILE

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

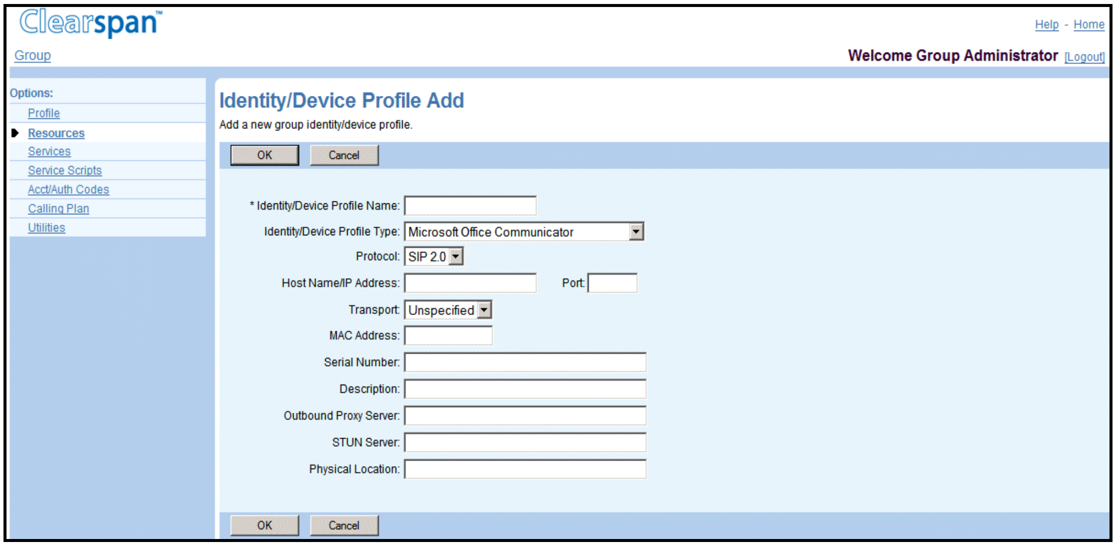

Figure 48 Group – Identity/Device Profile Add (Managed Device)

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

SETTING NAME	VALUES	DESCRIPTION	EXAMPLE
Identity/Device Profile Name *	1 through 80 characters.	The name of the new identity/device profile.	CyberGroupIAD1
Identity/Device Profile Type	The drop-down box lists available identity/device profile types.	The type of identity/device profile used for the new identity/device profile.	Cisco 2421-16 Cisco 2421-24
Protocol	The drop-down box lists available protocols	The communication protocol used by the identity/device profile.	MGCPIETF 1.0
Host Name/ IP Address	1 through 80 characters. Cannot contain spaces or	The host name or IP address of the identity/device profile. Optional for some identity/device profiles, such as IP phones.	h1.clearspan.com 111.1.11.1

SETTING NAME	VALUES	DESCRIPTION	EXAMPLE
	the @ symbol.		
Port	1025 through 65535.	The communication port used by the identity/device profile. This field is dependent on the type of Identity/Device Profile Type selected.	1234
Transport	The available values are listed in the drop-down box.	The transport protocol used.	TCP
MAC Address	12 characters containing only uppercase letters and digits.	The unique Media Access Control (MAC) address of the network hardware used by the new identity/device profile.	21A1423f23d2
Serial Number	1 through 80 characters.	The serial number of the identity/device profile.	123AB-C-456
Description	1 through 80 characters.	A brief text description of the identity/device profile, such as an internal reference, manufacturer name, or other internal feature.	Bldg. 3 Device
Outbound Proxy Server	1 through 80 characters. Cannot contain spaces or the @ symbol.	The host name or IP address of the proxy server to be used by this identity/device profile.	proxy1.clearspan.com 101.45.3.65
STUN Server	1 through 80 characters. Cannot contain spaces or the @ symbol.	The host name or IP address of the Simple Traversal of UDP through NAT (STUN) server to be used by this identity/device profile.	stunSv.clearspan.com 101.45.3.69
Physical Location	1 through 1024 characters.	The physical location of the identity/device profile.	Office number and address

4. If applicable, configure the authentication information as follows:

- To use the credentials defined for the identity/device profile type, check Use Identity/Device Profile Type Credentials. Alternatively, to use custom credentials, check Use Custom Credentials.

- If you have selected Use Custom Credentials, enter your device access user name and password.

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

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

6.5.3 MODIFY IDENTITY/DEVICE PROFILE

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

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

- Profile Tab (All Devices)
- Configure Tab (Legacy Devices)
- Users Tab (All Devices)
- Files Tab (Managed Devices)
- Custom Tags Tab (Managed Devices)

6.5.3.1 *Profile* Tab (All Devices)

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

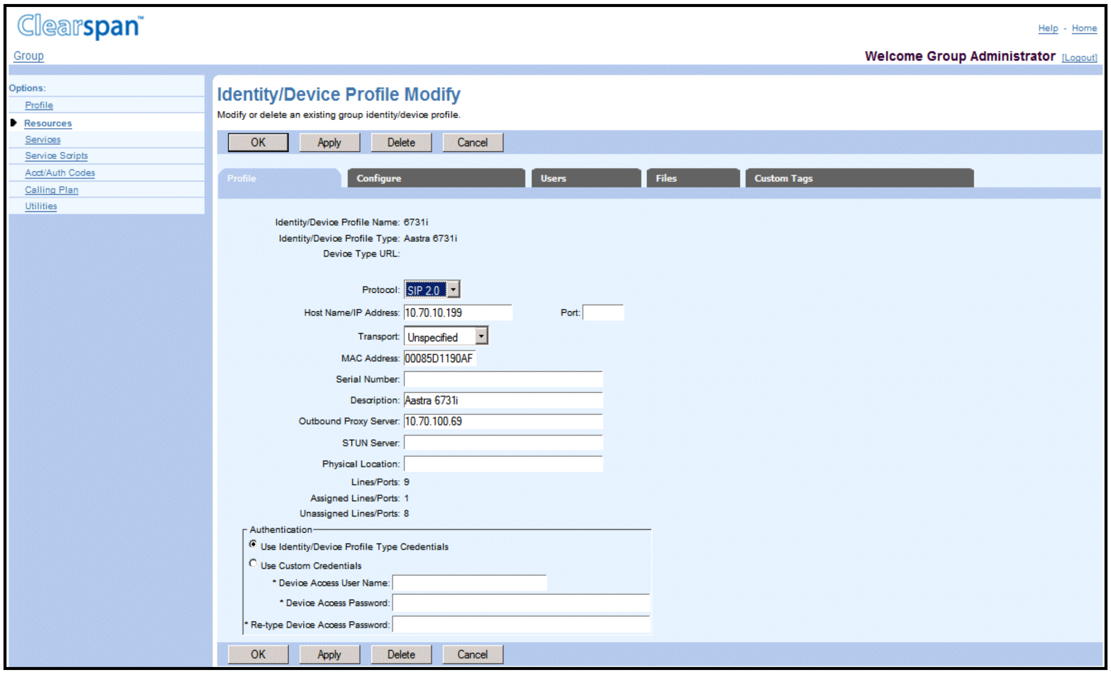

Figure 49 Group – Identity/Device Profile Modify – Profile (Managed Device)

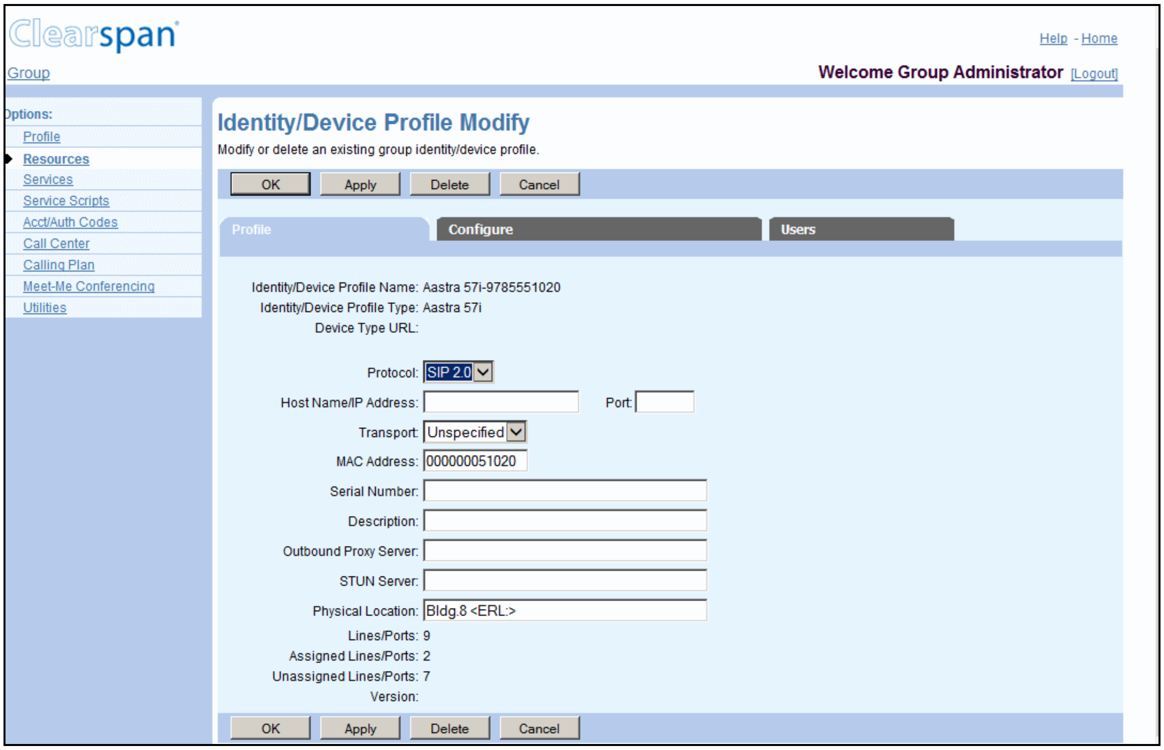

Figure 50 Group - Identity/Device Profile Modify – Profile (Legacy Device)

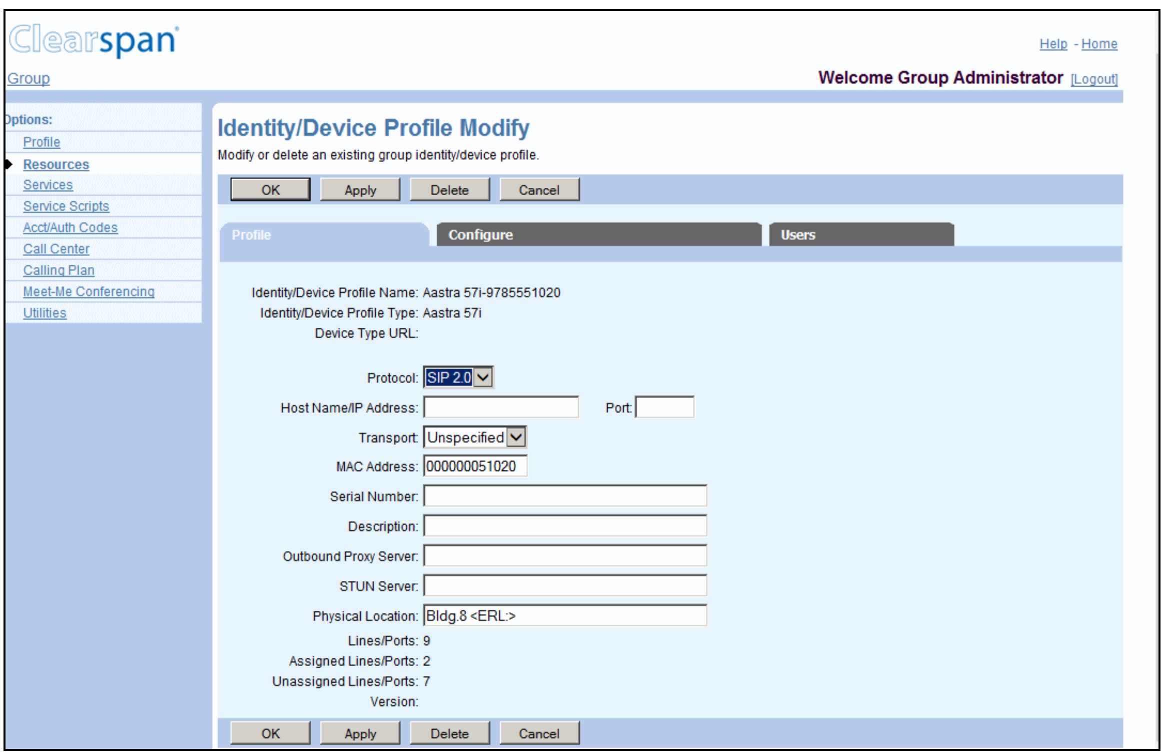

Figure 51 Group – Identity/Device Profile Modify – Profile

1. On the *Group – Resources* menu page, click **Identity/Device Profiles**. The Group – Identity/Device Profiles page with search criteria boxes appears.

2. To display the list of identity/device profiles, click **Search**.

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

3. Click **Edit** or any item in the row for the identity/device profile to edit. The *Group – Identity/De*vice Profile Modify page appears showing the Profile tab by default.

4. Edit the identity/device profile information. Required information is indicated with an asterisk. For more information about the identity/device profile information settings, see section *6.5.2 Add Identity/Device Profile*.

   The following read-only data is displayed:

NAME	DESCRIPTION	EXAMPLE
Identity/Device Profile Name	The name of the new identity/device profile.	SipPhone4
Identity/Device Profile Type	The type of identity/device profile used for the identity/device profile. Device types with the same name but different capabilities are differentiated by following the name with the number of available ports.	Cisco ATA186, Polycom Soundpoint IP 500
Device Type URL	The URL of the device type.	http://dms/Polycom_Soundpoint_IP_500
Lines/Ports	The number of lines/ports on the device.	Unlimited
Assigned Lines Ports	The number of assigned line/ports.	2
Unassigned Lines/Ports	The number of line/ports still available to be assigned.	Unlimited
Version	The software version of the identity/device type. It is only displayed for SIP devices.	X-Lite release 1104o stamp 56125

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

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

6.5.3.2 *Configure* Tab (Legacy Devices)

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

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

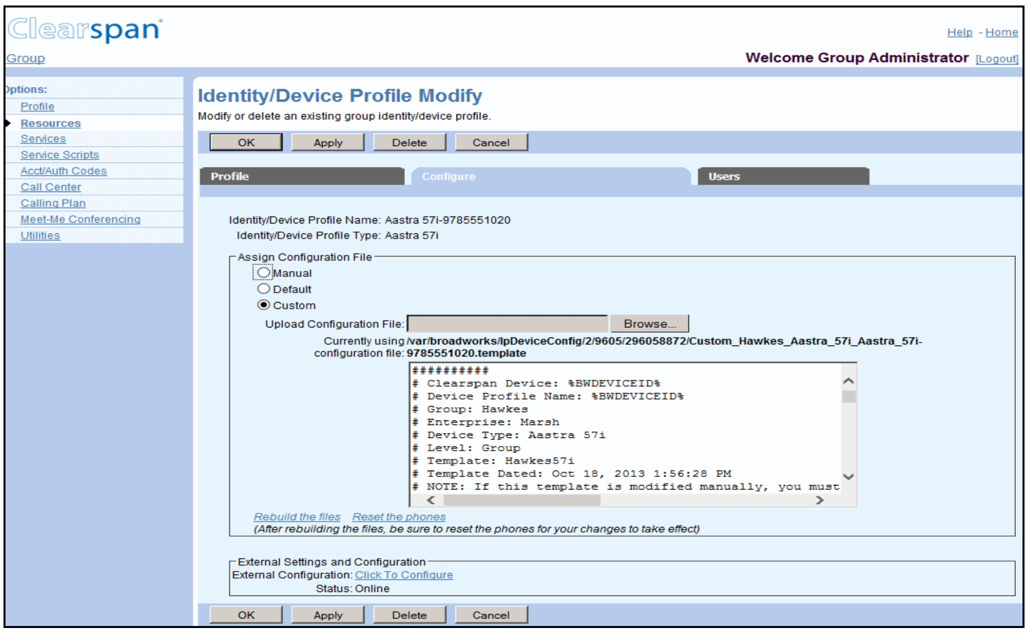

Figure 52 Group – Identity/Device Profile Modify – Configure

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

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

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

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

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

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

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

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

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

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

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

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

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

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.

6.5.3.3 Users Tab (All Devices)

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

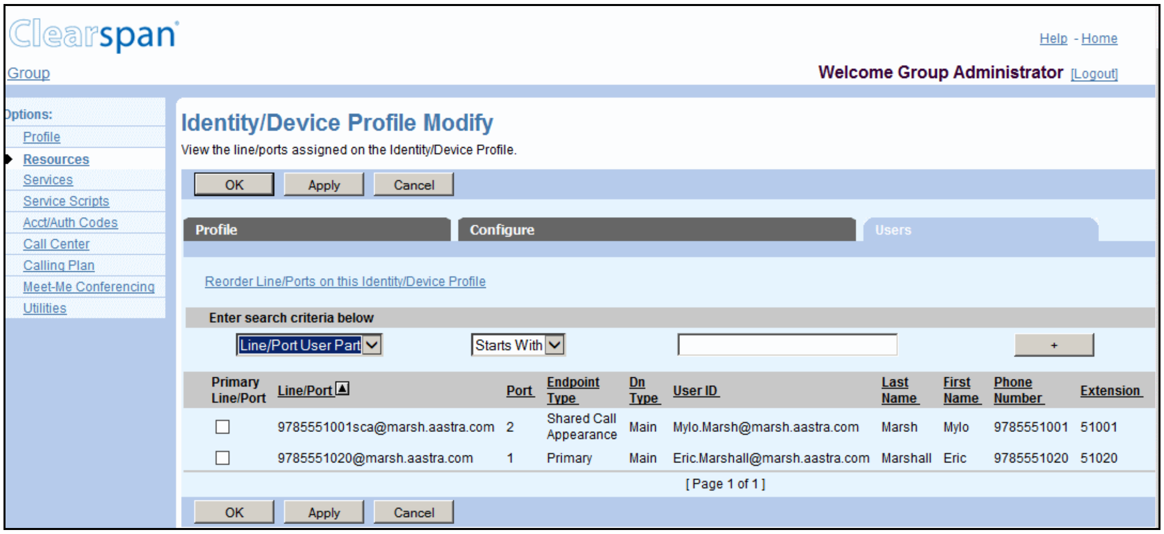

Figure 53 Group – Identity/Device Profile Modify – Users

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

   This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.
3. Click **Edit** or any item in the row for the identity/device profile. The *Group – Identity/Device Profile Modify* page appears.
4. Click the **Users** tab.
5. To display the list of users with the selected identity/device profile assigned, click **Search**.

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

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

To reorder the line/ports in use for the identity/device profile, click **Reorder Line/Ports on this Identity/Device Profile**. The *Devices Modify - Reorder Users* page appears. For more information, see section *6.5.3.3.1 Change Order of Line/Ports*.

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

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

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

6.5.3.3.1 Change Order of Line/Ports

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

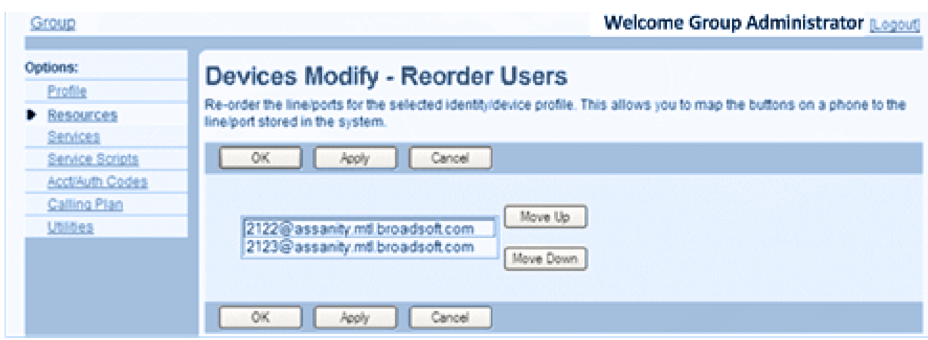

Figure 54 Group – Devices Modify – Reorder Users

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

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

4. To change the order of a line/port, select it and click Move Up or Move Down.

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

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

6.5.3.4 Files Tab (Managed Devices)

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

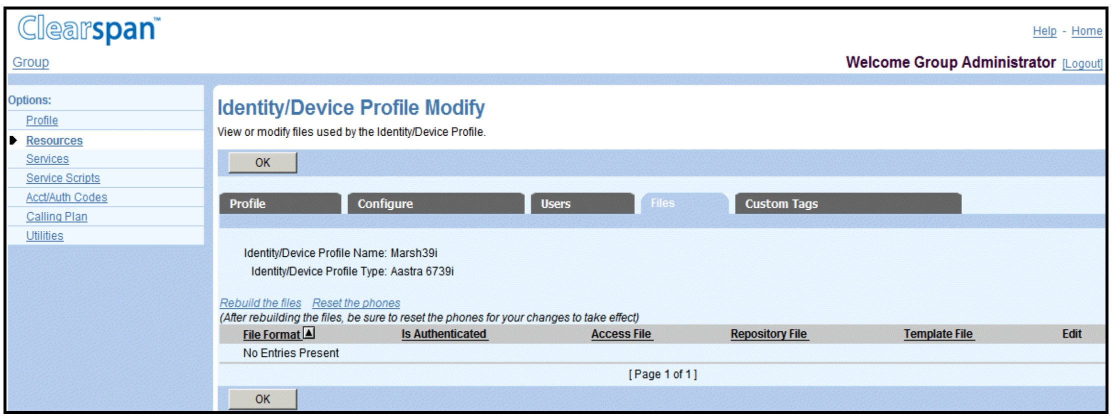

Figure 55 Group – Identity/Device Profile Modify – Files

6.5.3.4.1 Manage Identity/Device Profile Files

1. On the Group – Identity/Device Profile Modify page, click the **Files** tab.

2. For IP phones, click **Rebuild the files** to regenerate and transmit the configuration files to the file server. Or click **Rebuild the files (force)** to regenerate and transmit the configuration files to the file server even if the files have not changed since the last rebuild.

3. For IP phones that support a remote reset display, to instruct the phones to reload their configuration files, click **Reset the phones**.

4. To test file access, click the link in the Access Link column and the row for the file you want to test. The browser imitates a device access for the file. If the operation is successful, a new browser window is open displaying the file. If it is not successful, you are presented with an error message.

5. To download a repository file, click the **Download** link in the Repository File column and the row for the file to download, and then follow your browser's instructions.

6. To download a template file, click the **Download** link in the Template File column and the row for the file whose template you want to download, and then follow your browser's instructions.

7. To download the extended file capture, click the link in the Extended Capture column and the row for the file whose extended file capture you want to download, and then follow the instructions of your browser.

8. Click **OK**. OK displays the previous page.

6.5.3.4.2 Modify File for Identity/Device Profile

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

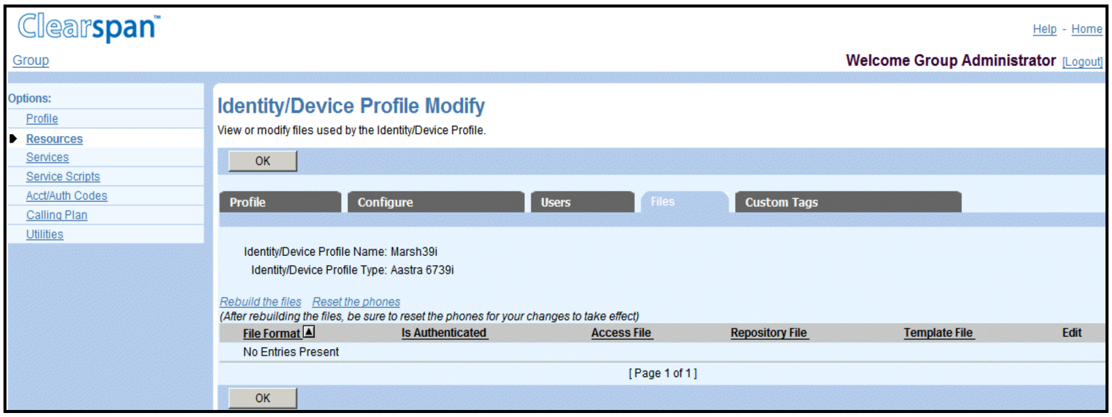

Figure 56 Group – Identity/Device Profile– File Modify

1. On the Group – Identity/Device Profile Modify page, click the Files tab.

2. Click **Edit** on the row containing the file you would like to modify. The Identity/Device Profile File Modify page appears.

3. To test file access, click the link next to Access File. The browser imitates a device access for the file. If the operation is successful, a new browser window is open displaying the file. If it is not successful, you are presented with an error message.

4. To download a repository file, click the Download link next to Repository File, and then follow your browser's instructions.

5. To download a template file, click the Download link next to Template File, and then follow your browser's instructions.

6. To enable extended file capture, check the **Enable Extended File Capture** box.

7. To download the extended file capture, click the Download link, and then follow your browser's instructions. This link only appears when the Enable Extended File Capture option is enabled.

8. To specify the type of file to assign, select from the following:

- *Manual* means that the Provisioning Server does not generate the file for this device profile. It is manually generated and saved onto the file repository.

- *Default* specifies that the device profile does not use a custom template. Instead, the Provisioning Server uses the corresponding file/template defined at the device-type level to build the resulting file for the device profile.
- *Custom* means that the device profile has its own file/template for this file.

9. If you have selected a custom file, click **Browse** to add the file to the Upload File text box. The uploaded file remains on your local computer.
10. For IP phones, click **Rebuild the Files** to regenerate and transmit the configuration file to the file server. Or click **Rebuild the files (force)** to regenerate and transmit the configuration file to the file server if the files have not changed since the last rebuild.
11. For IP phones that support a remote reset display, to instruct the phone to reload its configuration file, click **Reset the phones**.
12. Click Apply or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

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

6.5.3.5 Custom Tags Tab (Managed Devices)

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

6.5.3.5.1 List and Delete Custom Tags

Use the Custom Tags tab on the *Group – Identity/Device Profile Modify* page to list or delete custom tags for the identity/device profile.

The following information is displayed for each custom tag:

COLUMN	DESCRIPTION
Tag Name	This is the name of the custom tag.
Tag Value	This is the value assigned to the custom tag.

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*.

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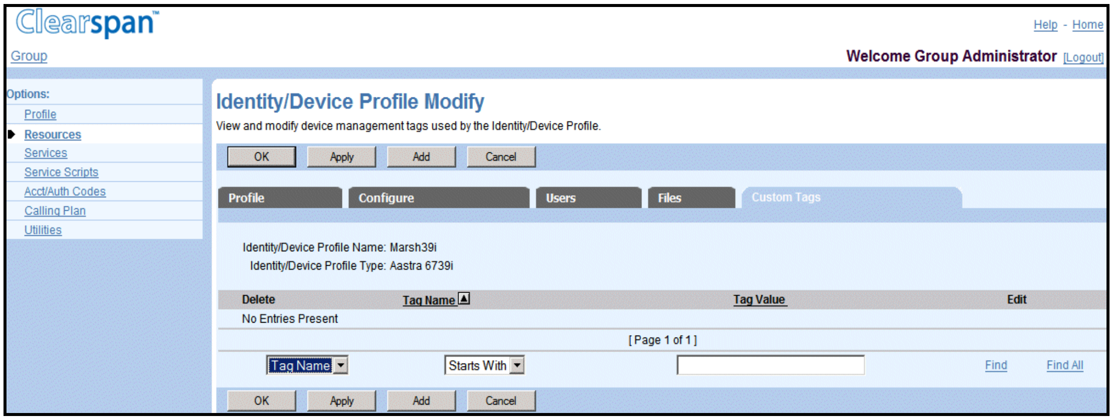


Figure 57 Group – Identity/Device Profile Modify – Custom Tag

1. On the Group – Identity/Device Profile Modify page, click the Custom Tags tab.
2. To delete some tags, check the Delete box in the rows of the tags to delete.
3. Click Apply or OK. Apply saves your changes. OK saves your changes and returns to the previous page.

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

6.5.3.6 Add Custom Tag

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

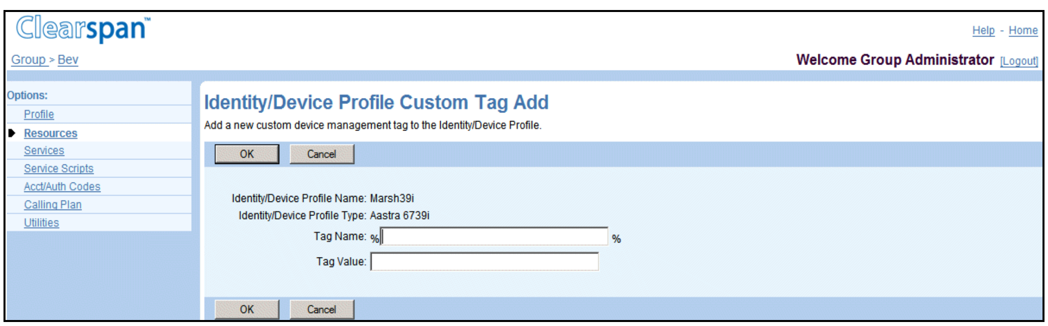


Figure 58 Group – Identity/Device Profile– Custom Tag Add

1. On the Group – Identity/Device Profile Modify page, click the Custom Tags tab.
2. Click **Add**. The Identity/Device Profile Custom Tag Add page appears.
3. In the Tag Name text box, enter the name for the tag. 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, click **Cancel** or select another page.

6.5.3.7 Modify Custom Tag

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

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

1. On the Group – Identity/Device Profile Modify page, click the Custom Tags tab.
2. Click **Edit** on the row of the tag you would like to modify. The Identity/Device Profile Custom Tag Modify page appears. The Tag Name cannot be edited.
3. Click **Delete** to delete this tag from the identity/device profile.
4. In the Tag Value text box, enter the new value for the tag (from 1 through 256 characters).
5. Click **OK**. OK saves your changes and displays the previous page. To exit without saving, click **Cancel** or select another page.

6.5.4 DELETE IDENTITY/DEVICE PROFILE

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

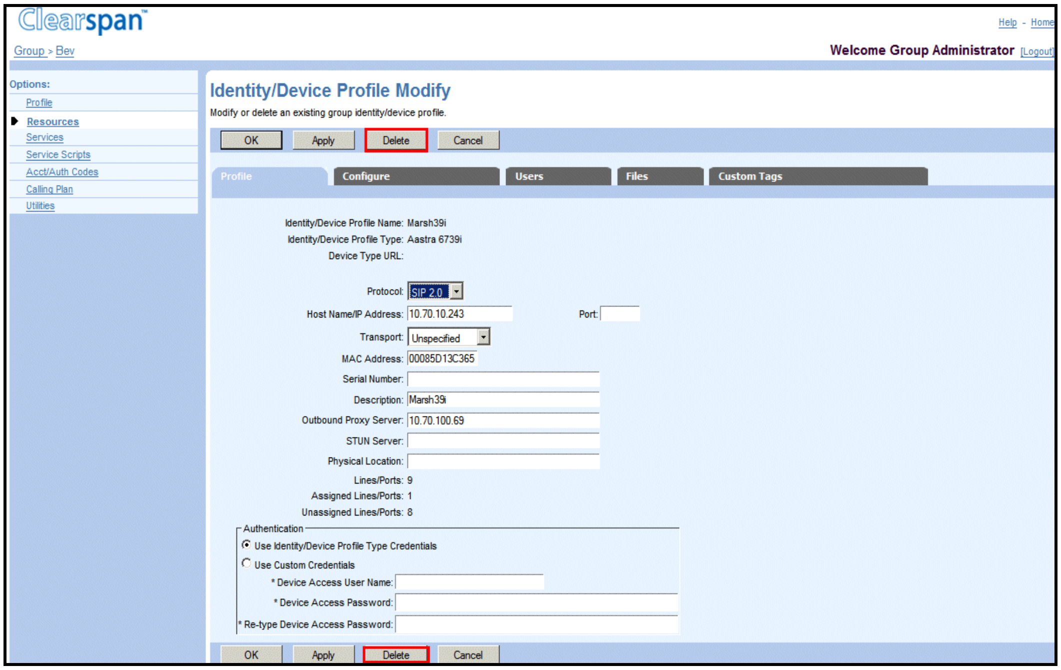


Figure 60 Group – Identity/Device Profile Modify

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

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

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

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

6.6 DOMAINS

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

- List Domains

- List Users Assigned to Domain

6.6.1 LIST DOMAINS

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

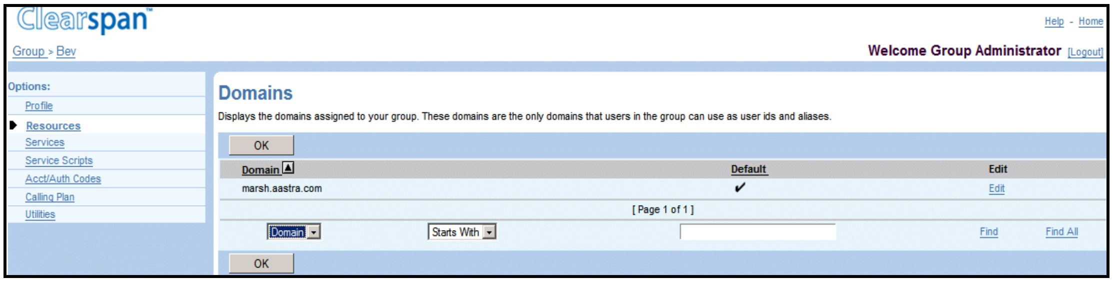


Figure 61 Group – Domains

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

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

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

6.6.2 LIST USERS ASSIGNED TO DOMAIN

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

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

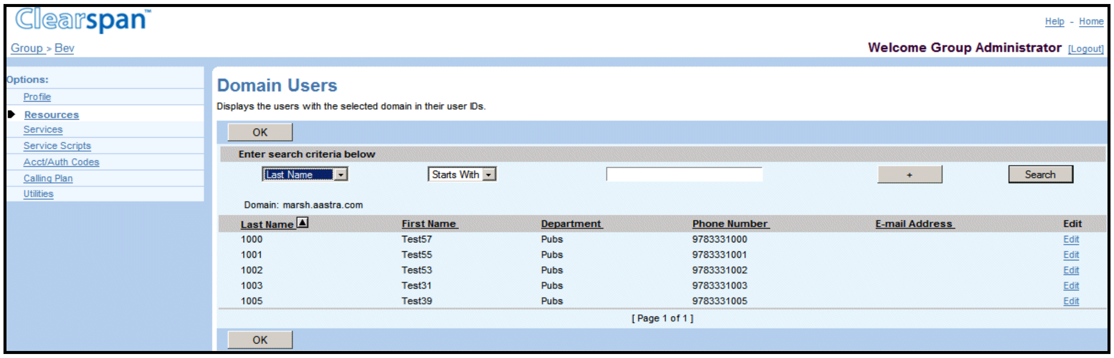


Figure 62 Group – Domain Users

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

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

6.7 NETWORK CLASSES OF SERVICE

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

6.7.1 LIST NETWORK CLASSES OF SERVICE

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

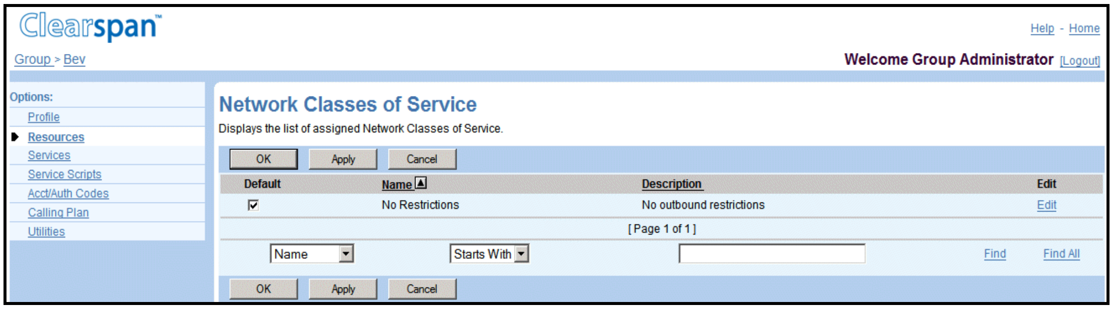


Figure 63 Group – Network Classes of Service

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

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

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

6.7.2 LIST ASSIGNED USERS

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

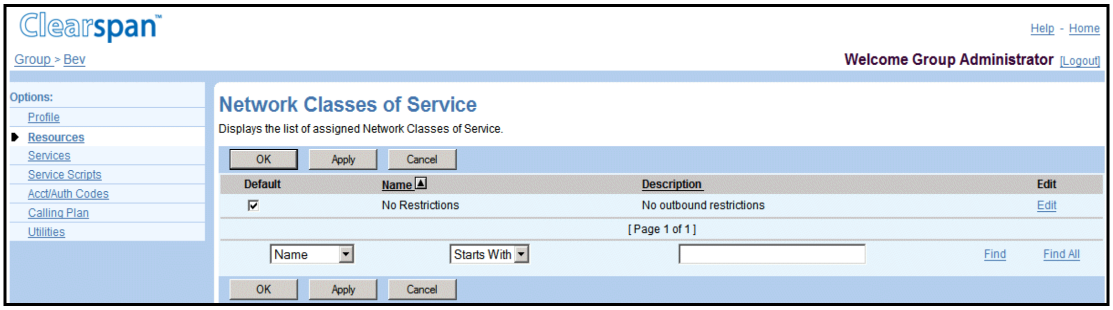


Figure 64 Group – Network Classes of Service

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

6.8 ENTERPRISE TRUNK NUMBER PREFIXES

Use the **Enterprise Trunk Number Prefixes** menu item on the *Group – Resources* menu page to view enterprise trunk number prefixes assigned to your group.

This applies only to service provider groups. Enterprise trunk number prefixes are not assigned to enterprise groups. Enterprise groups use number prefixes assigned to their enterprise.

Enterprise trunk number prefixes are used in conjunction with the Route List service to quickly provide connectivity to a new PBX site by assigning enterprise trunk number prefixes used to match directory numbers of trunking users to a single user profile instead of requiring an individual Clearspan user profile for each directory number. This resource is similar to enterprise trunk number ranges, but allows for flexible directory number length. For more information on configuring the Route List service, see the *Clearspan Application Server Group Web Interface Administration Guide Part 2*.

6.8.1 DISPLAY ENTERPRISE TRUNK NUMBER PREFIXES

Use the *Group – Enterprise Trunk Number Prefixes* page to display the enterprise trunk number prefixes assigned to your group.

The *Group – Enterprise Trunk Number Prefixes* 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*.

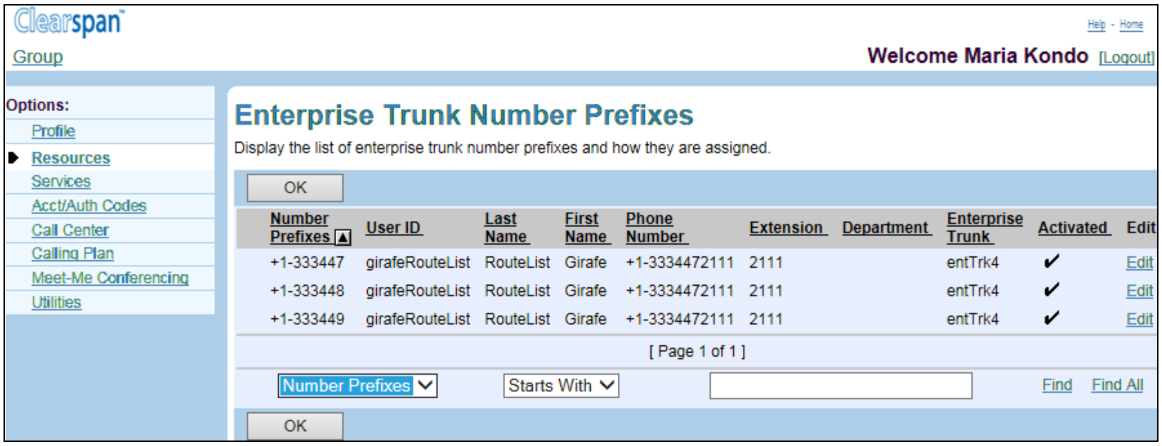


Figure 65 Enterprise – Enterprise Trunk Number Prefixes

1. On the Group – Resources menu page, click Enterprise Trunk Number Prefixes. The Group – Enterprise Trunk Number Prefixes page appears.
2. To search for specific number prefixes, enter your search criteria and click Find.
3. If the number prefix is assigned to a user account, click the Edit link in the row of the number prefix to go to the Profile menu of the account.
4. To display the previous page, click OK.

6.9 ENTERPRISE TRUNK NUMBER RANGES

If your group is part of a service provider, you use the Enterprise Trunk Number Ranges menu item on the *Group – Resources* menu page to view enterprise trunk number ranges assigned to your group. Enterprise trunk number ranges are not assigned to enterprise groups. Enterprise groups use number ranges assigned to their enterprise.

Enterprise trunk number ranges are used in conjunction with the Route List service to quickly provide connectivity to a new PBX site by assigning ranges of directory numbers (enterprise trunk number ranges) for trunking users to a single user profile instead of requiring an individual Clearspan user profile for each directory number. For more information on configuring the Route List service, see the *Clearspan Application Server Group Web Interface Administration Guide Part 2*.

6.9.1 DISPLAY ENTERPRISE TRUNK NUMBER RANGES

Use the *Group – Enterprise Trunk Number Ranges* page to display the enterprise trunk number ranges assigned to your group.

The *Group – 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*.

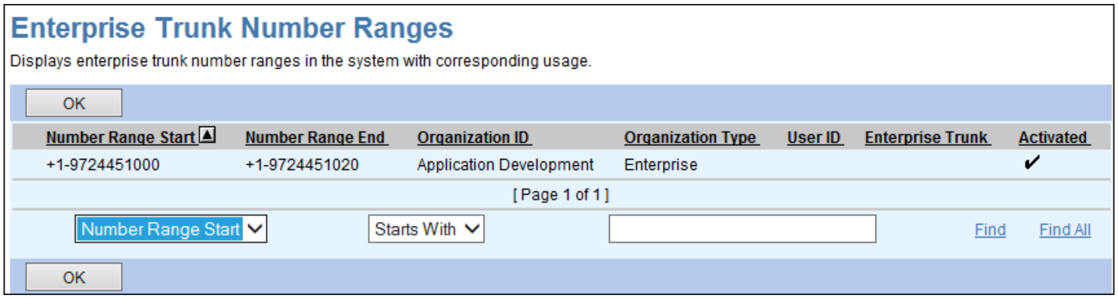


Figure 66 Enterprise – Enterprise Trunk Number Ranges

1. On the *Group – Resources* menu page, click **Enterprise Trunk Number Ranges**. The *Group – Enterprise Trunk Number Ranges* page appears.
2. To search for specific number ranges, enter your search criteria and click **Find**.
3. If the number range is assigned to a user account, click the **Edit** link in the row of the number range to go to the *Profile* menu of the account.
4. To display the previous page, click **OK**.

6.10 OFFICE ZONES

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

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

6.10.1 LIST OFFICE ZONES

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

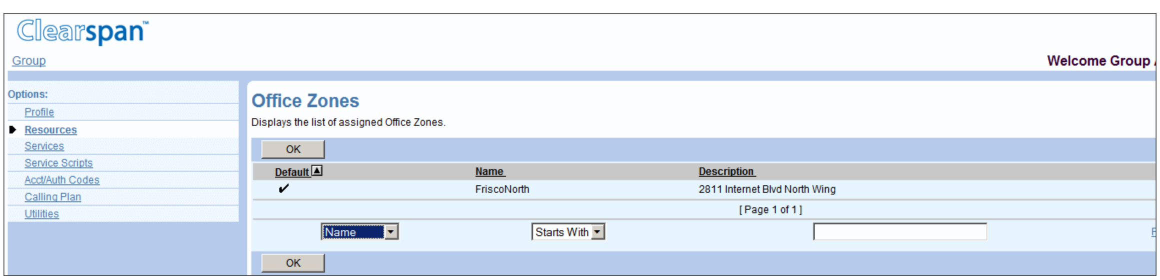


Figure 67 Group – Office Zones

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

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

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

6.10.2 LIST ASSIGNED USERS

Use the *Group – Office Zone Usage* page to list the users assigned an office zone.

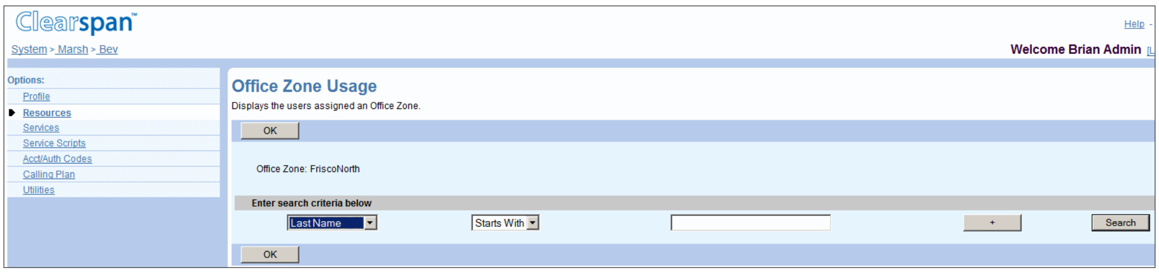


Figure 68 Group – Office Zone Usage

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

6.11 NUMBERS

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

- List Assigned Numbers
- Change Department Assignments of Numbers

6.11.1 LIST ASSIGNED NUMBERS

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

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

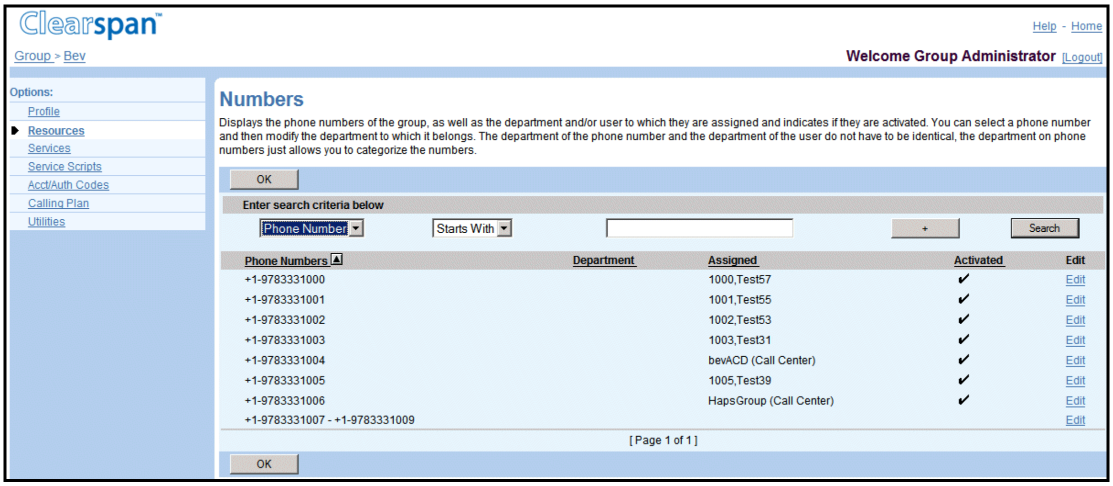


Figure 69 Group – Numbers

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

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

   The list of phone numbers that satisfies your search criteria appears. The *Phone Number, User ID, Last Name, First Name, Extension, Department*, and *Activated* status are displayed for each phone number.
3. To display the previous page, click **OK**.

6.11.2 CHANGE DEPARTMENT ASSIGNMENTS OF NUMBERS

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

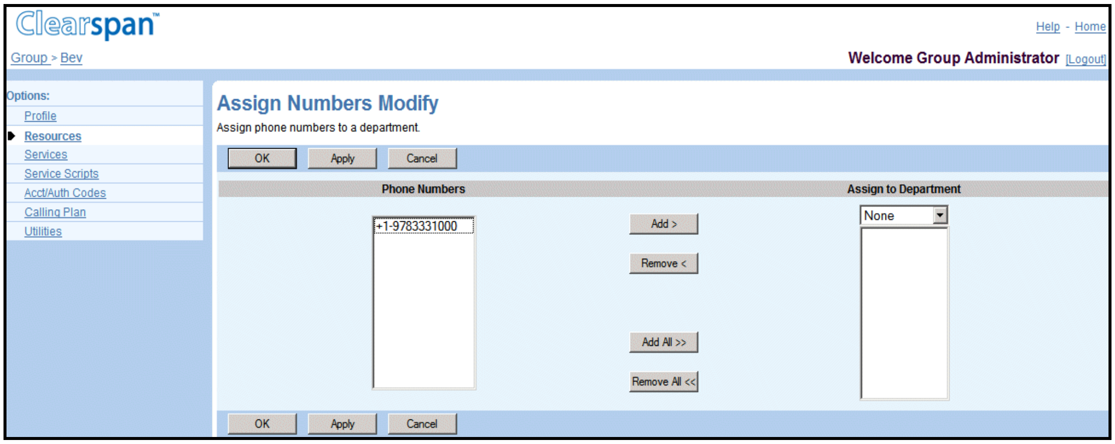


Figure 70 Group – Assign Numbers Modify

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

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

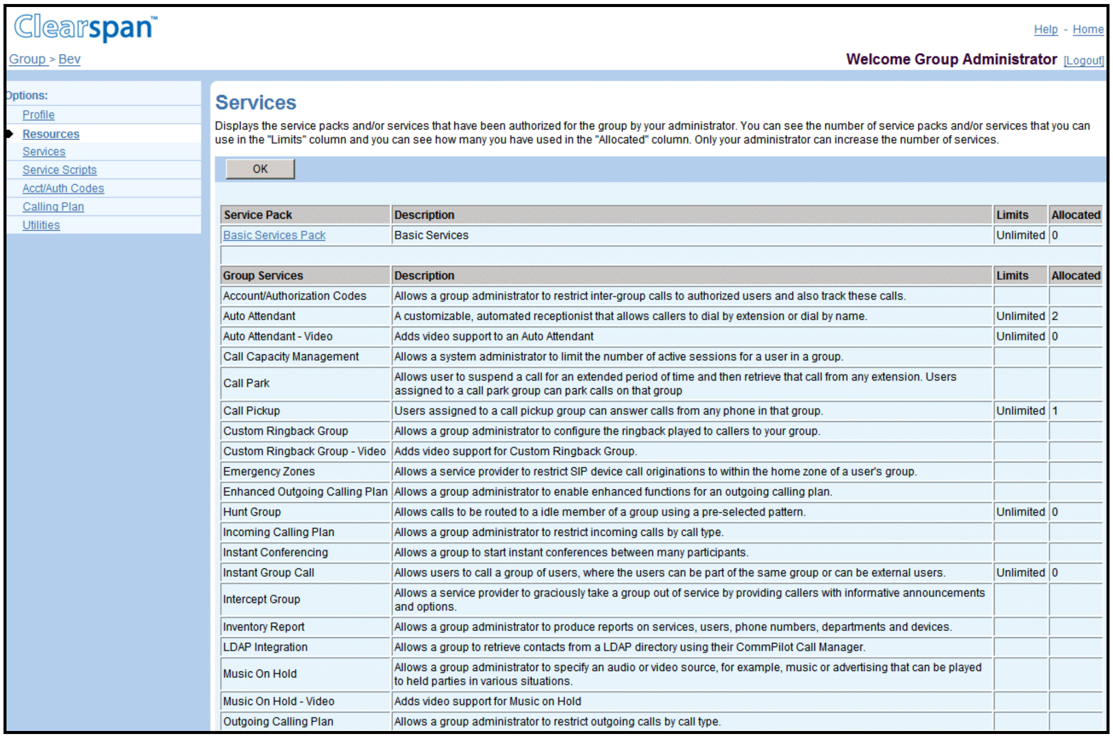
6.12 SERVICES

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

- List Services
- List Service Pack Details

6.12.1 LIST SERVICES

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


Clearspan
Help - Home
Group > Bev
Welcome Group Administrator [Logout]

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

Services

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

OK

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

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

Figure 71 Group – Services (Top of Page)

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

6.12.2 LIST SERVICE PACK DETAILS

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

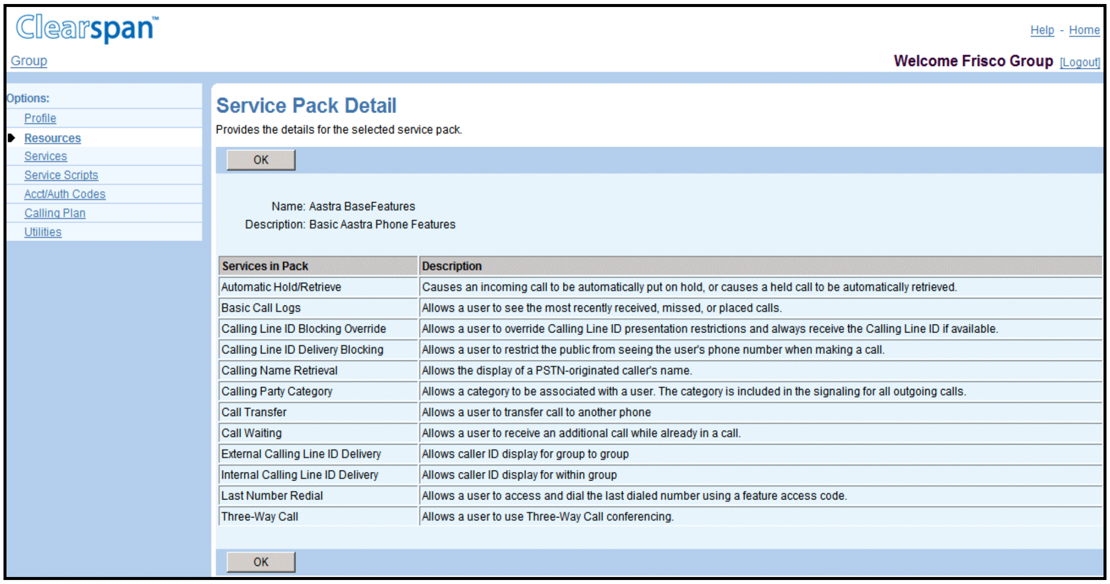


Figure 72 Group – Service Pack Detail (Top of Page)

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

6.13 TRUNKING CALL CAPACITY

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

6.13.1 VIEW TRUNKING CALL CAPACITY

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

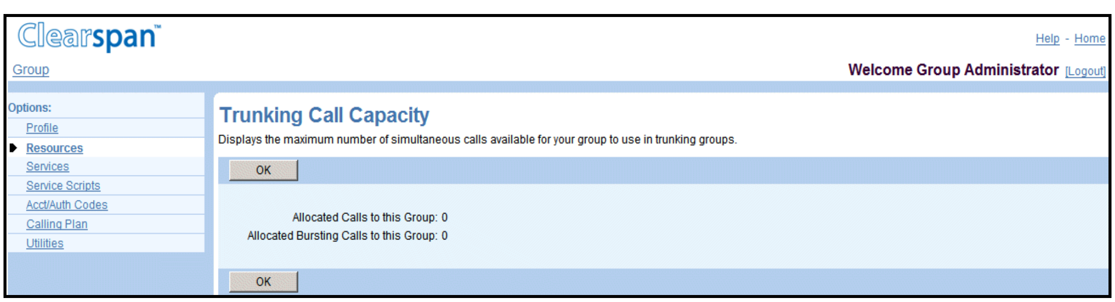


Figure 73 Enterprise Group – Trunking Call Capacity

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

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

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

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

6.14 SESSION ADMISSION CONTROL CAPACITY

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

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

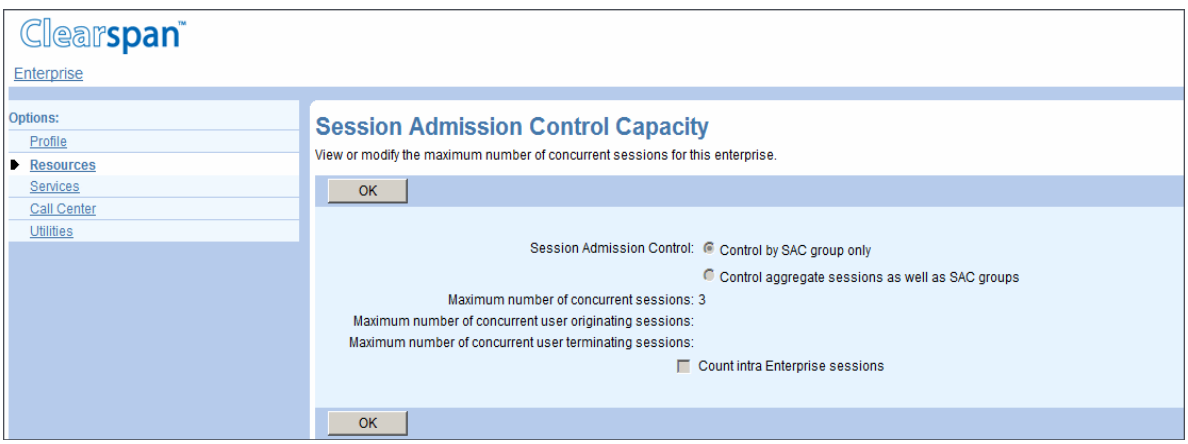


Figure 74 Group – Session Admission Control Capacity

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

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

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

6.15 ACTIVATE NUMBERS

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

- List Assigned Phone Numbers
- Activate or Deactivate Assigned Phone Numbers

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

6.15.1 LIST ASSIGNED PHONE NUMBERS

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

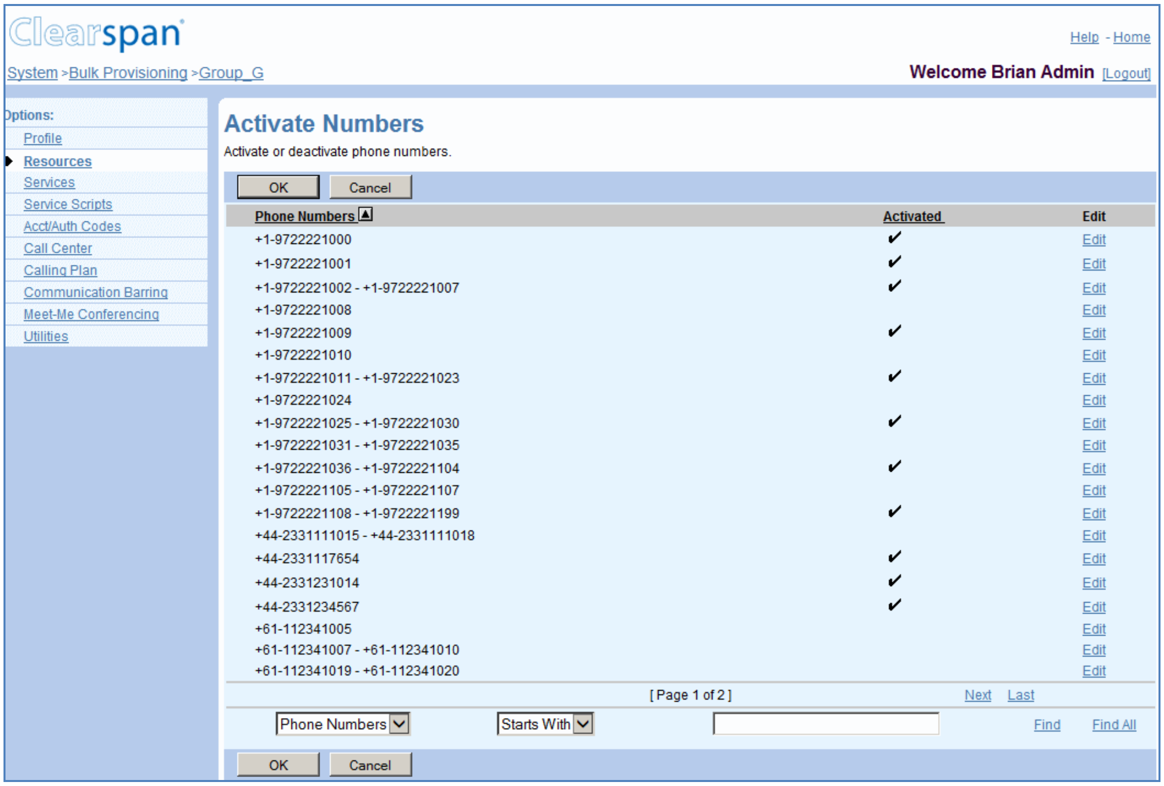


Figure 75 Group – Activate Numbers

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

6.15.2 ACTIVATE OR DEACTIVATE ASSIGNED PHONE NUMBERS

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

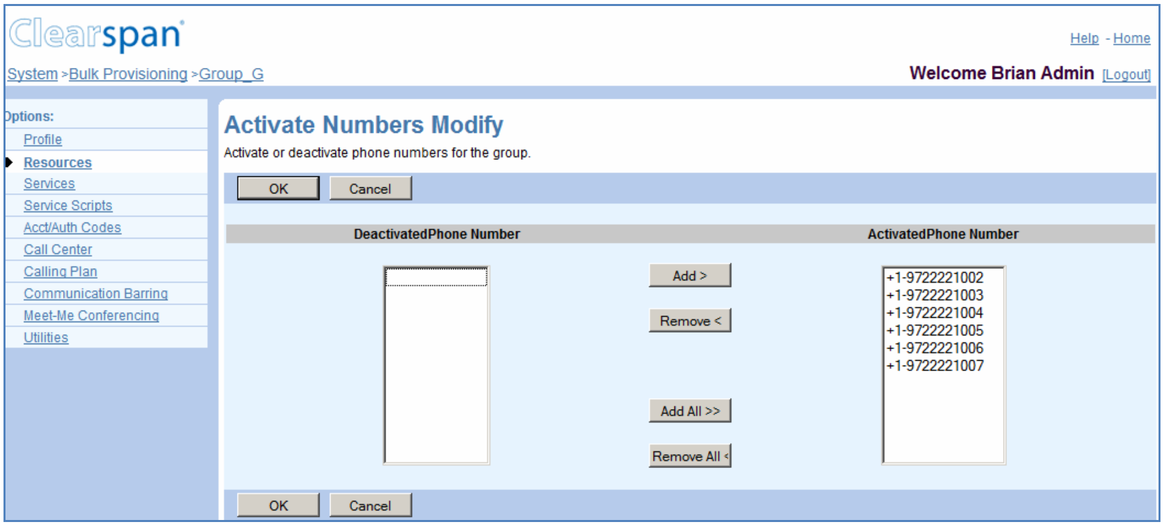


Figure 76 Group – Activate Numbers Modify

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

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

6.16 ASSIGN GROUP SERVICES

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

- List Assigned Group Services
- Assign or Unassign Group Services

6.16.1 LIST ASSIGNED GROUP SERVICES

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

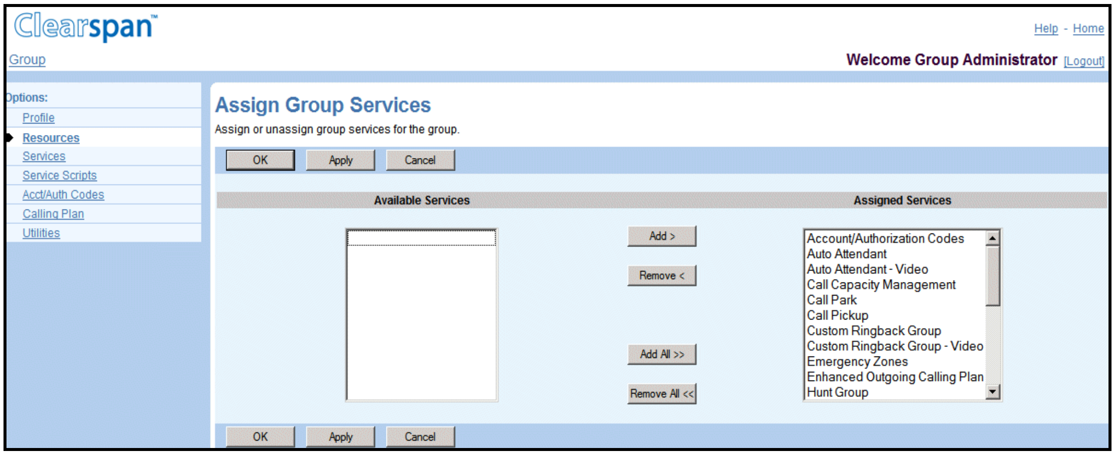


Figure 77 Group – Assign Group Services

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

6.16.2 ASSIGN OR UNASSIGN GROUP SERVICES

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

Note: Only services authorized to your group appear.

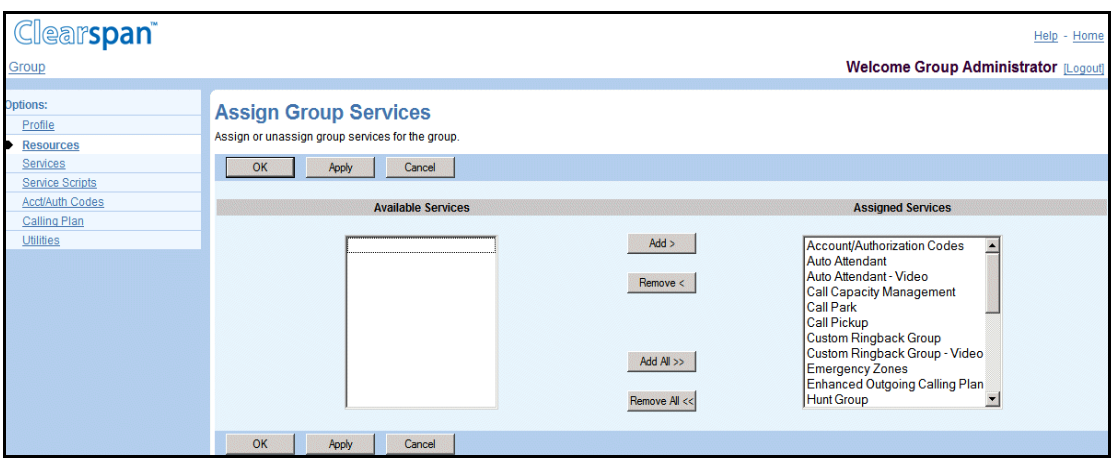


Figure 78 Group – Assign Group Services

1. On the Group – Resources menu page, click Assign Group Services. The Group – Assign Group Services page appears.

2. Assign Group Services:

   - In the *Available Services* column, select the services to be assigned. You can select some or all of the items in a column. Item names are listed in alphabetical order. To select several items in sequential order, click the first name, hold down the SHIFT key on the keyboard, and click the last name. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.
   - To assign the selected services, click **Add >**. To assign all services (unselected) at once, click **Add All >>**.

3. Unassign services:

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

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

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

6.17 NEW USER SERVICES TEMPLATE

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

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

6.17.1 ASSIGN OR UNASSIGN SERVICE PACKS OR USER SERVICES

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

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

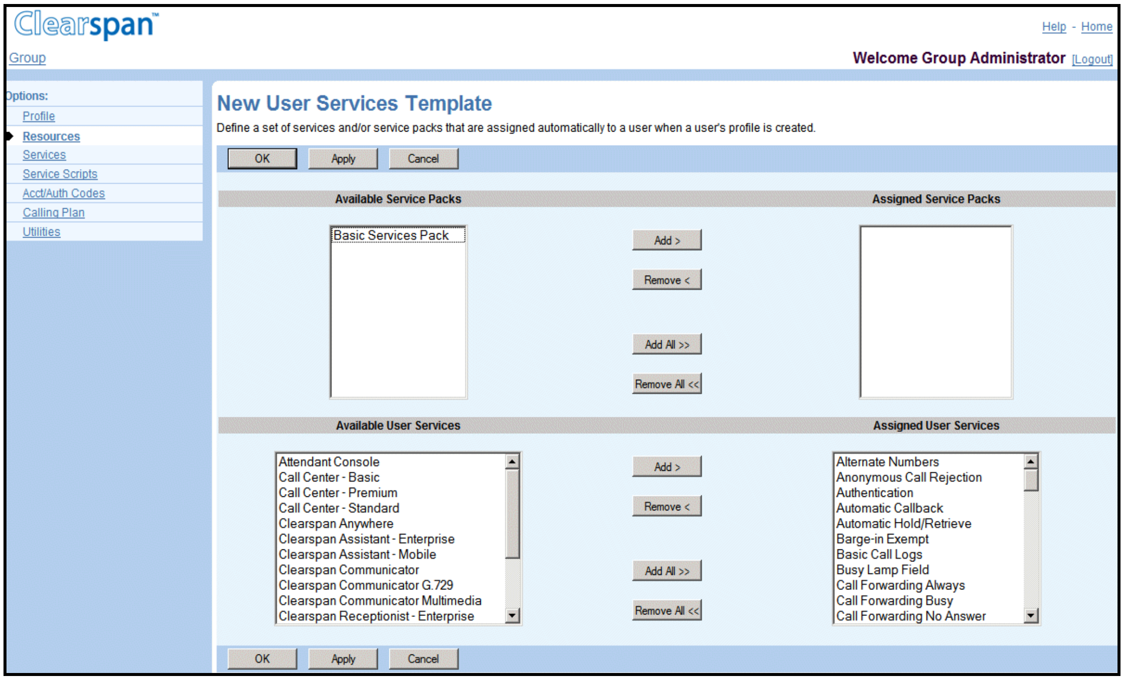


Figure 79 Group – New User Services Template

1. On the Group – Resources menu page, click **New User Services Template**. The Group – New User Services Template page appears.

2. Assign or unassign service packs:

   In the *Available Service Packs* or *Available User Services* column, select the items to be assigned. You can select some or all of the items in a column. Item names are listed in alphabetical order. To select several items in sequential order, click the first name, hold down the SHIFT key on the keyboard, and click the last name. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.

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

3. Unassign user services:

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

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

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

6.18 EXISTING USER SERVICES

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

6.18.1 ASSIGN OR UNASSIGN SERVICE PACKS OR USER SERVICES

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

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

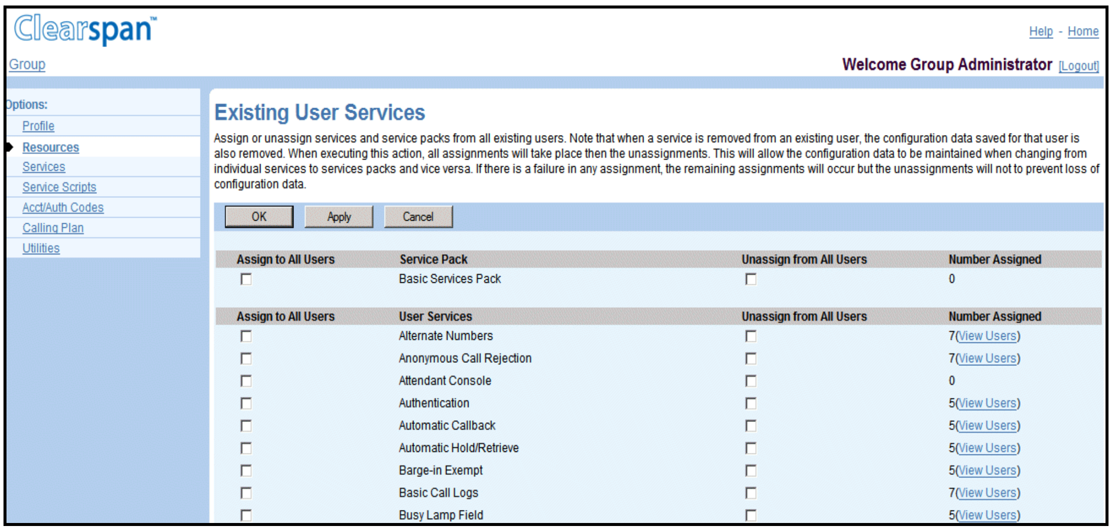


Figure 80 Group – Existing User Services (Top of Page)

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

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

6.18.2 VIEW SERVICE USAGE

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

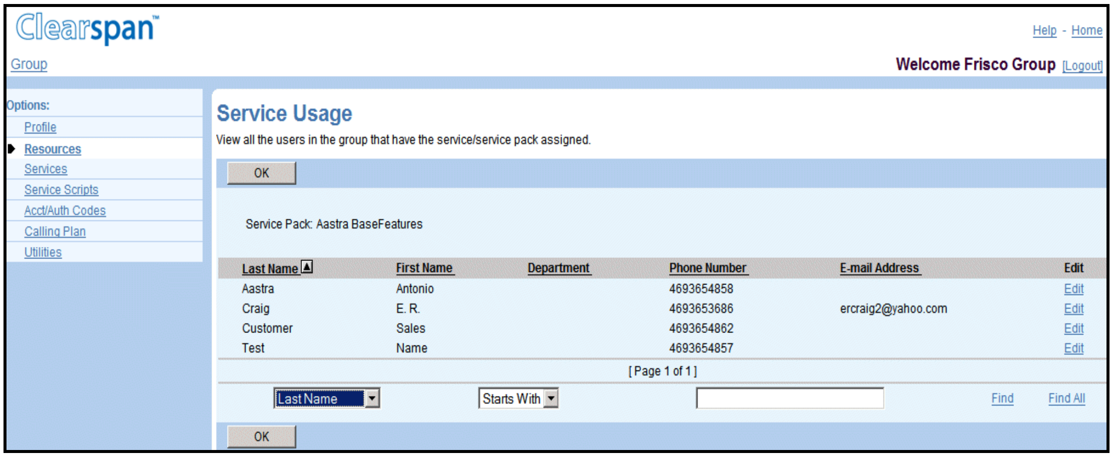


Figure 81 Group – Service Usage (Fax Messaging Service)

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

6.19 IMRNS

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

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

6.19.1 LIST IMRNS

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

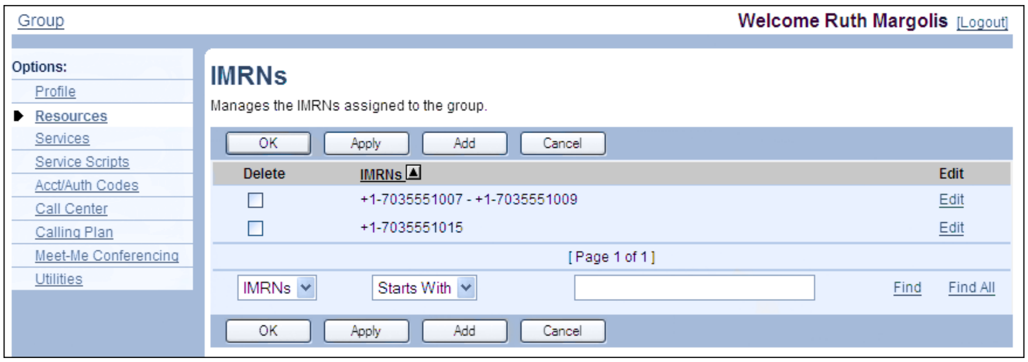


Figure 82 Group – IMRNs

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

6.19.2 ASSIGN IMRNS

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

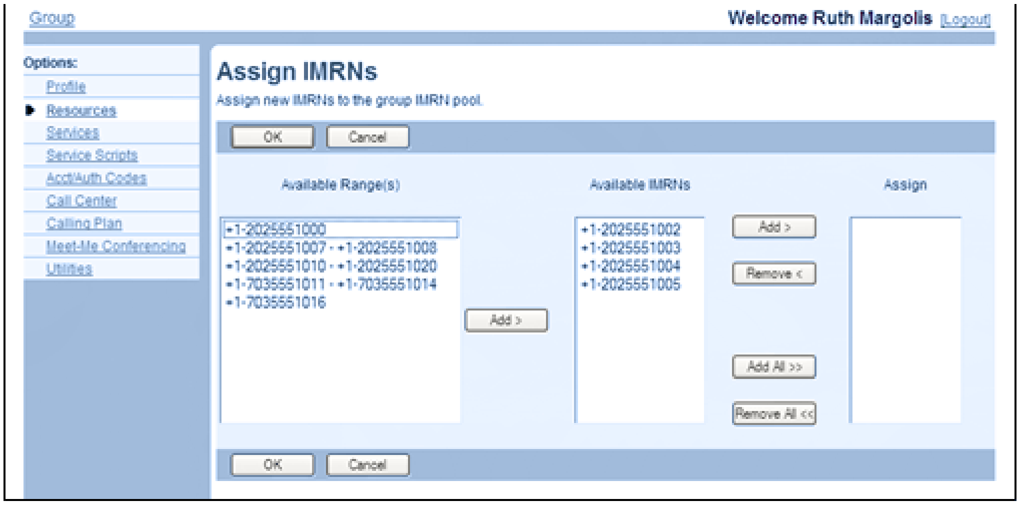


Figure 83 Group – Assign IMRNs

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

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

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

   Assigned phone numbers appear in the *Assign* column.

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

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

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

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

6.19.3 UNASSIGN IMRNS

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

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

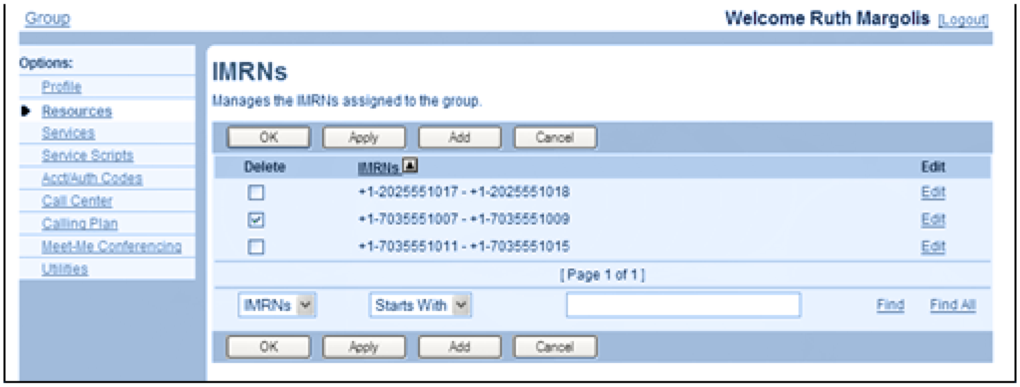


Figure 84 Group – IMRNs (Unassign IMRN Range)

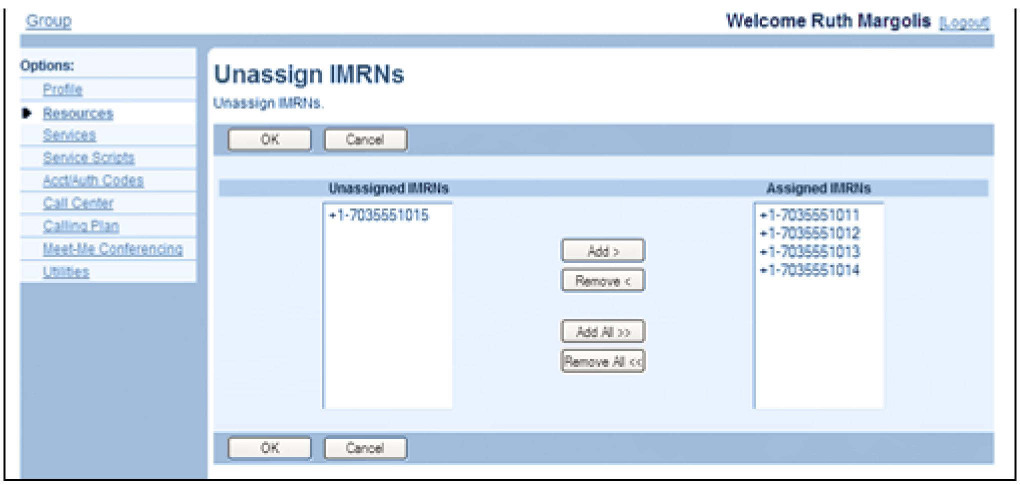


Figure 85 Group – Unassign IMRNs

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

To unassign a range of numbers:

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

To unassign some numbers in a range:

Click **Edit** in the row of the range. The *Group – Unassign IMRNs* page appears.

In the *Assigned IMRNs* column, select numbers to unassign and click **Remove <**. The numbers are moved to the *Unassigned IMRNs* column.

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

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

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

7 SERVICES MENU

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

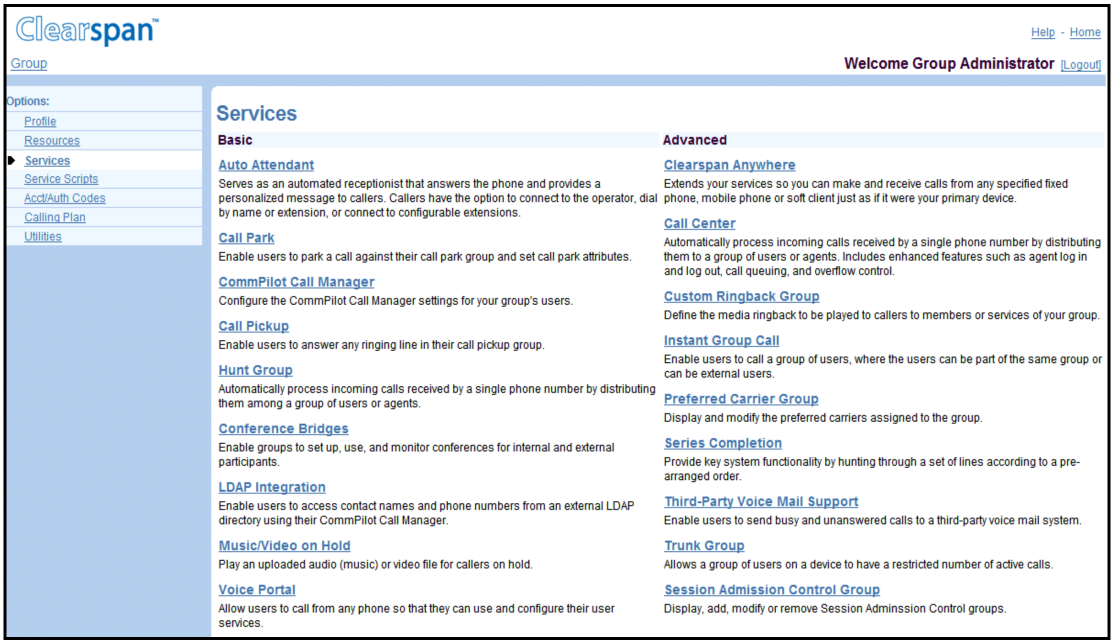


Figure 86 Group – Services Menu (Top of Page)

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

- Basic menu

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

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

  Use the **Security Classification Customization** menu item on the *Group – Services* menu page to:

  View Security Classification Customization

  Select Security Classifications to Use

  Customize Security Classification

  This applies only to service provider groups. For enterprise groups, customization is performed by the enterprise administrator.

  You can customize security classification for your group when the customization is enabled for the group. When the customization is disabled, the group uses the security classifications defined at the system level.

When the customization is enabled, the system-wide security classifications are listed in ascending order based on their priority level defined by the system administrator.

You can customize and enable or disable individual security classifications. The enabled security classifications define the list of security classifications for your group.

The list is used when assigning a security classification to a regular user or a trunk group in the group. A security classification cannot be disabled when it is assigned to a user or trunk group.

7.1.1 VIEW SECURITY CLASSIFICATION CUSTOMIZATION

Use the *Group – Security Classification Customization* page to view your group's custom security classifications.

Note: The security classifications are only visible and can be customized if the system administrator enabled customization for your group. When customization is disabled, the security classifications are hidden on this page and the system-level security classifications are used for your group.

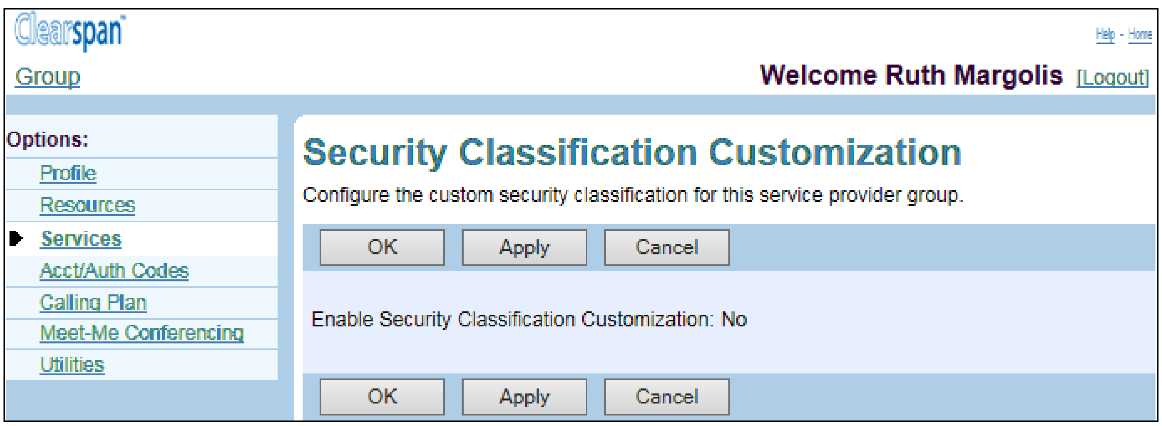


Figure 87 Group – Security Classification Customization (Disabled)

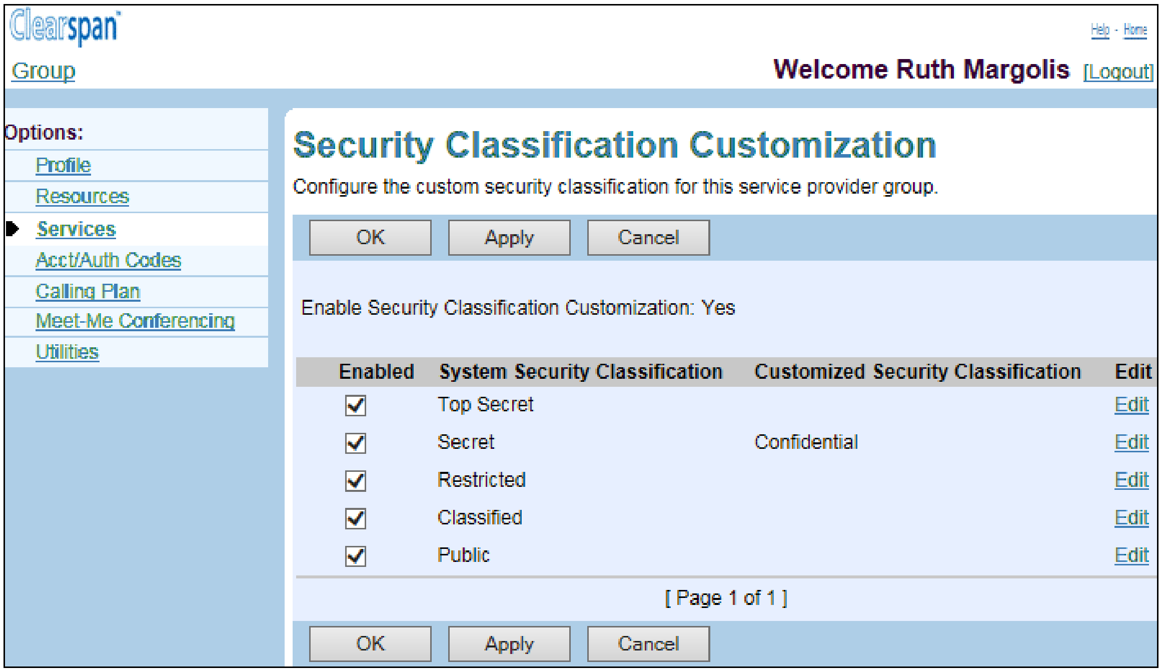


Figure 88 Group – Security Classification Customization (Enabled)

On the *Group – Services* menu page, click **Security Classification Customization**. The *Group – Security Classification Customization* page appears. If customization is enabled for your group, the page lists security classifications and how they are customized for your group.

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

1. Select Security *Classifications to Use*

2. Use the Group – **Security Classification** Customization page *to select system security classifications* to use for your group. You can only customize security classifications, if the customization is enabled for your group.

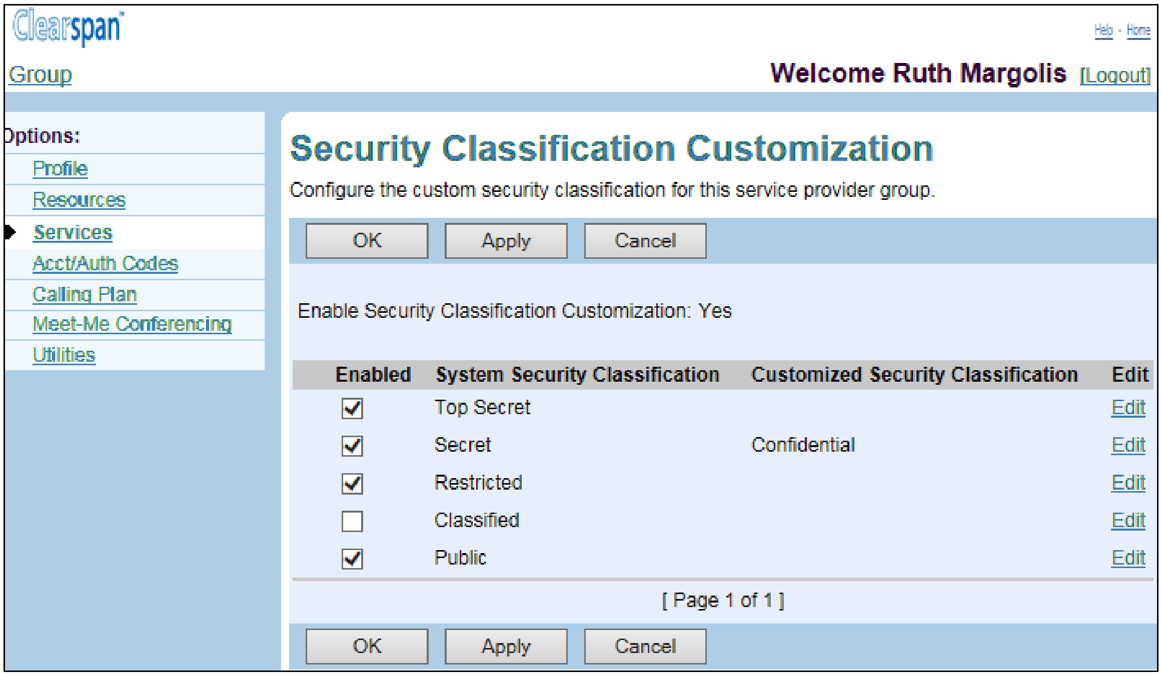


Figure 89 Group – Security Classification Customization

3. On the Group – Services menu page, **click** Security **Classification Customization**. The *Group – Security Classification Customization* page appears.

7.1.2 TO SELECT SECURITY CLASSIFICATIONS TO USE FOR THE GROUP, CHECK THE *ENABLED* BOX IN THE ROWS OF THE SECURITY CLASSIFICATIONS TO ENABLE AND UNCHECK THE BOX IN THE ROWS OF THE SECURITY CLASSIFICATIONS TO DISABLE.

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.

Customize Security Classification

Use the Group – Security Classification Customization – *Modify* page to customize a security classification for your group. This page is only available if the customization is enabled for your group.

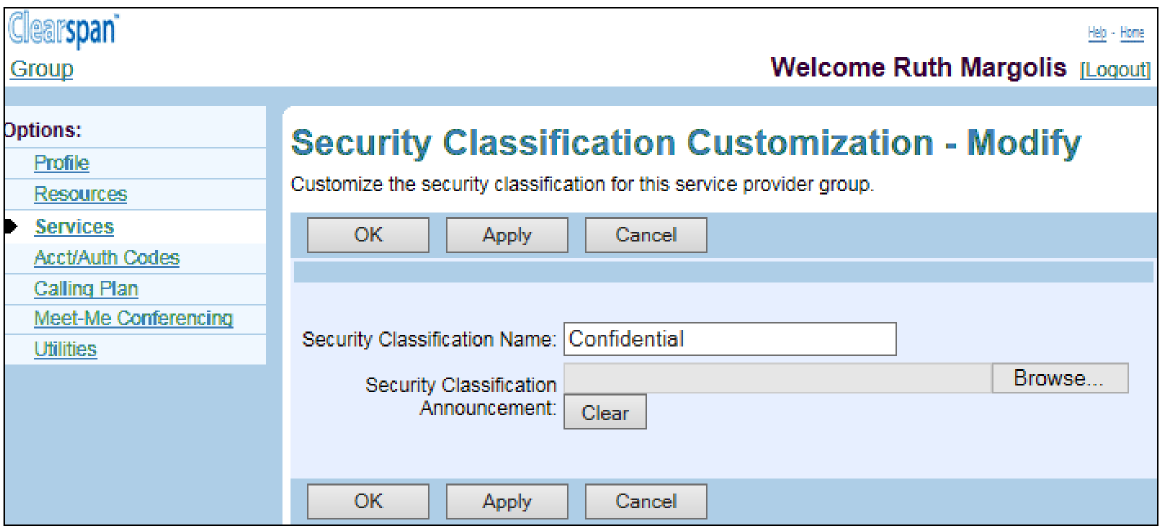


Figure 90 Group – Security Classification Customization – Modify

1. **On** the Group – *Services menu page, click* Security Classification Customization. The Group – Security Classification Customization page appears.
2. Click Edit on the row of the security classification to customize. *The* Group – Security Classification Customization – Modify page appears.
3. To modify the security classification name, enter the new name in the Security Classification Name text box.
4. To upload a custom announcement file**,** click **Browse** to the right of the Security Classification Announcement box and select the file on your computer. To clear the security classification announcement file, click Clear.

   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.

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

- Clearspan Anywhere
- Clearspan Mobility

Use this item on the *Services* menu page to view the Clearspan Mobility settings for your group.

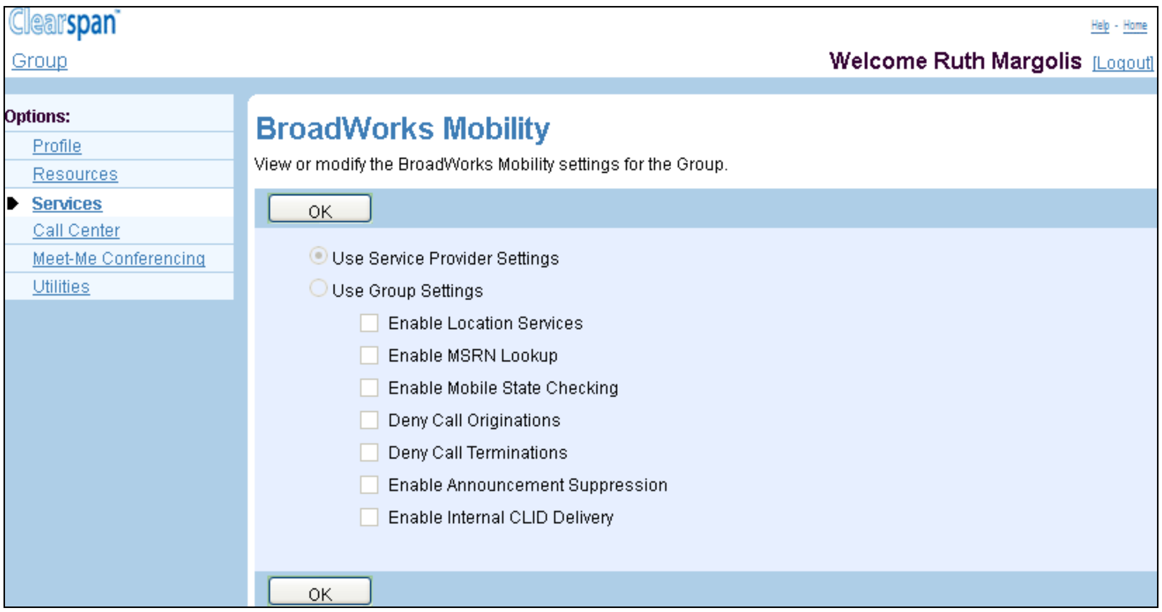


Figure 91 Group –Clearspan Mobility

1. On the *Group* – *Services* menu page, click Clearspan **Mobility**. The *Group – Clearspan Mobility* page appears.

The page provides the following read-only information.

SETTING	DESCRIPTION
Use Service Provider Settings	When there is a check mark next to this option, service provider-level settings are used for the Clearspan Mobility service in your service provider.
Use Group Settings	When there is a check mark next to this option, the settings displayed on this page are used for the Clearspan Mobility service in your group. The settings are as listed in the following rows.
Enable Location Services	When there is a check mark next to this option, Clearspan Mobility sends Service Control Function (SCF) queries to get the mobile subscriber's location content for calls that are terminated to the mobile subscriber.
Enable MSRN Lookup	When there is a check mark next to this option, Clearspan Mobility

SETTING	DESCRIPTION
	sends SCF queries to get the Mobile Station Roaming Number (MSRN), in a GSM network, or Temporary Location Directory Number (TLDN), in an ANSI-41 network, of the mobile subscriber for least cost routing for calls that are terminated to the mobile subscriber.
Enable Mobile State Checking	When there is a check mark next to this option, Clearspan Mobility sends SCF queries to get the current power state of the mobile device for the calls that are terminated to the mobile subscriber. If the current state of the mobile device is "off", the call is forked to the mobile device.
Deny Call Originations	When there is a check mark next to this option, Clearspan Mobility denies mobile originations.
Deny Call Terminations	When there is a check mark next to this option, Clearspan Mobility denies calls terminated to the mobile device and does not alert the mobile device for calls terminated to the desk phone.
Enable Announcement Suppression	When there is a check mark next to this option, Clearspan Mobility sends network announcement suppression information to the mobile network for calls anchored in Clearspan.
Enable Internal CLID Delivery	When there is a check mark next to this option, the originator's internal calling line ID (CLID) is delivered to the mobile device being alerted when the call is identified as an intra-enterprise or intra-group call.

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

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

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

7.2 ACCESS THE GROUP – SERVICES MENU

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

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

7.3 LDAP INTEGRATION

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

7.3.1 TURN ON OR OFF

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

Note: Before you turn LDAP Integration on, configure the LDAP server. For more information, see section *13.14.1 Select LDAP Directory Type* and Configure Group LDAP Directory*.*

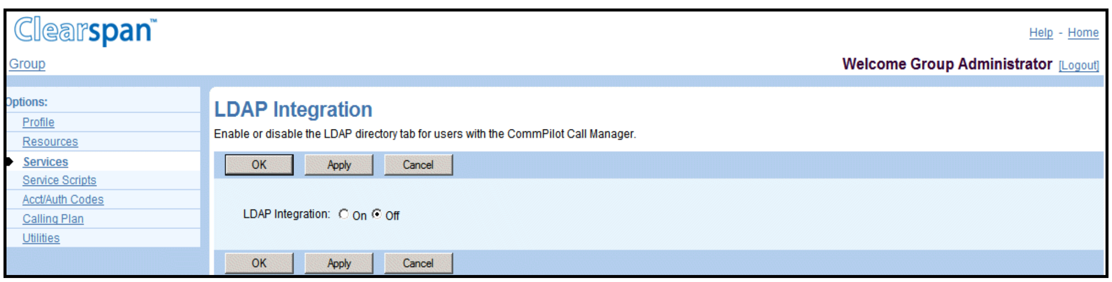


Figure 92 Group – LDAP Integration

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

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

7.4 MUSIC/VIDEO ON HOLD

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

- List Music/Video On Hold Settings Entries
- Add Music/Video On Hold Settings for Department
- Modify Music/Video On Hold Settings for Group or Department
- Delete Music/Video On Hold Settings for Department

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

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

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

7.4.1 LIST MUSIC/VIDEO ON HOLD SETTINGS ENTRIES

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

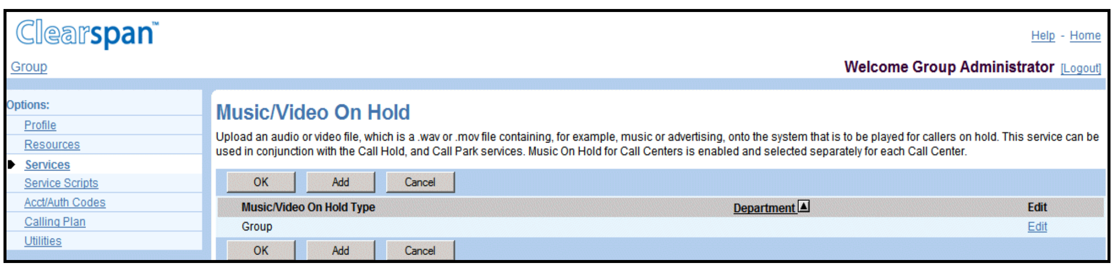


Figure 93 Group – Music/Video On Hold

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

7.4.2 ADD MUSIC/VIDEO ON HOLD SETTINGS FOR DEPARTMENT

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

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

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

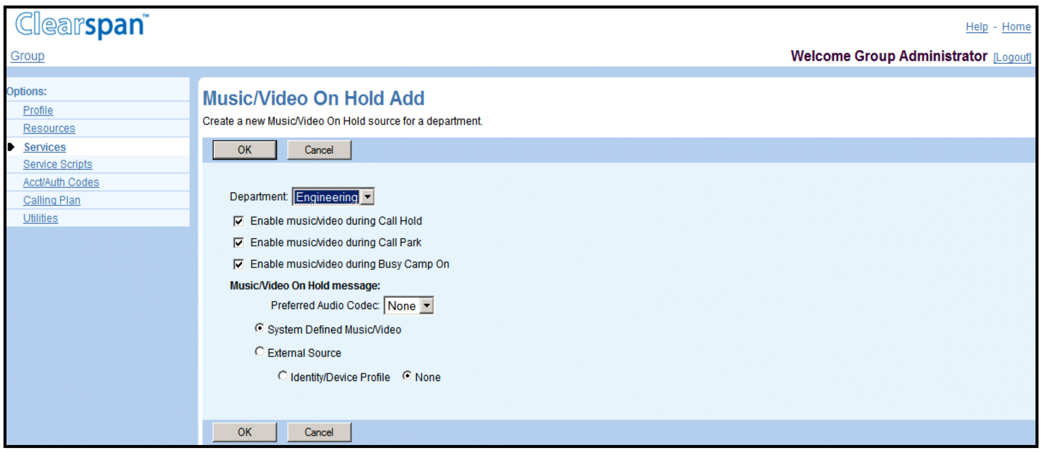


Figure 94 Group – Music/Video On Hold Add (Department)

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

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

   - *Enable music/video during Call Hold* to play the Music/Video On Hold message for held callers.
   - *Enable music/video during Call Park* to play Music/Video On Hold message for parked callers.
   - *Enable music/video during Busy Camp On* to play the Music/Video On Hold message for camped callers.

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

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

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

6. Select the source of the message to play.

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

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

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

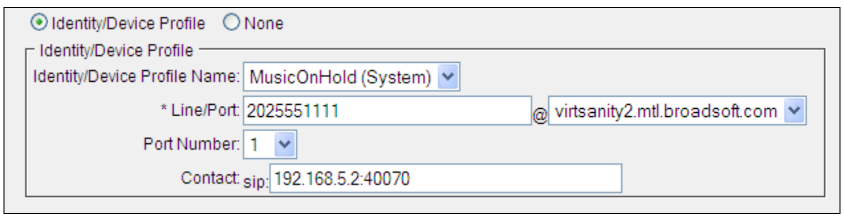


Figure 95 Music/Video On Hold Modify – Identity/Device Profile Option

SETTING NAME		DESCRIPTION
Identity/Device Profile Name	The drop-down list contains the available identity/device profiles.	The name of the identity/device profile. Only identity/device profiles that support Music On Hold appear on the list.
Line/Port	Maximum 80 characters. Can contain a leading +, letters, digits and the following characters: -, _, !, ~, *, (,), periods, and single quotes.	The line, port number, or SIP address, depending on the type of the identity/device profile you selected.
Domain	The drop-down box lists the available domains.	The domain of the device.
Public Identity	Maximum 161 characters in user@domain format. The user part can only contain letters, digits, and the following characters: -, _, !, ~,*, (,), periods, and single quotes. The available domains are listed in the drop-down box.	The SIP address. Available only in IMS deployments.

SETTING NAME		DESCRIPTION
Port Number	The drop-down list displays the ports available on the device.	The device port number used for the external Music/Video On Hold source. Note that the field is only displayed when static line ordering is enabled for the identity/device profile type.
Contact	Can only contain letters, digits, and the following characters: -, _, !, ~, *, (,), &, =, +, $, ?, /, period, semicolon, or single quotes.	A SIP contact address, for example: 192.168.5.2:40070. Only available for identity/device profile types that allow static registrations.

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

Select **None** to define no identity/device profile.

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

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

7.4.3 *MODIFY MUSIC/VIDEO ON HOLD SETTINGS FOR GROUP OR* DEPARTMENT

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

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

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

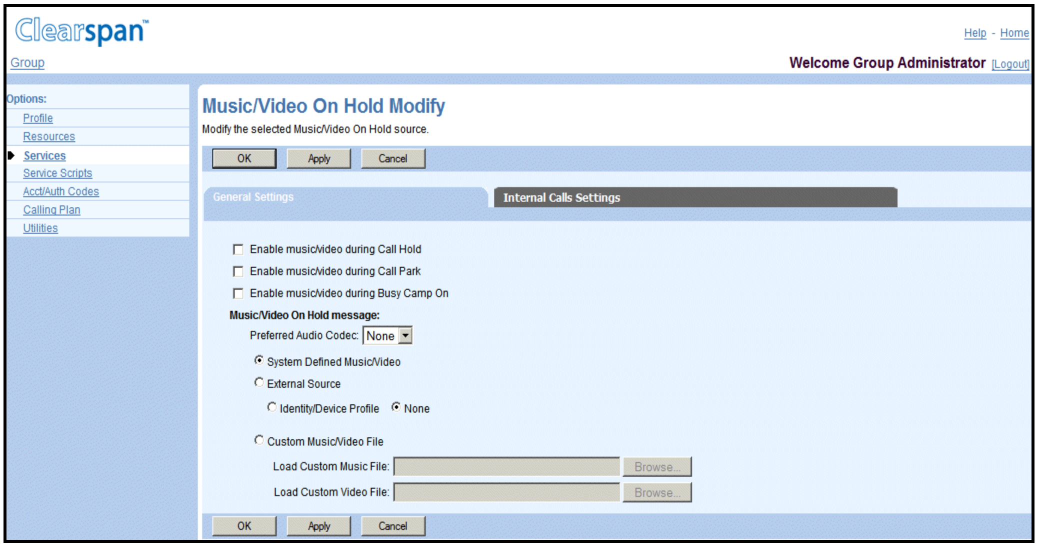


Figure 96 Group – Music/Video On Hold Modify (Group)

7.4.3.1 General Settings Tab

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

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

5. Select the source of the Music/Video On Hold message from the following options:
   - Check *System Defined Music/Video* to use the message defined at the system level.
   - Check *External Source* to download the audio and/or video file from an external source.
   - Check *Custom Music/Video File* to download a custom file.
6. If you selected *External* Source:

- Select *Identity/Device Profile* to specify an identity/device profile as the external Music/Video On Hold source. When you click this button, a new area of controls appears, allowing you to specify the identity/device profile.

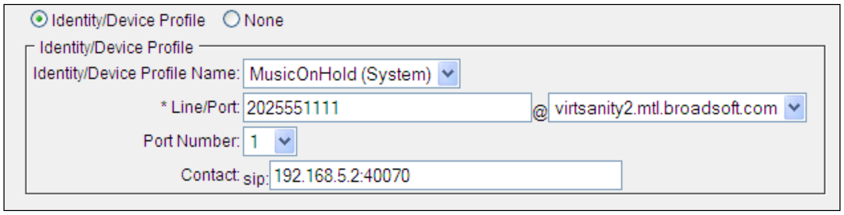


Figure 97 Music/Video On Hold Modify – Identity/Device Profile Option

SETTING NAME	VALUES	DESCRIPTION
Identity/Device Profile Name	Selected from the list provided on the web page.	The name of the identity/device profile. Only identity/device profiles that support Music On Hold appear on the list.
Line/Port	A valid line/port in user@domain format. The user part can be from 1 through 80 characters and can contain a leading +, letters, digits, and the following characters: -, _, !, ~, *, (,), periods, and single quotes. The drop-down box lists the available domains.	The line, port number, or SIP address, depending on the type of the identity/device profile you selected.
Port Number	The drop-down list displays the ports available on the device.	The device port number used for the external Music/Video On Hold source. Note that the field is only displayed when static line ordering is enabled for the identity/device profile type.
Contact	Can only contain letters, digits, and the following characters: -, _, !, ~, *, (,), &, =, +, $, ?, /, period, semicolon, or single quotes.	A SIP contact address.Examples: sip: 192.168.5.2:40070. sip:2403645125@12.39.208.204:23590 sip:2403645286@12.39.208.207:40036;user=phone;transport=udp Only available for identity/device profile types that allow static registrations.

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

- Select *None* to assign no identity/device profile.

7. If you selected *Custom Music/*Video *File*, select and upload the file or files to play from your computer.

- Select a file with your greeting from the *Audio* drop-down list.

- If your Music/Video On Hold service has video support enabled, you can also select a file from the *Video* drop-down list.

8. To define a different source for internal calls, select the Internal Calls Settings tab. This saves your current changes.
9. To save your changes, click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

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

7.4.3.2 Internal Calls Settings

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

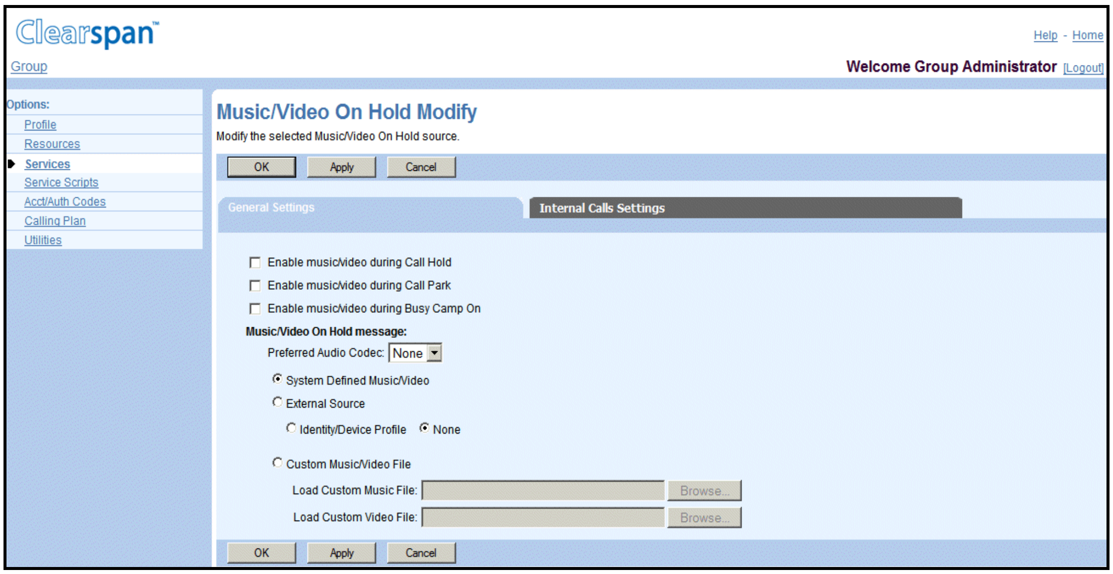


Figure 98 Group – Music/Video On Hold Modify Internal Calls Settings

1. Check *Use* Alternate *Source for Internal Calls* to use the Music On Hold under the *Internal Calls Settings* tab for internal calls. When unchecked, the *Music On Hold* under the *General Settings* tab is used for internal calls.
2. Specify the source for internal calls. For information about the settings available on this tab, see section *7.4.3.1 General Settings Tab*.
3. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

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

7.4.4 DELETE MUSIC/VIDEO ON HOLD SETTINGS FOR DEPARTMENT

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

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

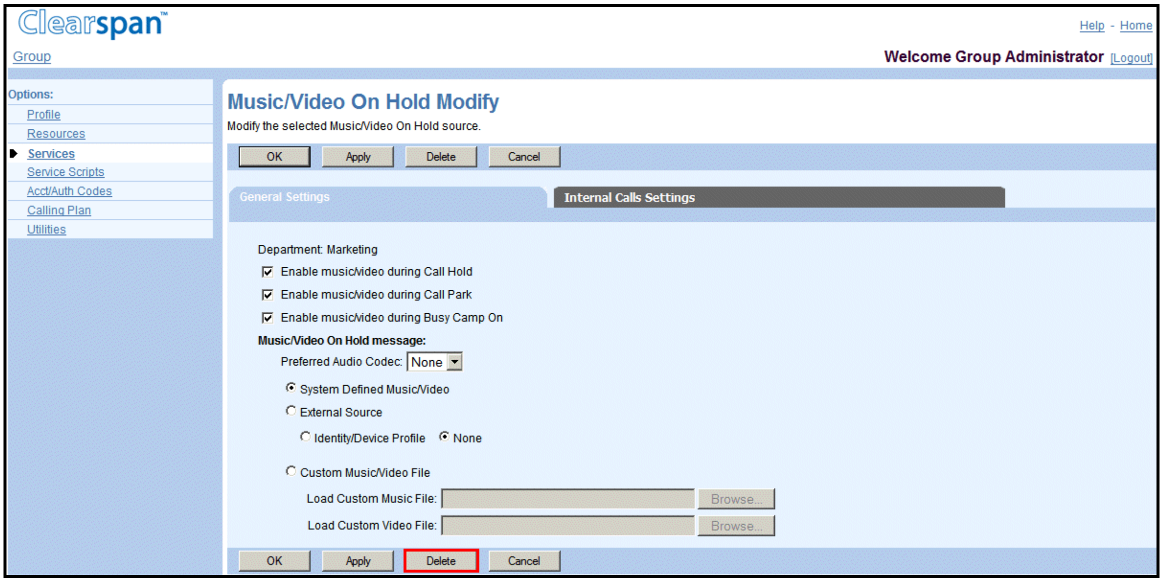


Figure 99 Group – Music/Video On Hold Modify (General Settings)

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

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

7.5 PRE-ALERTING ANNOUNCEMENT

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

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

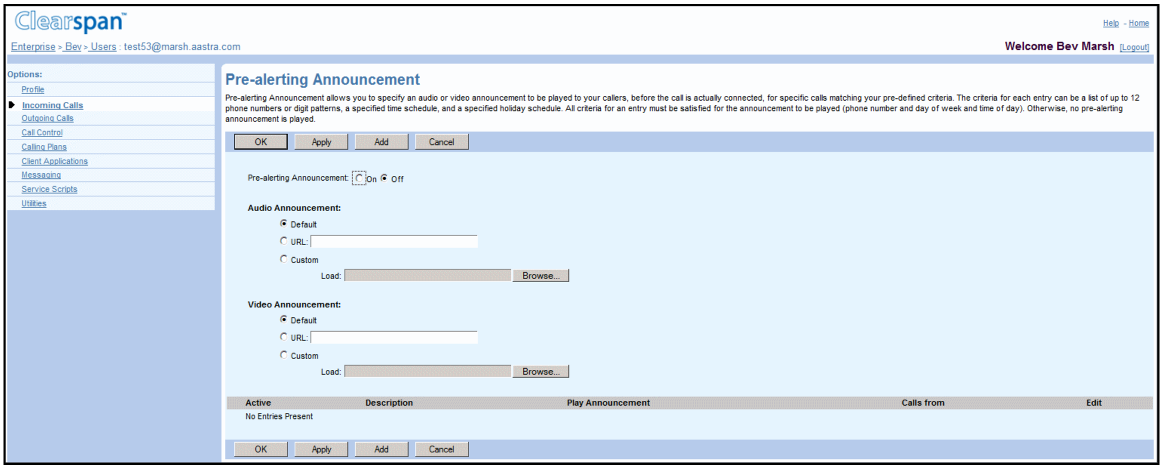


Figure 100 Group – Pre-alerting Announcement

1. On the Group – Services menu page, click **Pre-alerting Announcement**. The Group – Pre-alerting Announcement page appears.

2. Specify whether the announcement can be interrupted by the caller, and if yes, how. Select from the following:

   - Do not allow
   - Interrupt with any digit
   - Interrupt with digit sequence, and specify the sequence (from 1 through 10 characters, can only contain digits and * and # characters).

3. For the *Audio Announcement* or *Video Announcement* settings, select from the following:

   - None
   - *URL,* and enter the URL address where the announcement is stored. The URL should be in the following format: http/https://<domain name>[<:port>][path], for example, http://abcdistributing.com/announcements.
   - *Custom,* and select a custom announcement file from the drop-down list.

4. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and returns to the previous page.

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

7.6 EXCHANGE INTEGRATION

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

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

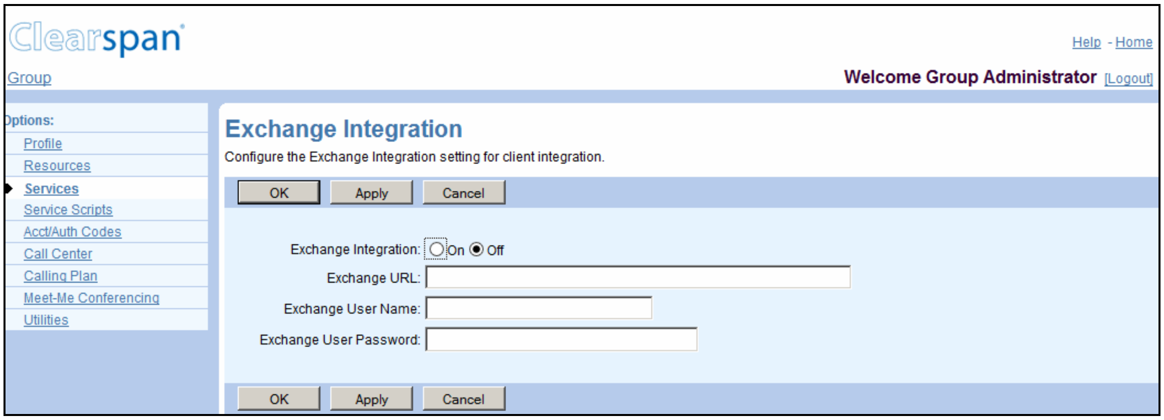


Figure 101 Group – Exchange Integration

1. On the *Group – Services* menu page, click **Exchange Integration**. The *Group – Exchange Integration* page appears.
2. For *Exchange Integration*, select *On* to enable the service, or select *Off* to disable the service.
3. In the *Exchange URL* text box, type the URL of the Microsoft Exchange server to use. The URL can be a maximum of 256 characters and should be in the following format: http/https://<domain name/IP address>[<:port>][path]. This information is required when the Exchange Integration service is turned on.
4. In the *Exchange User Name* and *Exchange User Password* text boxes provide the user name and password for the Exchange server. The user name can be from 1 through 64 characters and the password from 1 through 104 characters. This information is required when the Exchange Integration service is turned on.
5. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

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

7.7 VOICE MESSAGING

Use this menu item on the *Group – Services* menu page to configure voice messaging. The Voice Messaging service allows a user to control their voice messaging attributes, for example, to provide a personalized greeting to callers and to record messages from a caller for calls that are not answered within a specified number of rings or for calls that receive busy treatment.

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

7.7.1 CONFIGURE VOICE MESSAGING

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

Note: The phone number for the voice portal must be set for the Voice Messaging service to function. For more information, see section *7.8.1 Configure Voice Portal*.

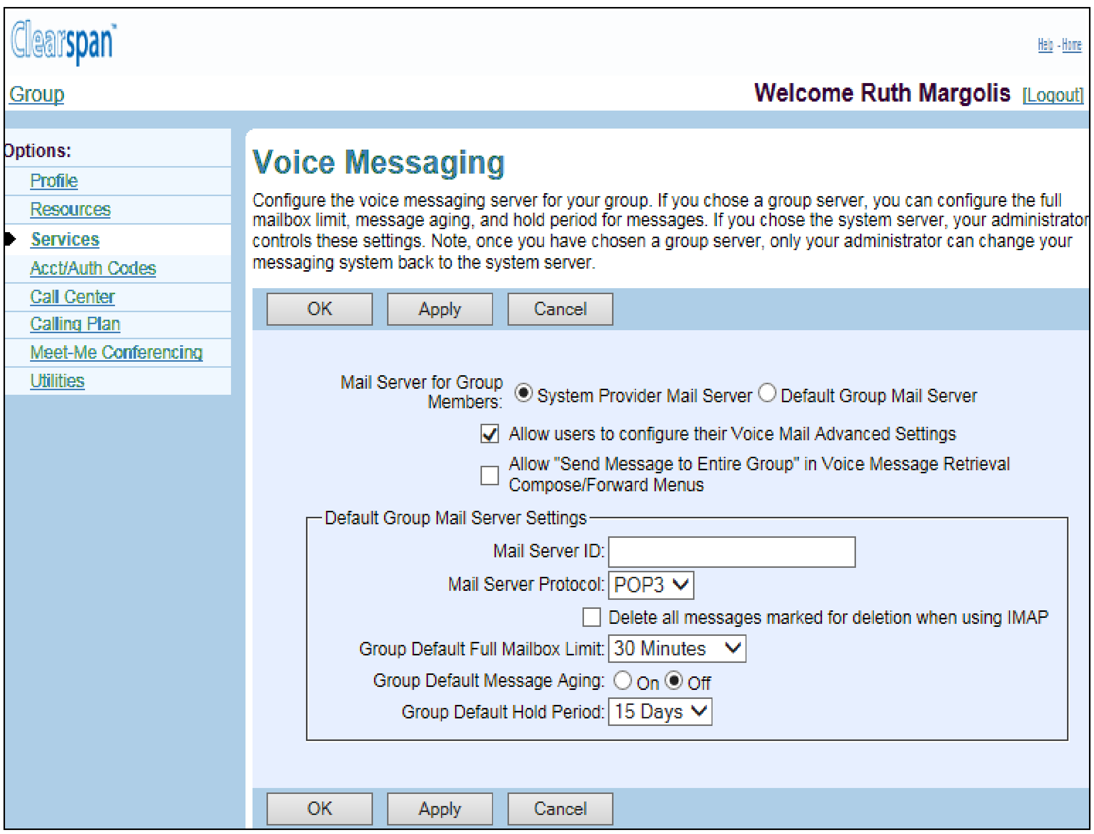


Figure 102 Group – Voice Messaging

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

Server area of the page. If you select *System Provider Mail Server* and save the selection, only your administrator can change the selection.

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

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

SETTING NAME	VALUES	DESCRIPTION
Mail Server ID	1 through 80 characters.	The IP address or name of the voice Mail Server.
Mail Server Protocol	The drop-down box lists the possible protocols.	The mail protocol used by the specified server.
Delete all messages marked for deletion when using IMAP	Check or uncheck the box.	Eliminates all messages marked for deletion.
Group Default Full Mailbox Limit	The drop-down box lists the possible values.	The default size of the user's voice mailbox on the group's mail server. It can be overridden for individual users, if required. The actual total length of messages a mailbox can contain varies depending on the codecs used to record the messages. The time in minutes limit assumes 330 KB of data per minute. So for example, a (video) message recorded with a codec that uses 3300 KB of data per minute will use up 10 times more of the mailbox space than 330 KB per minute assumed in this configuration.
Group Default Message Aging	On, Off	"On" allows deletion of "expired" messages from the server. An expired message was saved by the user and has been stored on the server for more time than the period specified in the Hold Period input box but the user has not logged in to his/her voice mail since the message expired. When users log in to their voice mail, they

SETTING NAME	VALUES	DESCRIPTION
		can save any expired messages. The Hold Period begins again every time users save expired messages. Applies only if users have logged in to their voice mail and have not resaved the expired messages.
Group Default Hold Period	The drop-down box lists the possible values.	The number of days messages saved by a user, are stored on the server before they become "expired" messages. Applies only if Group Default Message Aging is set to "On" and the user has logged in to his/her voice mail and has not resaved the expired messages.

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

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

7.8 VOICE PORTAL

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

7.8.1 CONFIGURE VOICE PORTAL

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

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

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

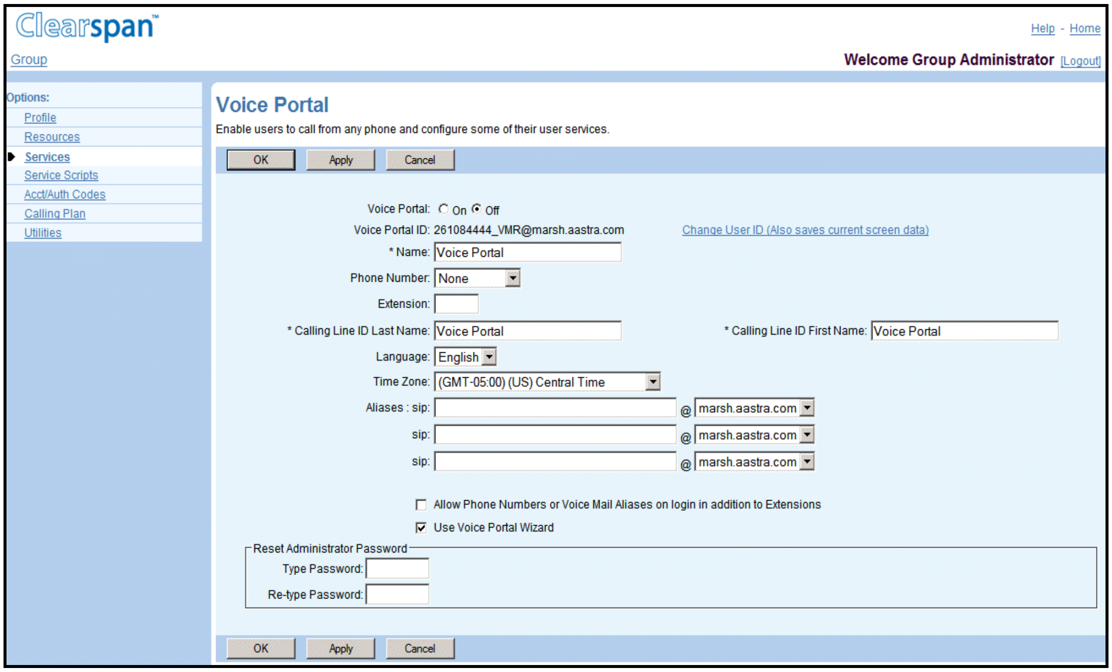


Figure 103 Group – Voice Portal

1. On the Group – Services menu page, click Voice Portal. The Group – Voice Portal page appears.
2. To change the voice portal ID, click Change User ID. The Group – Change User ID page appears. Enter the new voice portal ID, select the domain from the drop-down list, and then click OK. The Group – Voice Portal page appears.
3. For Voice Portal, select On to activate the portal; select Off to deactivate it.
4. Type or select information to configure the voice portal. The input boxes include the following:

SETTING NAME	VALUES	DESCRIPTION
Name	1 through 30 characters.	The name of the voice portal.
Phone Number	The drop-down box lists the possible values.	Users dial this number to access Voice Messaging and other services. The activation status of the assigned phone number is displayed to the right of the number under the *Activated* column. The status is not shown if the phone number is set to "None".
Extension	Must be unique within your group. Extensions can vary in length within the limits configured for your group.	The extension of the voice portal.
Public Identity	TBD	The SIP address of the voice portal. Available only in IMS deployments.

SETTING NAME	VALUES	DESCRIPTION
Calling Line ID Phone Number	1 through 20 digits (3 through 22 digits in E.164 format including the + symbol). Spaces and dashes are allowed but are not included in the phone number.	The phone number to be displayed on lines with Caller ID. Note that this box only appears when the CLID policy in effect for the voice portal is to use a configurable CLID.
Calling Line ID Last Name	1 through 30 characters. Cannot contain %, +, backslashes, double quotes, or extended ASCII characters.	This is the last name to be displayed on lines with Caller ID
Calling Line ID First Name	1 through 30 characters. Cannot contain %, +, backslashes, double quotes, or extended ASCII characters.	This is the first name to be displayed on lines with Caller ID
Hiragana Last Name	1 through 30 characters.	Designed for specific markets. This input box does not appear unless configured by your system administrator
Hiragana First Name	1 through 30 characters.	Designed for specific markets. This input box does not appear unless configured by your system administrator.
Language *	The drop-down box lists all languages configured for your system.	The language for the initial greeting and login messages for calls to the voice portal from outside the group. After login has been completed, the user's language becomes the language of the call. For calls from inside the group, the caller's language is used throughout the call. A language change is effective on the next call to the voice portal.
Time Zone	The drop-down box lists time zones to choose from.	Time zone of the voice portal.
Network Class of Service	The drop-down box lists network classes of service assigned to your group.	Determines the type of calls allowed for the voice portal.
Aliases	SIP addresses in user@domain format. The user part can contain a leading +, letters, digits, and the following characters: -, _, !, ~, *, (,), periods, or single quotes. The drop-down box lists the	Up to three alternative SIP addresses for the voice portal.

SETTING NAME	VALUES	DESCRIPTION
	available domains.	

5. Check or uncheck the *Allow Phone Numbers or Voice Mail Aliases on login in addition to Extensions*: If this box is checked, users who do not call from their own extensions (or from a phone number defined as a Voice Messaging alias) are prompted for a mailbox ID instead of an extension. Validation is then made against extensions (as usual), phone numbers, and voice portal aliases.
6. Check or uncheck *Use Voice Portal Wizard*: When checked, this option enables a wizard application that forces users to change their password from the default (or after an administrator has reset it), and to record their personalized name before they can access the voice portal. This option also disables the "Press 3 to delete your Personalized name" choice from the Personalized Name submenu of the voice portal.
7. To reset the administrator password for the voice portal, type and retype a numeric password, four through eight digits in length. The password is used by any group administrator to log in to the voice portal system to record Auto Attendant messages. You can change this password using the voice portal or this web page at any time.
8. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

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

7.9 CLEARSPAN ANYWHERE

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

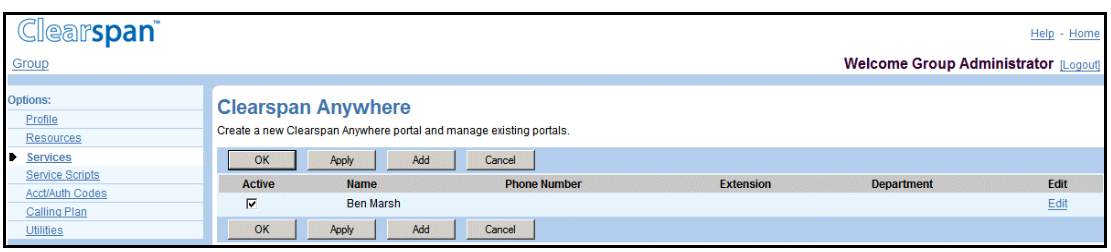


Figure 104 Group – Clearspan Anywhere

1. On the *Group – Services* menu page, click **Clearspan Anywhere**. The *Group – Clearspan Anywhere* page appears.
2. To activate the portal, select the check box in the Active row of the portal you would like to activate.
3. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

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

7.9.1 ADD A CLEARSPAN ANYWHERE PORTAL

Use this page to add a new Clearspan Anywhere portal.

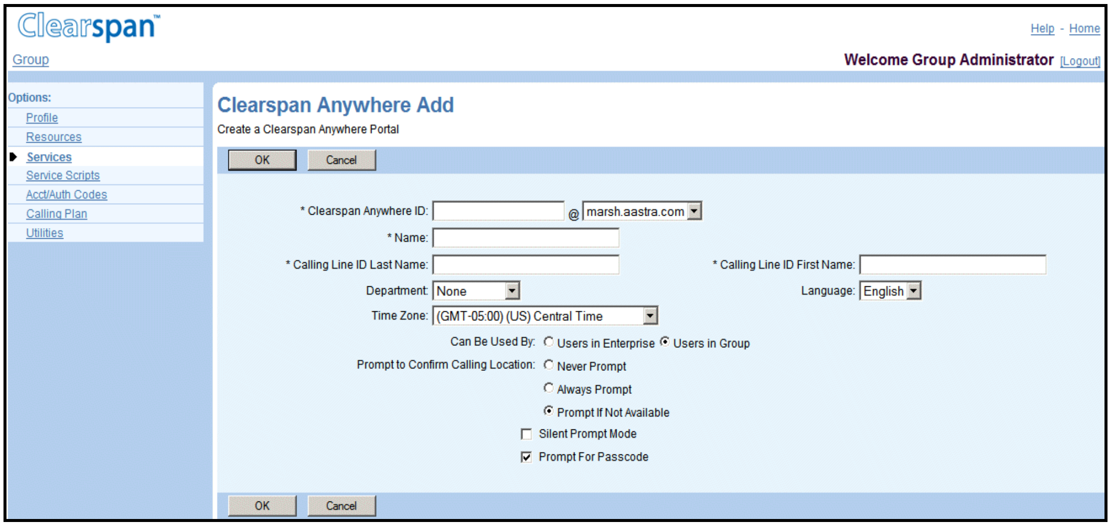


Figure 105 Group – Clearspan Anywhere Add

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

> **Note**: Assigning the Clearspan Anywhere portal to a department allows department administrators to modify it.

7. In the Language drop-down list, select the language in which service-specific messages are played during calls to the Clearspan Anywhere portal. The default language is English (U.S. English) unless configured otherwise.
8. In the Time Zone drop-down list, select the time zone.
9. Select who can use the Clearspan Anywhere portal:

- *Users in Service Provider* allows all users configured in the same service provider as the portal can originate calls through the portal.

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

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

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

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

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

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

7.9.2 MODIFY A CLEARSPAN ANYWHERE PORTAL

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

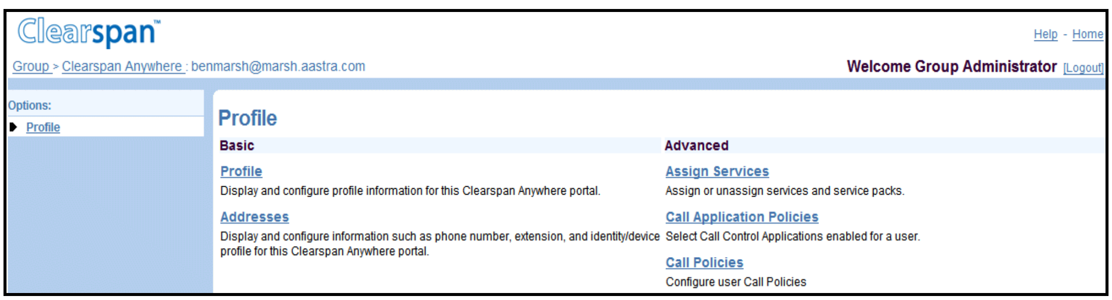


Figure 106 Group – Clearspan Anywhere Menu

7.9.2.1 Configure Clearspan Anywhere Addresses

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

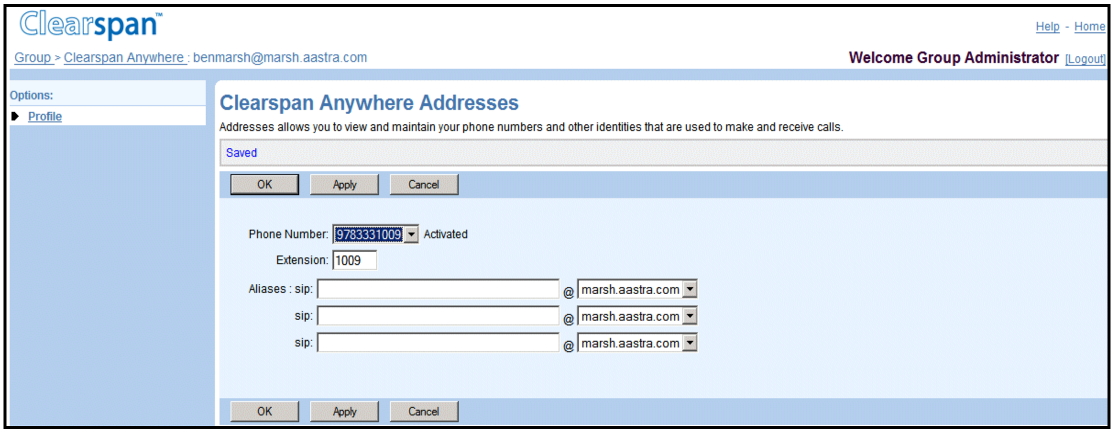


Figure 107 Group – Clearspan Anywhere Addresses

1. On the *Group – Services* menu page, click **Clearspan Anywhere**. The *Group – Clearspan* Anywhere page appears.
2. Click **Edit** on the row containing the portal you would like to modify. The Clearspan Anywhere - Profile page appears.
3. Click Addresses. The Clearspan Anywhere Addresses page appears.
4. In the Phone *Number* drop-down list, select a phone number for the current user.

   Users must have phone numbers assigned to make calls, unless the group calling line ID number is set. If a phone number is selected from the drop-down list, its activation status appears beside the phone number.
5. In the *Extension* text box, enter an extension for the current user that meets the extension length requirements in effect for the group.
6. Specify the aliases for the Clearspan Anywhere portal. Use the Aliases text boxes and address drop-down lists to specify up to three additional SIP addresses to associate with the Clearspan Anywhere portal. Calls directed to any of these aliases are redirected to the assigned Clearspan Anywhere portal.
7. Save your changes. Click Apply or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

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

7.10 CLEARSPAN MOBILITY

Use this item on the *Services* menu page to view the Clearspan Mobility settings for your group.

1) On the *Group – Services* menu page, click Clearspan **Mobility**. The *Group – Clearspan Mobility* page appears.

   The page provides the following read-only information.

SETTING	DESCRIPTION
Use Service Provider Settings	When there is a check mark next to this option, service provider-level settings are used for the Clearspan Mobility service in your service provider.
Use Group Settings	When there is a check mark next to this option, the settings displayed on this page are used for the Clearspan Mobility service in your group. The settings are as listed in the following rows.
Enable Location Services	When there is a check mark next to this option, Clearspan Mobility sends Service Control Function (SCF) queries to get the mobile subscriber's location content for calls that are terminated to the mobile subscriber.
Enable MSRN Lookup	When there is a check mark next to this option, Clearspan Mobility sends SCF queries to get the Mobile Station Roaming Number (MSRN), in a GSM network, or Temporary Location Directory Number (TLDN), in an ANSI-41 network, of the mobile subscriber for least cost routing for calls that are terminated to the mobile subscriber.
Enable Mobile State Checking	When there is a check mark next to this option, Clearspan Mobility sends SCF queries to get the current power state of the mobile device for the calls that are terminated to the mobile subscriber. If the current state of the mobile device is "off", the call is forked to the mobile device.
Deny Call Originations	When there is a check mark next to this option, Clearspan Mobility denies mobile originations.
Deny Call Terminations	When there is a check mark next to this option, Clearspan Mobility denies calls terminated to the mobile device and does not alert the mobile device for calls terminated to the desk phone.
Enable Announcement Suppression OTHER	When there is a check mark next to this option, Clearspan Mobility sends network announcement suppression information to the mobile network for calls anchored in Clearspan.
Enable Internal CLID Delivery	When there is a check mark next to this option, the originator's internal calling line ID (CLID) is delivered to the mobile device being alerted when the call is identified as an intra-enterprise or intra-group call.

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

7.11 CUSTOM RINGBACK GROUP

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

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

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

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

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

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

The following table summarizes the behavior:

AUDIO RINGBACK FILE	VIDEO RINGBACK FILE	VIDEO-CAPABLE CALLER	RESULT
Y	N	N	Audio ringback is used.
		Y	Audio ringback is used.
	Y	N	Audio ringback is used.
		Y	Video ringback is used.
N	Y	N	Custom Ringback does not apply. System default ringback is played.
		Y	Video ringback is used.

7.11.1 CONFIGURE CUSTOM RINGBACK GROUP

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

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

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

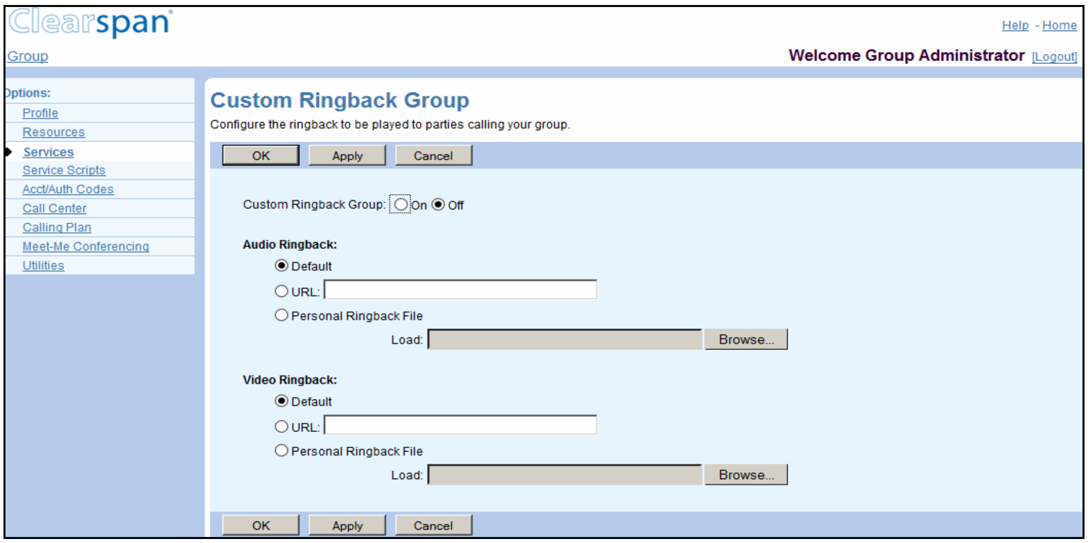


Figure 108 Group – Custom Ringback Group

1. On the Group – Services menu page, click **Custom Ringback Group**. The Group – Custom Ringback Group page appears.
2. For Custom Ringback Group, select On to enable the service. Select Off to disable custom ringback for the group.
3. Specify the Audio Ringback.

   - Select Default to play the system default.
   - Select URL and type the URL address to play audio from an URL. The URL should be in the following format: <http/https>://<domain name//IP address>[<:port>][path], for example, http://abcdistributing.com/announcements/ringback.
   - Select *Personal Ringback File* and select a file from the drop-down list to play a custom ringback.
4. Specify the Video Ringback.

   - Select Default to play the system default.
   - Select URL and type the URL address to play video from an URL. The URL should be in the following format: <http/https>://<domain name/IP

address>[<:port>][path], for example, http://abcdistributing.com/announcements/ringback.

- Select *Personal Ringback File* and select a file from the drop-down list to play a custom ringback.

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

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

7.12 ENTERPRISE TRUNK

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

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

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

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

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

Clearspan provides five different call routing policies:

- **Ordered Load Balancing policy**: The trunk groups are ordered and the Application Server selects each trunk group in turn following a round-robin algorithm.
- **Overflow policy**: The trunk groups are ordered and the Application Server selects the first trunk group that has available capacity for a new terminating call. For example, the Application Server does not choose the second trunk group until the first trunk group has reached its capacity or is unreachable. The first trunk group on the list is always selected unless it is not available to route the call.
- **Most Idle policy**: The Application Server always selects the trunk group that has the fewest number of current originating or terminating calls and has available capacity for a new terminating call.

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

7.12.1 VIEW ENTERPRISE TRUNKS

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

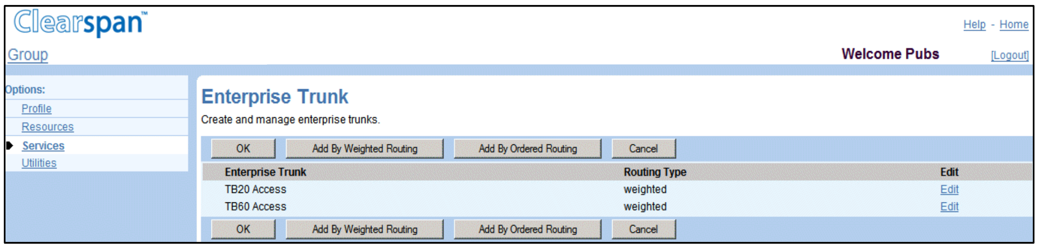


Figure 109 Group – Enterprise Trunk

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

7.12.2 CREATE ENTERPRISE TRUNK

To create an enterprise trunk, perform the following steps:

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

7.12.2.1 Add Enterprise Trunk

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

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

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

7.12.2.1.1 Add Enterprise Trunk using Weighted Routing

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

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

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

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

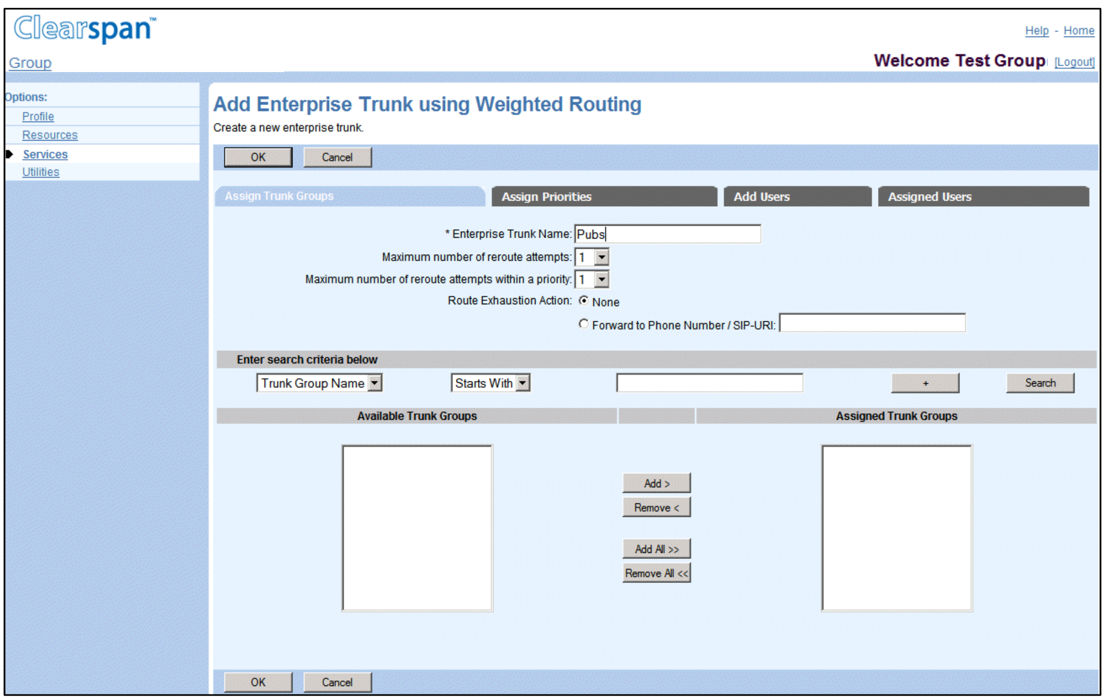


Figure 110 Group – Add Enterprise Trunk using Weighted Routing

3. Type a 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.
5. From the drop-down list, select the Maximum number of reroute attempts within a priority.
6. For the *Route Exhaustion Action* option, either:

- Select *None*

-or-

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

  A phone number must be from 2 through 30 digits (2 through 22 digits including 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 at most 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**.

7.12.2.1.2 Add Enterprise Trunk using Ordered Routing

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

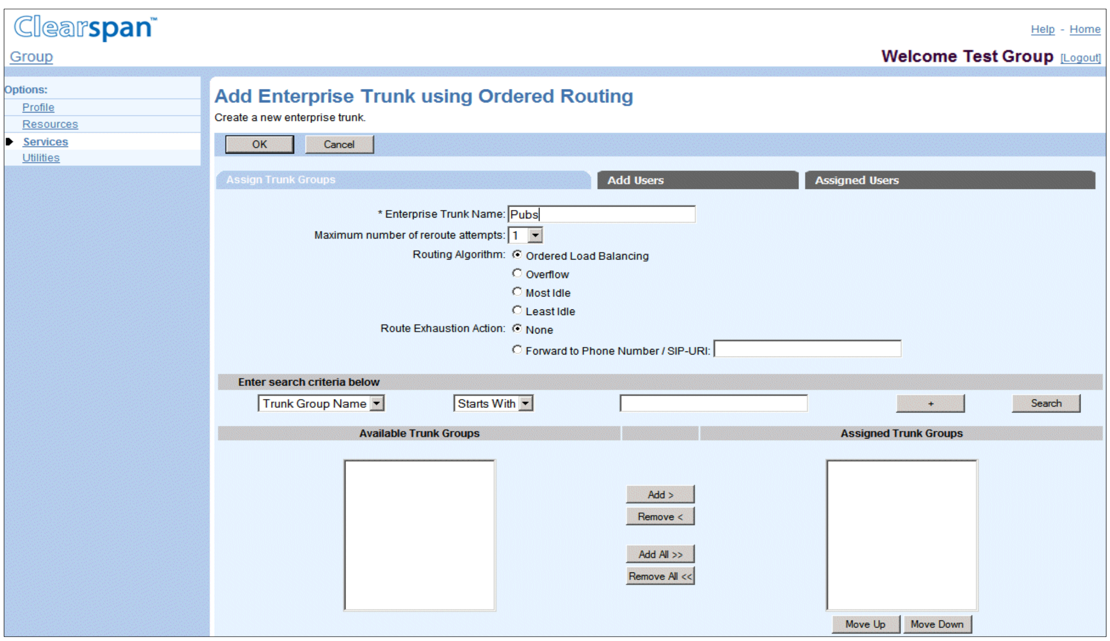


Figure 111 Group – Add Enterprise Trunk using Ordered Routing

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

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

3. Type a 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.
5. To select the routing algorithm, click one of the following: Ordered Load Balancing, Overflow, Most Idle, or Least Idle.
6. For the Route *Exhaustion Action* option, either:

Select *None*

-or-

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

A phone number must be from 2 through 30 digits (2 through 22 digits including 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 at most 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**.

7.12.2.2 Assign Trunk Groups

Use the *Assign Trunk Groups* tab to configure enterprise trunk capacity management settings and assign trunk groups to an enterprise trunk.

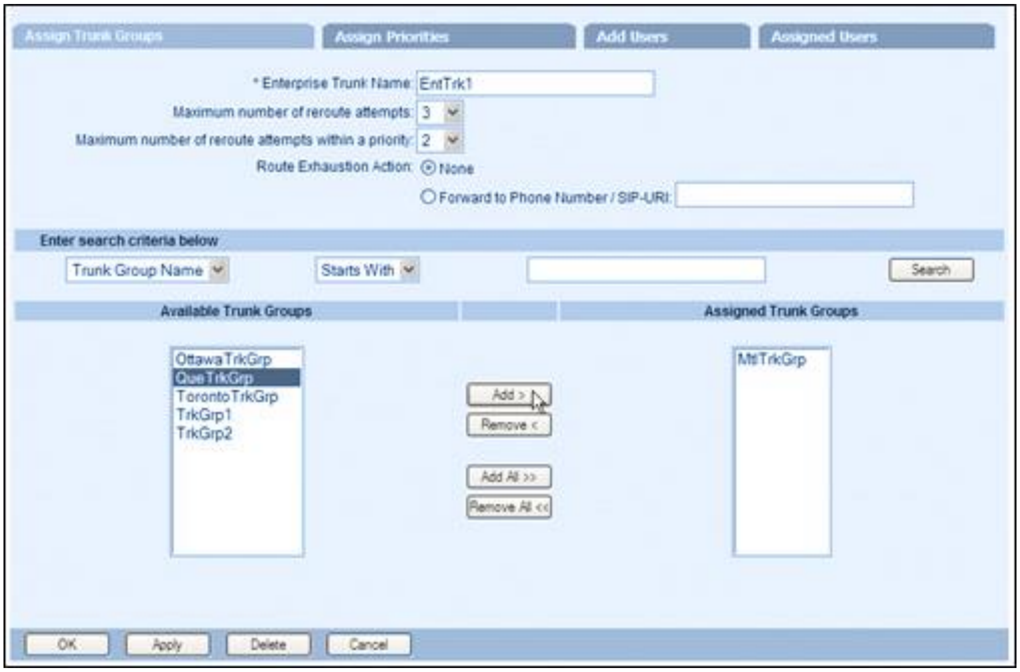


Figure 112 Group – Add Enterprise Trunk using Weighted Routing - Assign Trunk Groups

1. On the Add Enterprise Trunk using Weighted Routing or Add Enterprise Trunk using Ordered Routing page, click the **Assign Trunk Group** 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 group.
- 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 when the capacity exceeded count reaches 2, 5, 8, 11, and so on.

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

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

7.12.2.3 Assign Priorities

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

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

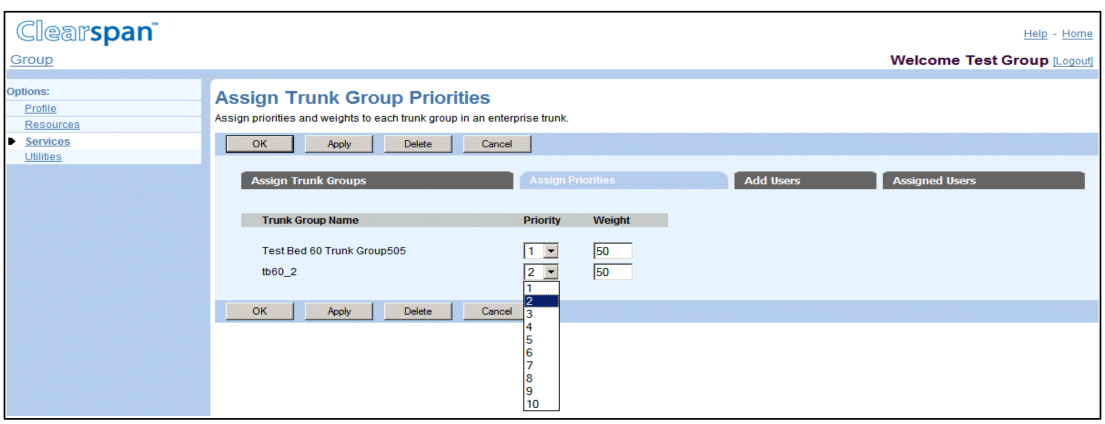


Figure 113 Group - Enterprise Trunk – Assign Trunk Group Priorities

1. On the Add Enterprise Trunk using Weighted Routing click the Assign Priorities tab.

2. Next to each trunk group, select the priority from the Priority drop-down list. “1” denotes the highest priority and “10” (default) the lowest. Enter the weight you want to assign to each trunk group. The weight must be an integer from 1 through 65536 (the default value is “50”). The higher the weight, the higher the probability of that trunk group being selected for call termination within its priority when using the Weighted Overflow routing policy.

3. To save your changes, click Apply. To save your changes and display the previous page, click OK. To exit without saving, click Cancel. To save your changes and go to the next tab, select the tab you want.

7.12.2.4 Add Users

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

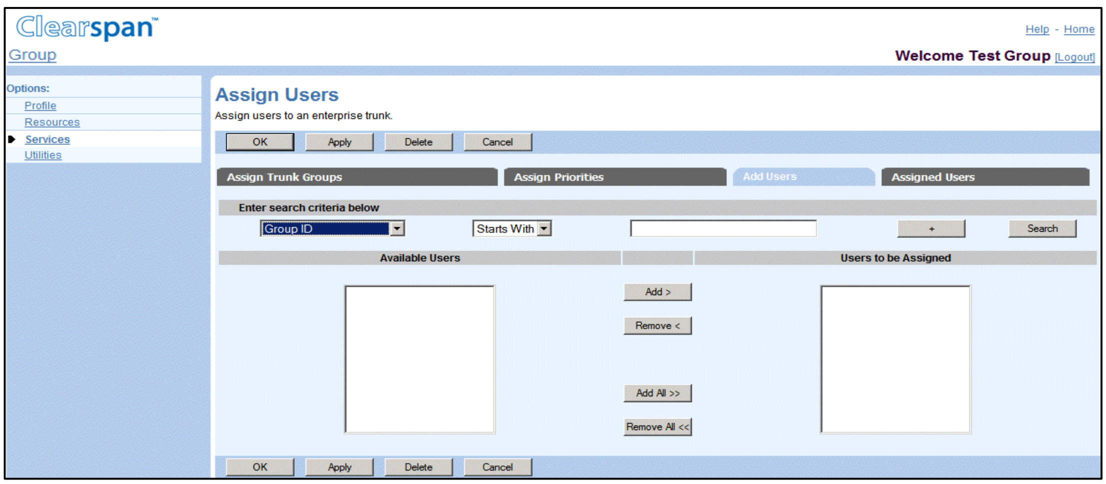


Figure 114 Group - Enterprise Trunk – Assign Users

1. On the Add Enterprise Trunk using Weighted Routing page or Add Enterprise Trunk using Ordered Routing page, click the Add Users tab. The Enterprise Trunk – Assign Users page appears.

2. In the Available Users column, select the users you want to add to the enterprise trunk. Select some or all users. Users are listed in alphabetical order.

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

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

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

6. To save your changes, click **Apply**. To save your changes and go to another tab, click the tab you want. To save your changes and display the previous page, click **OK**. To exit without saving, click **Cancel**.

7.12.3 ASSIGNED USERS

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

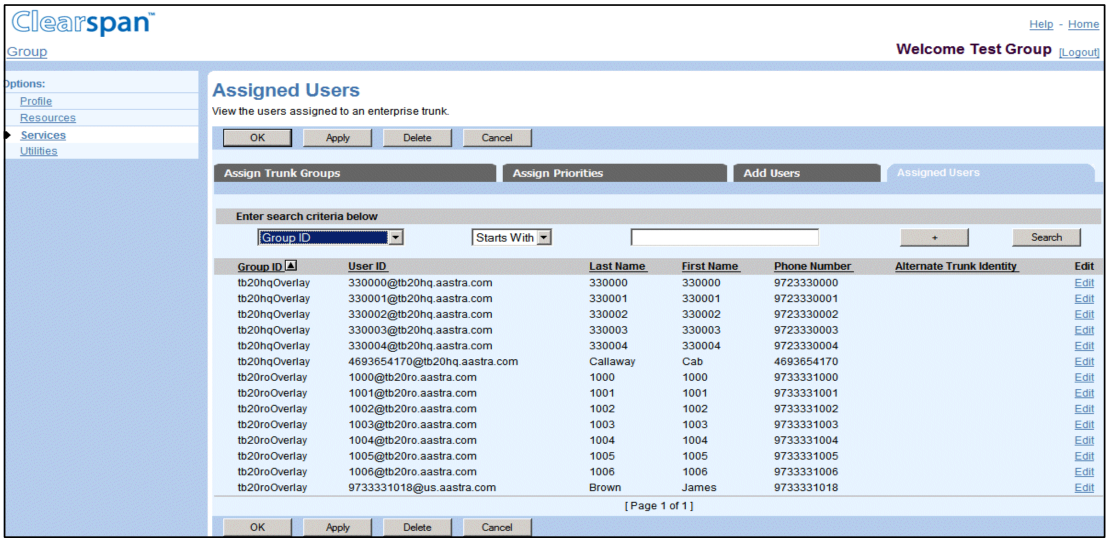


Figure 115 Enterprise Trunk – Assigned Users Tab

7.12.3.1 View Assigned Users

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

To view users assigned to an enterprise trunk:

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

7.12.3.2 Modify User Information

1. On the Add Enterprise Trunk using Weighted Routing, Add Enterprise Trunk using Ordered Routing, Modify Enterprise Trunk using Weighted Routing, or Modify

Enterprise Trunk using Ordered Routing page, click the Assigned Users tab. The Enterprise Trunk – Assigned Users page appears.

2. Use the Search tool to display the enterprise trunk users.
3. Click **Edit** in the row for the user whose information you want to modify. The selected user's Profile Menu appears.
4. Modify user information as required.

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

7.12.3.3 Delete User from Enterprise Trunk

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

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

7.12.4 MODIFY ENTERPRISE TRUNK

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

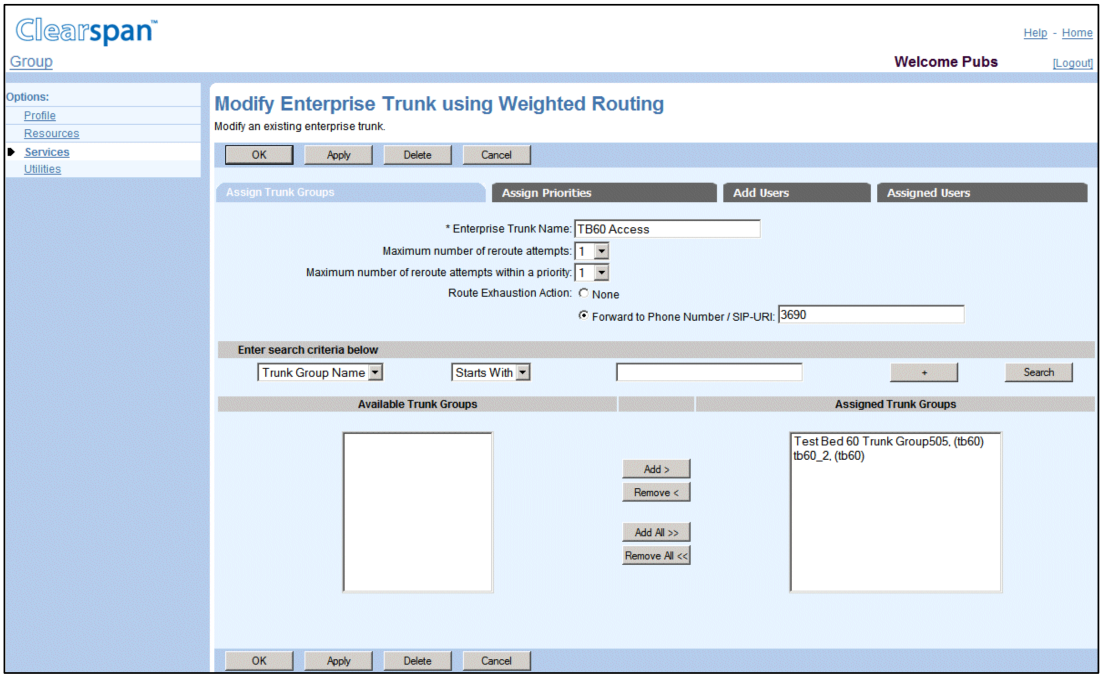


Figure 116 Group – Modify Enterprise Trunk using Weighted Routing

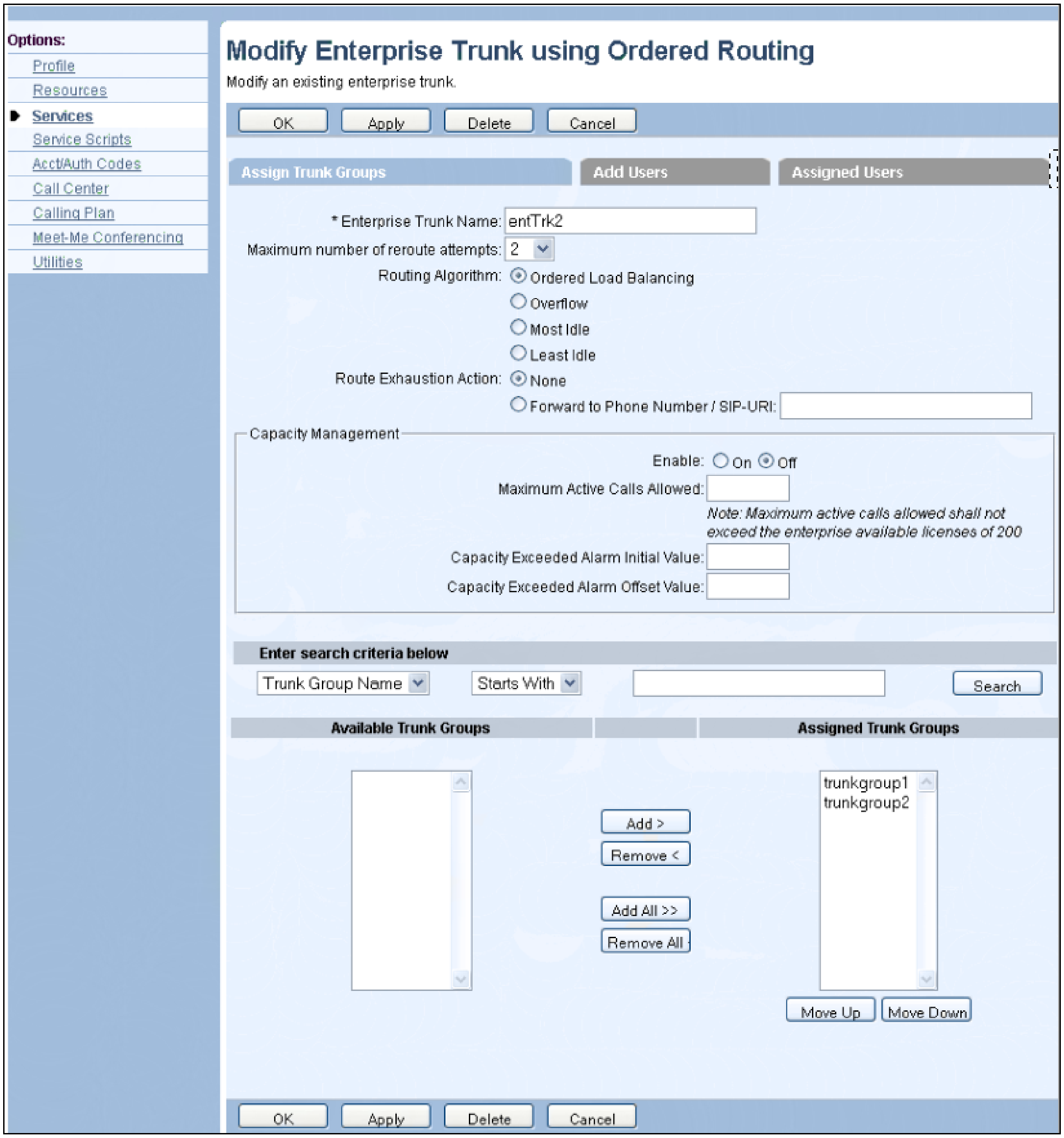


Figure 117 Group – Modify Enterprise Trunk using Ordered Routing

1. On the *Group – Services* menu page, click **Enterprise Trunk**. The *Group – 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 *Group – Modify Enterprise Trunk using Weighted Routing* or *Group – Modify Enterprise Trunk using Ordered Routing* page appears.

3. Edit the enterprise trunk information.

For more information about the enterprise trunk attributes, see section *7.12.2 Create Enterprise Trunk*.

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 saves the current enterprise trunk information.

7.12.5 DELETE ENTERPRISE TRUNK

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

1. On the Group – Services menu page, click **Enterprise Trunk**. The Group – 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 Group – Modify Enterprise Trunk using Weighted Routing or Group – Modify Enterprise Trunk using Ordered Routing page appears.
3. Click **Delete**. The *Group – Enterprise Trunk* page appears.

To exit the page without deleting the enterprise trunk, click **Cancel**.

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

7.13 GROUP NIGHT FORWARDING

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

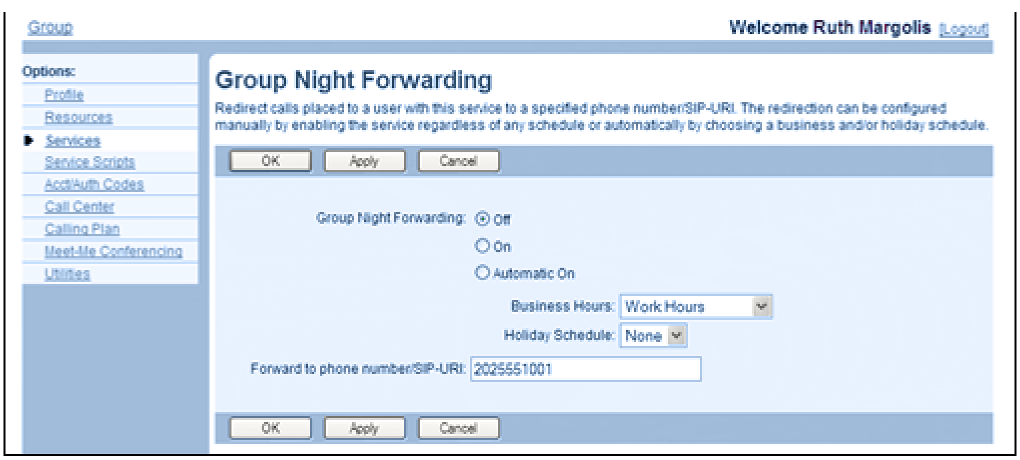


Figure 118 Group – Group Night Forwarding

1. On the Group – Services menu page, click Group Night Forwarding. The Group – Group Night Forwarding page appears.

2. Click **On** to activate the service, click **Off** to deactivate the service, or click **Automatic On** to enable automatic activation.
3. If you selected automatic activation, select a time schedule and/or a holiday schedule when the service should be automatically activated.

   In the Forward *to phone number/SIP-URI* text box, enter a phone number or SIP-URI to redirect calls to. For example, you can decide to redirect calls to an Auto Attendant or a voice mailbox.

   A phone number must be from 2 through 30 digits (2 through 22 digits including 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 at most 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.

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

7.14 MWI DELIVERY TO MOBILE ENDPOINT

Use this item on the *Group – 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 *Group – 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.

Note: You can configure custom templates for your group.

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.

7.14.1 VIEW AND ENABLE SMS TEMPLATES AND CONFIGURE SENDER TAG

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

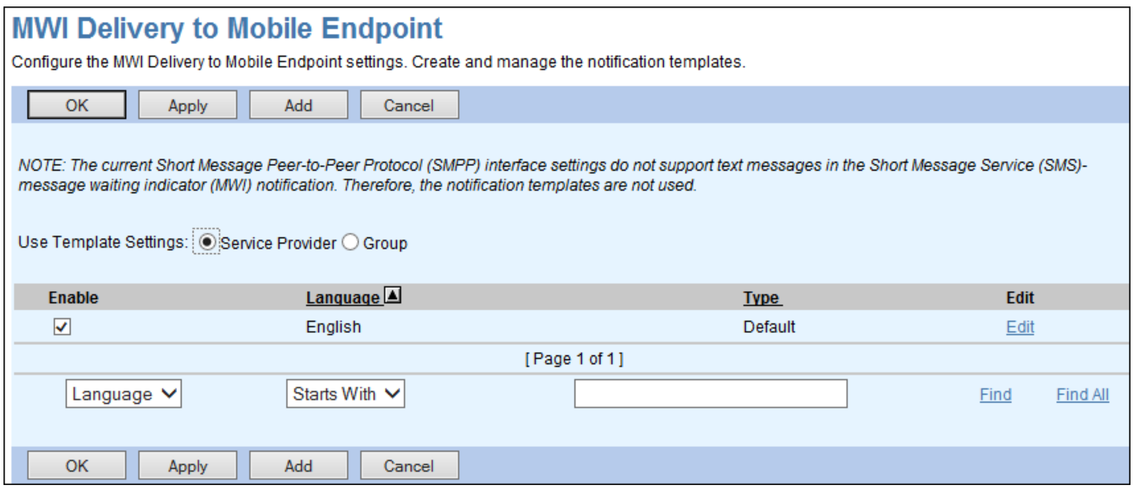


Figure 119 Group – MWI Delivery to Mobile Endpoint

1. On the Group – Services menu page, click **MWI Delivery to Mobile Endpoint**. The Group – 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.

7.14.2 ADD MWI DELIVERY CUSTOM TEMPLATE

Use the Group – 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 crated 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
%VMNumber	10
%newMsgs	2
%totalMsgs	2
%callerName	15
%callerNumber	10
no tag	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.

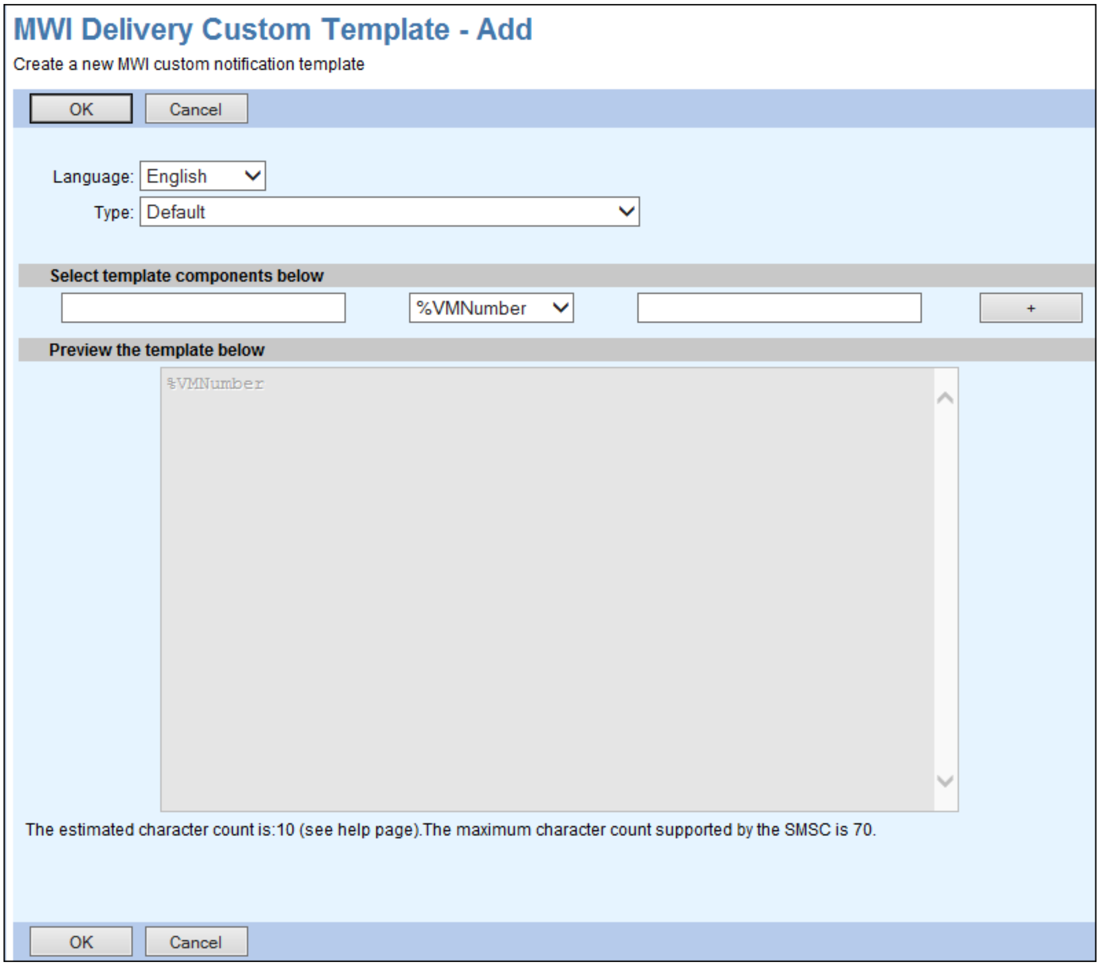


Figure 120 Group – MWI Delivery Custom Template – Add

1. On the Group – Services menu page, click **MWI Delivery to Mobile Endpoint**. The Group – MWI Delivery to Mobile Endpoint page appears.
2. Click Add. The Group – 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 then 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." text as follows:

- On the first line, type "You have" in the left text box, select the *%newMsgs t*ag from the drop-down list in the middle, and type "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 type "messages." in the right text box.

7.14.3 MODIFY MWI DELIVERY CUSTOM TEMPLATE

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

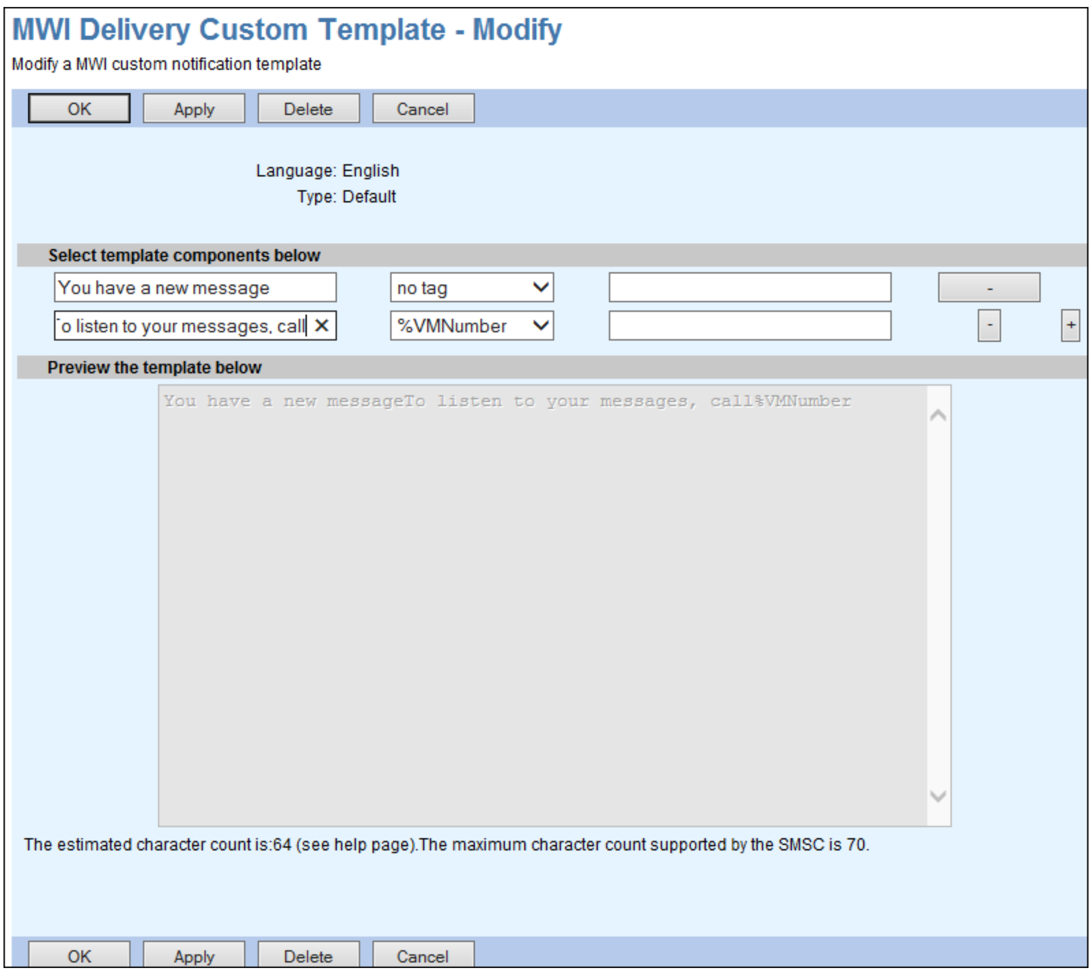


Figure 121 Group – MWI Delivery Custom Template – Modify

1. On the Group – Services menu page, click **MWI Delivery to Mobile Endpoint**. The Group – MWI Delivery to Mobile Endpoint page appears.
2. Click Edit in the line of the template to edit. The Group – MWI Delivery Custom Template – Modify page appears.
3. Modify the template as required. For information about configurable options available on this page, see section 7.14.2 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.

7.15 POLYCOM PHONE SERVICES

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

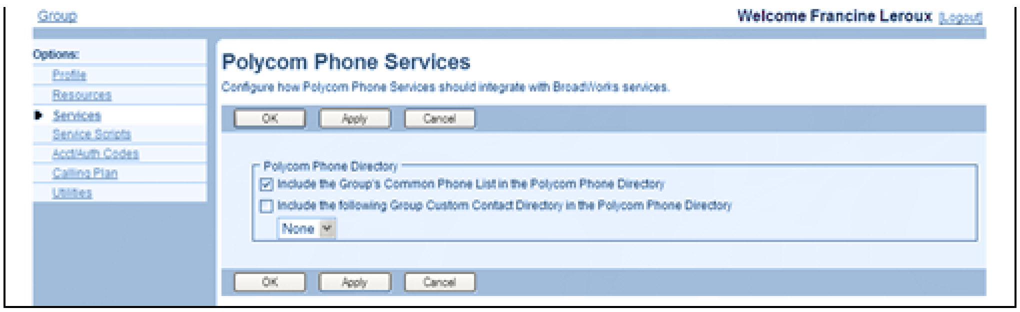


Figure 122 Group – Polycom Phone Services

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

7.16 PREFERRED CARRIER GROUP

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

7.16.1 LIST PREFERRED INTRALATA, INTERLATA, AND INTERNATIONAL CARRIERS FOR GROUP

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

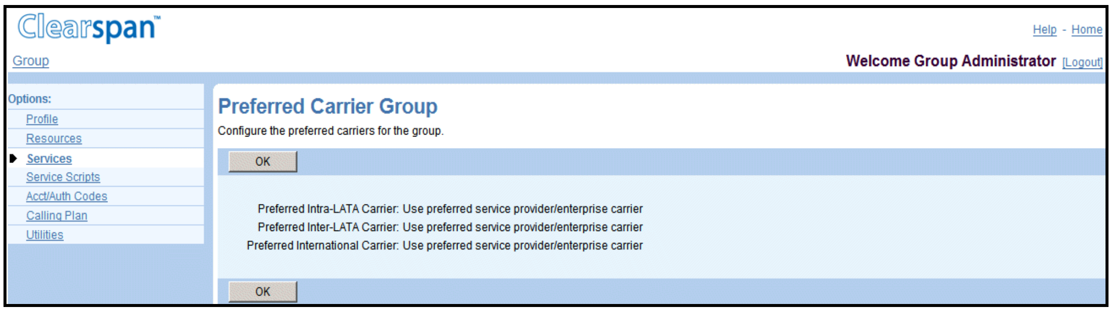


Figure 123 Group – Preferred Carrier Group

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

7.17 SERIES COMPLETION

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

- List Series Completion Groups
- Add Series Completion Group
- Modify or Delete Series Completion Group

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

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

7.17.1 LIST SERIES COMPLETION GROUPS

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

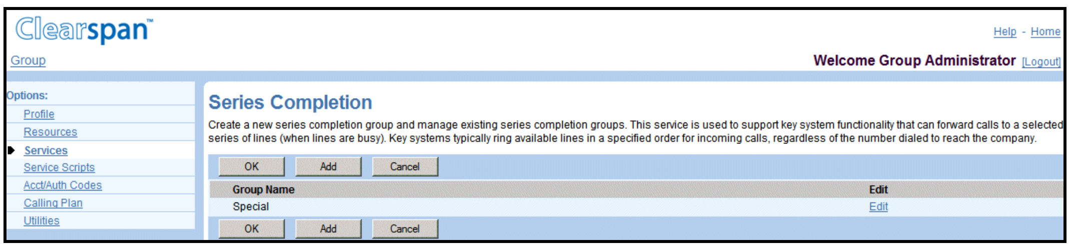


Figure 124 Group – Series Completion

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

7.17.2 ADD SERIES COMPLETION GROUP

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

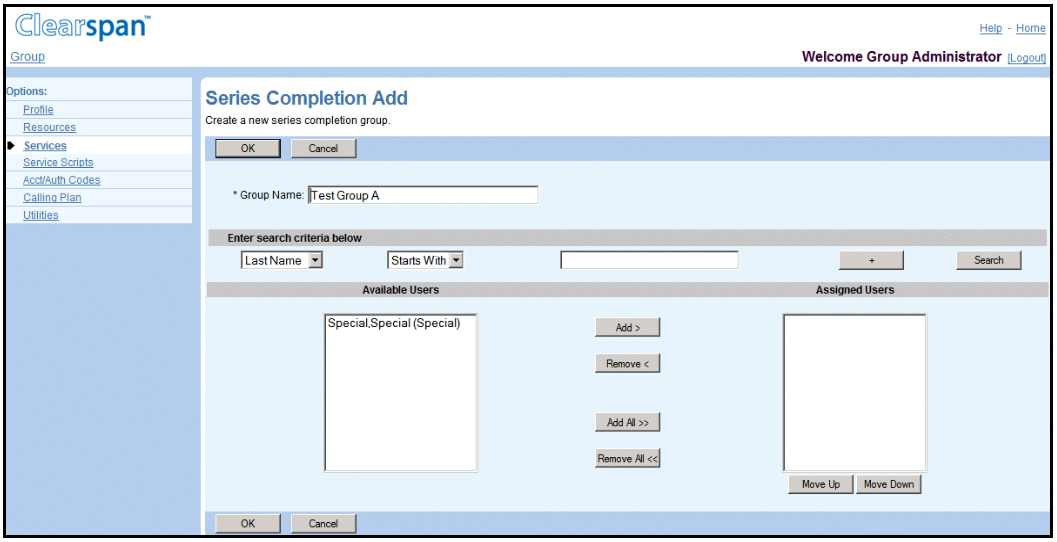


Figure 125 Group – Series Completion Add

1. On the *Group* – Services menu page, click Series Completion. The Group – Series Completion page appears.
2. Click Add. The Group – Series Completion Add page appears.
3. Type the group name, from 1 through 80 characters. An asterisk (*) indicates required data.
4. Assign users:
   - To find a desired user, enter search criteria in the fields provided and click **Search**. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.
   - In the Available Users column, select the users. You can select some or all of the items in a column. Item names are listed in alphabetical order. To select several items in sequential order, click the first name, hold down the SHIFT key on the keyboard, and click the last name. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.
   - To assign the selected users, click Add >. To assign all users (unselected) at once, click **Add All >>**
5. Save your changes. Click **OK**. OK saves your changes and displays the previous page.

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

7.17.3 MODIFY OR DELETE SERIES COMPLETION GROUP

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

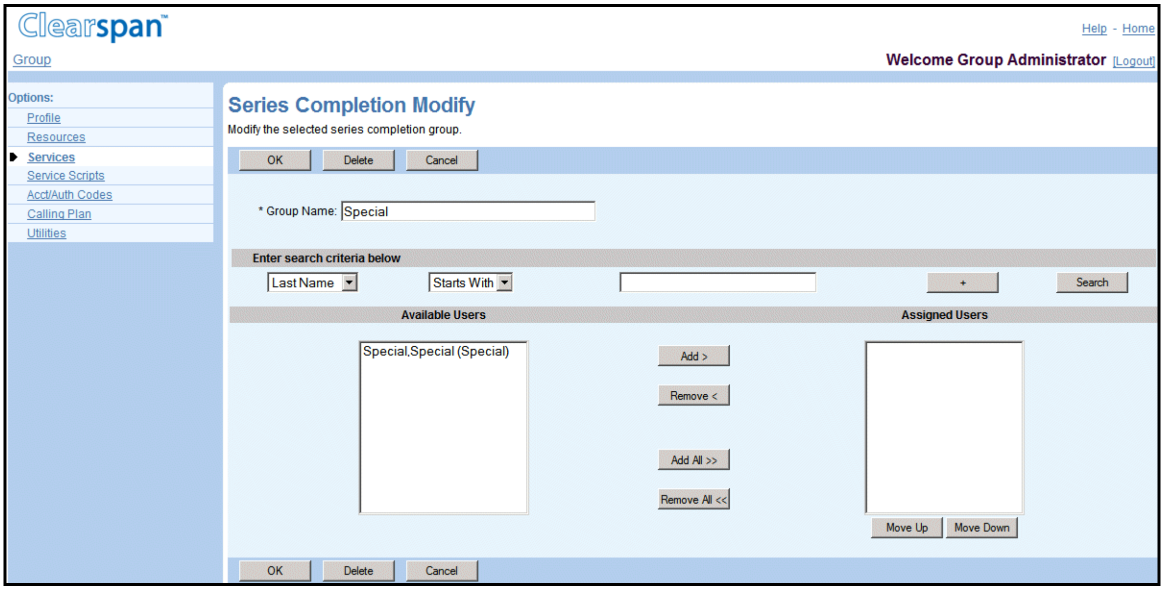


Figure 126 Group – Series Completion Modify

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

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

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

7.18 THIRD-PARTY VOICE MAIL SUPPORT

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

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

7.18.1 TURN ON OR OFF

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

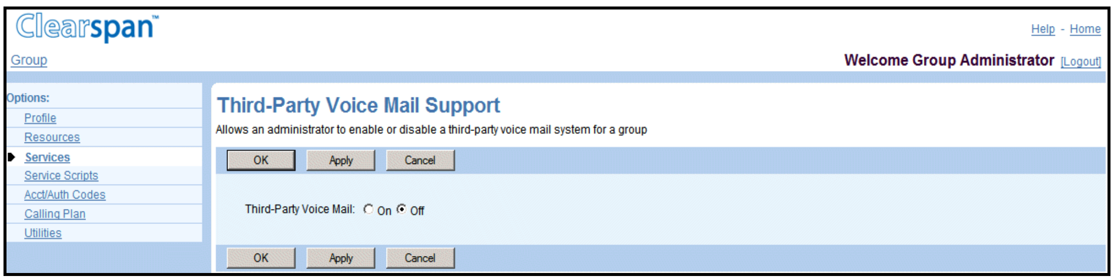


Figure 127 Group – Third-Party Voice Mail Support

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

7.19 SESSION ADMISSION CONTROL GROUP

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

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

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

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

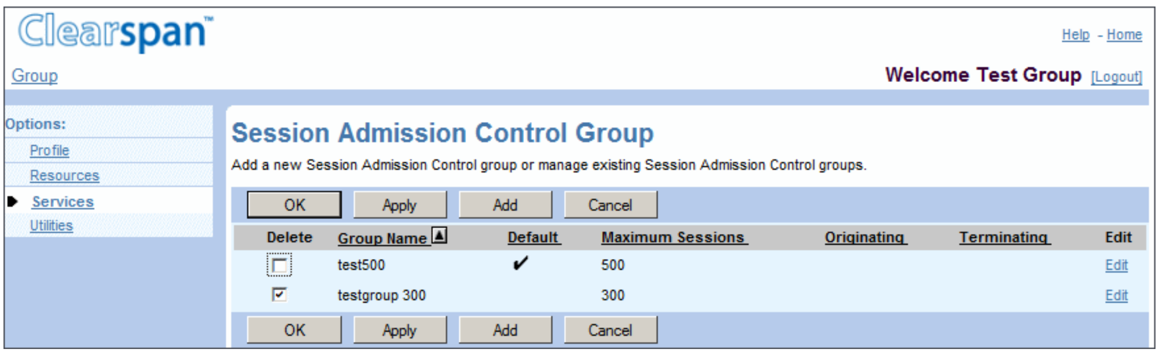


Figure 128 Group – Session Admission Control Group for Administrator with Full Access Privileges to SAC

7.19.1 VIEW SESSION ADMISSION CONTROL GROUP

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

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

7.19.2 ADD SESSION ADMISSION CONTROL GROUP

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

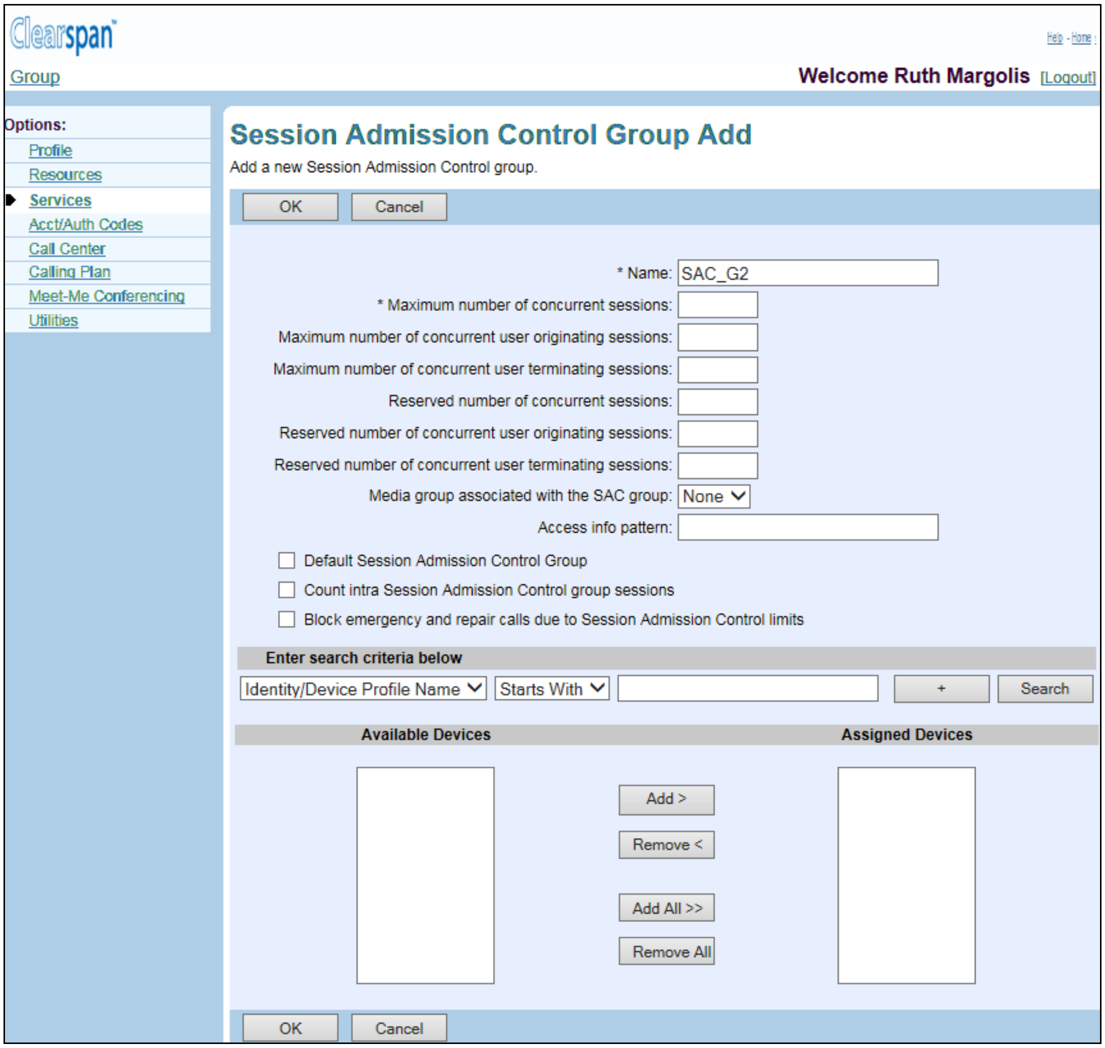


Figure 129 Group – Session Admission Control Group Add

1. On the Enterprise – Services menu page, click Session Admission Control Group. The Group – Session Admission Control Group page appears.
2. Click Add. The Group – Session Admission Control Group Add page appears.
3. Enter a unique name for the new SAC group, from 1 through 30 characters. Required fields are marked with an asterisk.
4. Specify the Maximum number of concurrent sessions you want to allow for this SAC group. The number cannot exceed the maximum number of concurrent subscriber sessions allowed for the group as specified on the group's Resources – Session Admission Control Capacity page, if set. If the group limit if not set, this setting can be from 0 through 999999.

5. To restrict the number of user-originated sessions, enter the Maximum number of concurrent user originating sessions. This number can be from 0 through Maximum number of concurrent sessions.
6. To restrict the number of user-terminated sessions, enter the Maximum number of concurrent user terminating sessions. This number can be from 0 through Maximum number of concurrent sessions.
7. To avoid situations where other SAC groups use up all the session resources allocated to your group, reserve sessions for the SAC group. Enter the number of sessions in the Reserved number of concurrent sessions box. This number can be from 0 through Maximum number of concurrent sessions.
8. To reserve user-originated sessions, enter the number of sessions in Reserved number of concurrent user originating sessions reserved. This number can be from 0 through Reserved number of concurrent sessions.
9. To reserve user-terminated sessions, enter the number of sessions in Reserved number of concurrent user terminating sessions reserved. This number can be from 0 through Reserved number of concurrent sessions.
10. To associate a media group with the SAC group, select the media group from the Media group associated with the SAC group drop-down list. A media group contains a list of codecs with their associated weights, which allows to count sessions based on their use of bandwidth. If no media group is selected, each session is counted as one.

For example, if codec A has the weight of one and codec B uses twice as much bandwidth, codec B may be assigned the weight of two. A session using it would then be counted as two sessions. Media groups and the associated codec weights are configured by the system administrator.

11. To provide an access information pattern, enter the pattern in the Access info pattern text box.

This is the pattern used to check whether a specific device contributes to the SAC capacity. If the pattern matches the information captured in the *P-Access-Network-Info (PANI)* header when the device registered, the SAC group capacity is adjusted to take into account the call made by the device.

If you leave the text box empty, no device matches the SAC group when examining the *PANI* header.

Note: The *Access info pattern* text box is present only if the system administrator enabled capturing the PANI header.

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

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

13. To include the intra-SAC group sessions in the count of the total number of sessions for the SAC group, check *Count intra Session Admission Control group sessions*.
14. To block emergency and repair calls when the call limit is reached for this SAC group, check *Block emergency and repair calls due to Session Admission Control limits*.
15. Assign devices.

    Use the *Search* utility to find the devices you want to assign.

    In the *Available Devices* column, select the devices to assign to this SAC group and click **Add >**. Or, to add all the available devices, click **Add All >>**.

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

16. 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.

7.19.3 MODIFY OR DELETE SESSION ADMISSION CONTROL GROUP

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

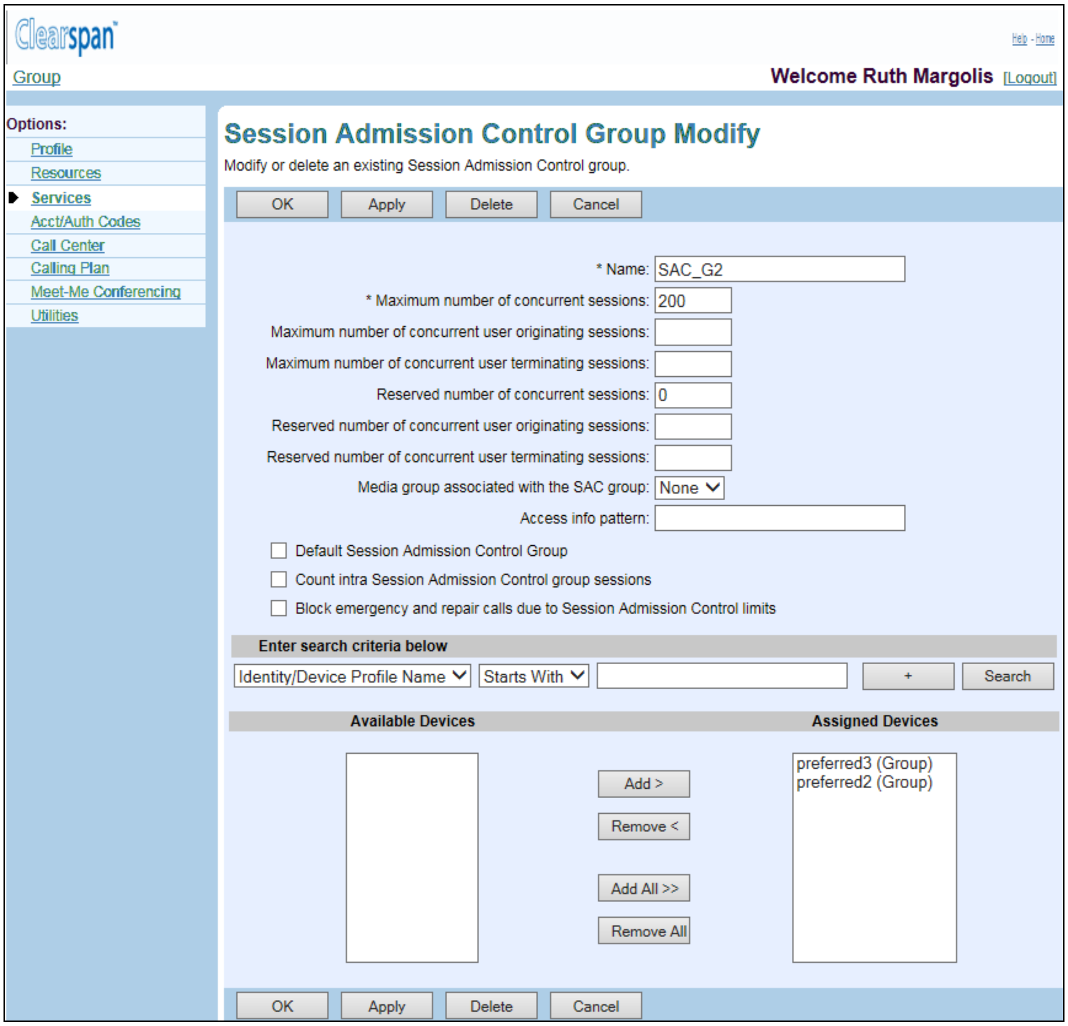


Figure 130 Group – Session Admission Control Group Modify

1. On the Group – Services menu page, click Session Admission Control Group. The Group – Session Admission Control Group page appears.
2. Click Edit or any item in the row for the SAC group you want to edit. The Session Admission Control Group - Session Admission Control Group Modify page appears.
3. Type or select information as needed. For information about the parameters that appear on this page, see section 7.19.2 Add Session Admission Control Group.
4. To save your changes, click Apply or OK. Apply saves your changes. OK saves your changes and displays the previous page.

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

Note: If you have read-only SAC permissions, you can only view the information on this page as illustrated in *Figure 131*.

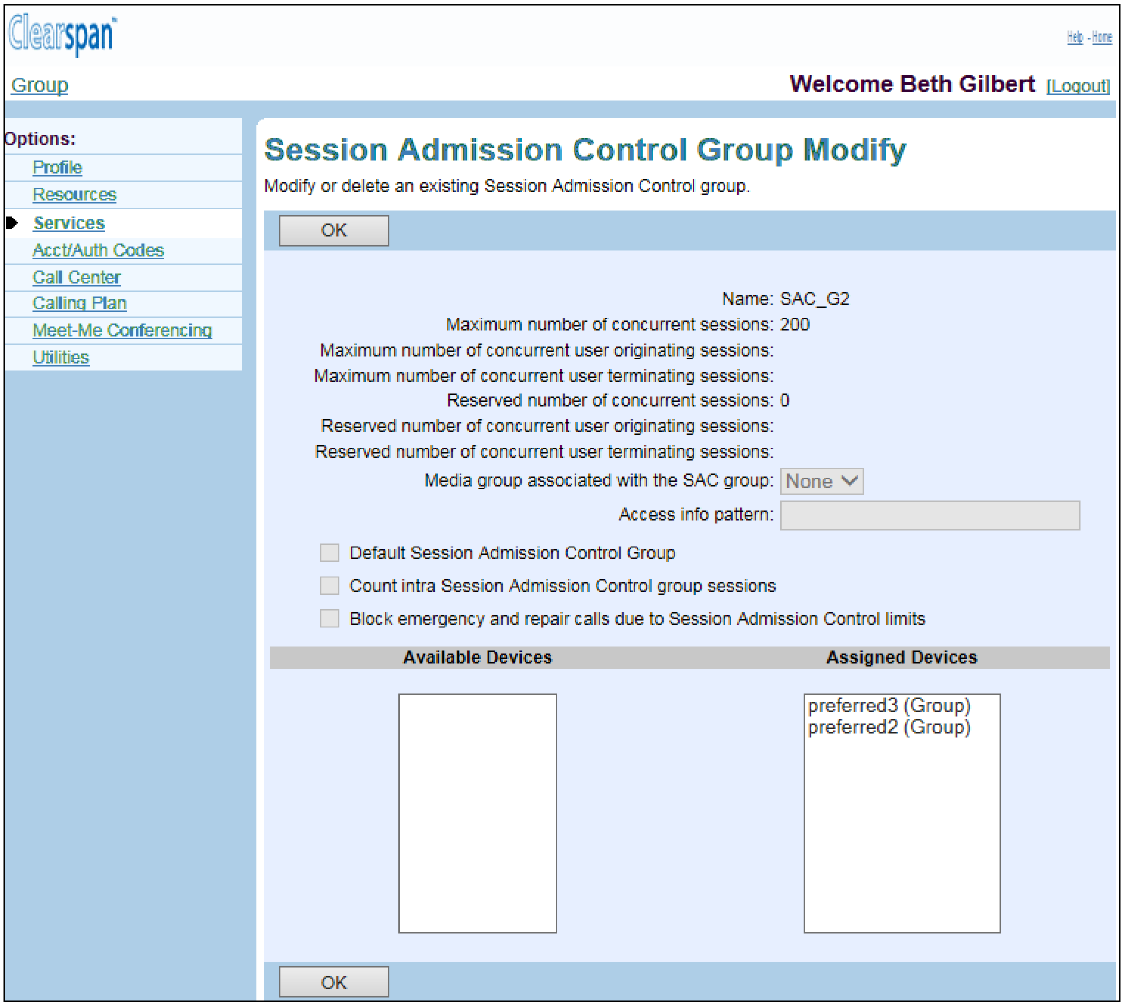


Figure 131 Group – Session Admission Control Group Modify (Read-only)

7.19.4 DELETE SESSION ADMISSION CONTROL GROUP

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

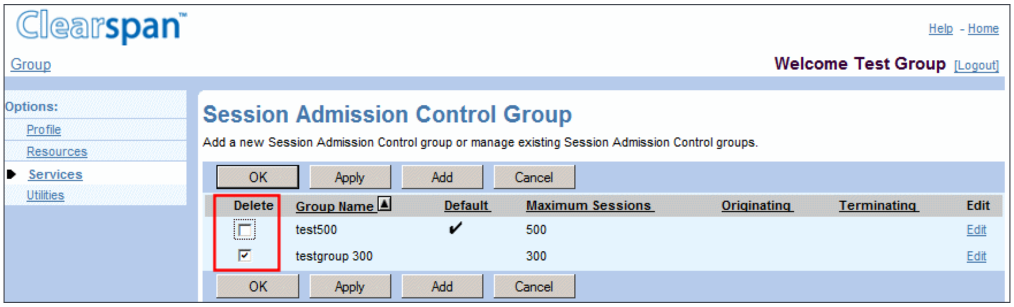


Figure 132 Session Admission Control Group – Delete

1. On the Group – Services menu page, click **Session Admission Control Group**. The Group – Session Admission Control Group page appears.
2. Check the **Delete** box in the row of the SAC group you want to delete.
3. To save your changes, click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

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

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

8 SERVICE SCRIPTS MENU

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

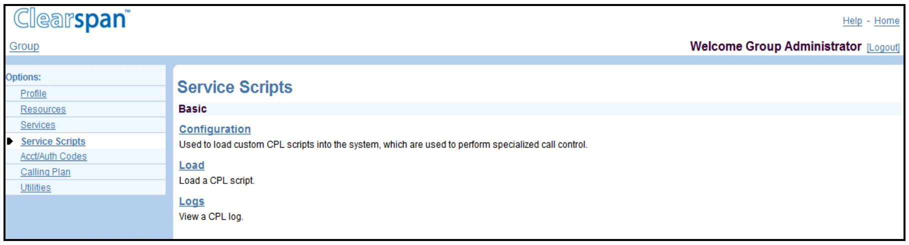


Figure 133 Group – Service Scripts Menu

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

- Configuration
- Load
- Logs

8.1 ACCESS THE GROUP – SERVICE SCRIPTS MENU

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

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

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

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

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

8.2 CONFIGURATION

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

8.2.1 ENABLE OR DISABLE USE OF SCRIPT

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

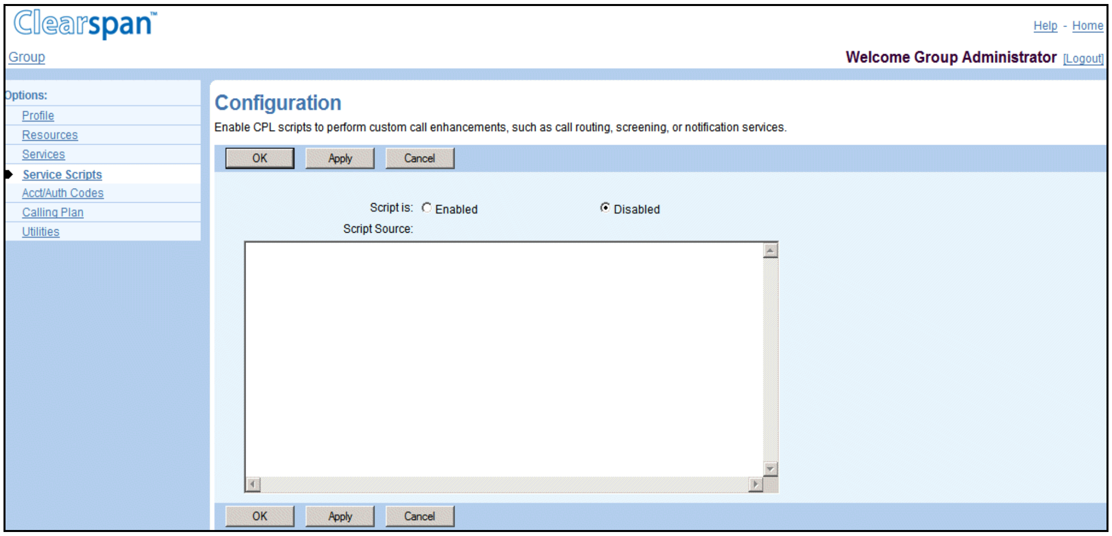


Figure 134 Group – Configuration

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

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

8.3 LOAD

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

8.3.1 LOAD CPL SCRIPT

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

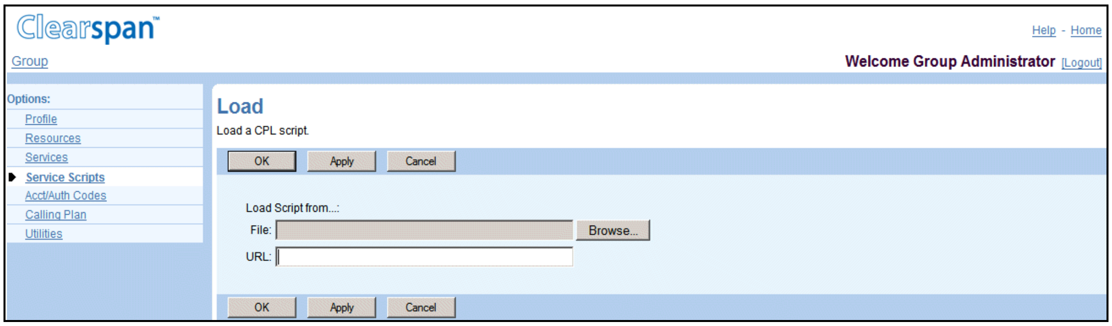


Figure 135 Group – Load

1. On the *Group* – Service Scripts menu page, click Load. The Group – Load page appears.
2. Select the source of the script file:

- To use a file on your computer, click **Browse** and then find and open the file. The path to the file appears in the *File* text box.
- To use a file on your web server, type the address of the server in the *URL* text box.

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

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

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

8.4 LOGS

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

8.4.1 VIEW OR CLEAR LOGS FROM CPL SCRIPT

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

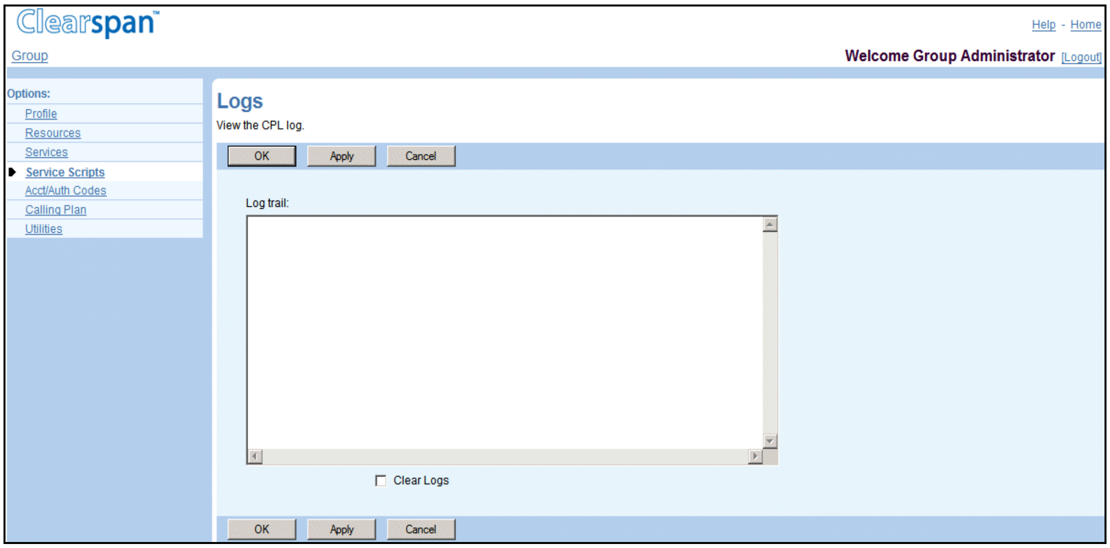


Figure 136 Group – Logs

1. On the *Group – Service Scripts* menu page, click **Logs**. The *Group – Logs* page appears. The logs displayed in the *Log trail* box are the logs generated by and specified in the script.
2. To clear the logs on display, check the **Clear Logs** box.
3. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

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

9 ACCOUNT/AUTHORIZATION CODES MENU

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

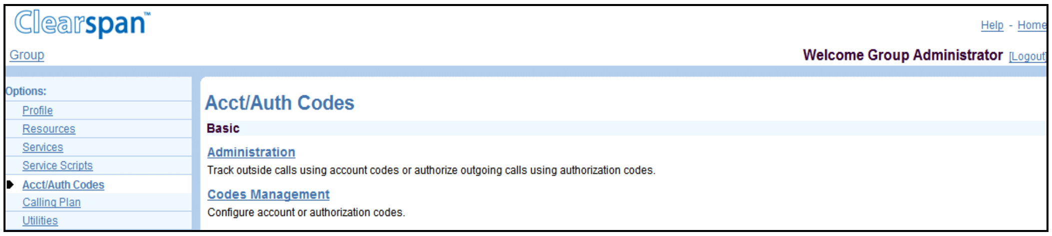


Figure 137 Group – Acct/Auth Codes Menu

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

- Administration
- Codes Management

9.1 ACCESS GROUP – ACCOUNT/AUTHORIZATION CODES MENU

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

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

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

9.2 ADMINISTRATION

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

- Identify Users for Account Code Usage
- Identify Users for Authorization Code Usage

9.2.1 IDENTIFY USERS FOR ACCOUNT CODE USAGE

Use the Group – Administration page to:

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

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

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

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

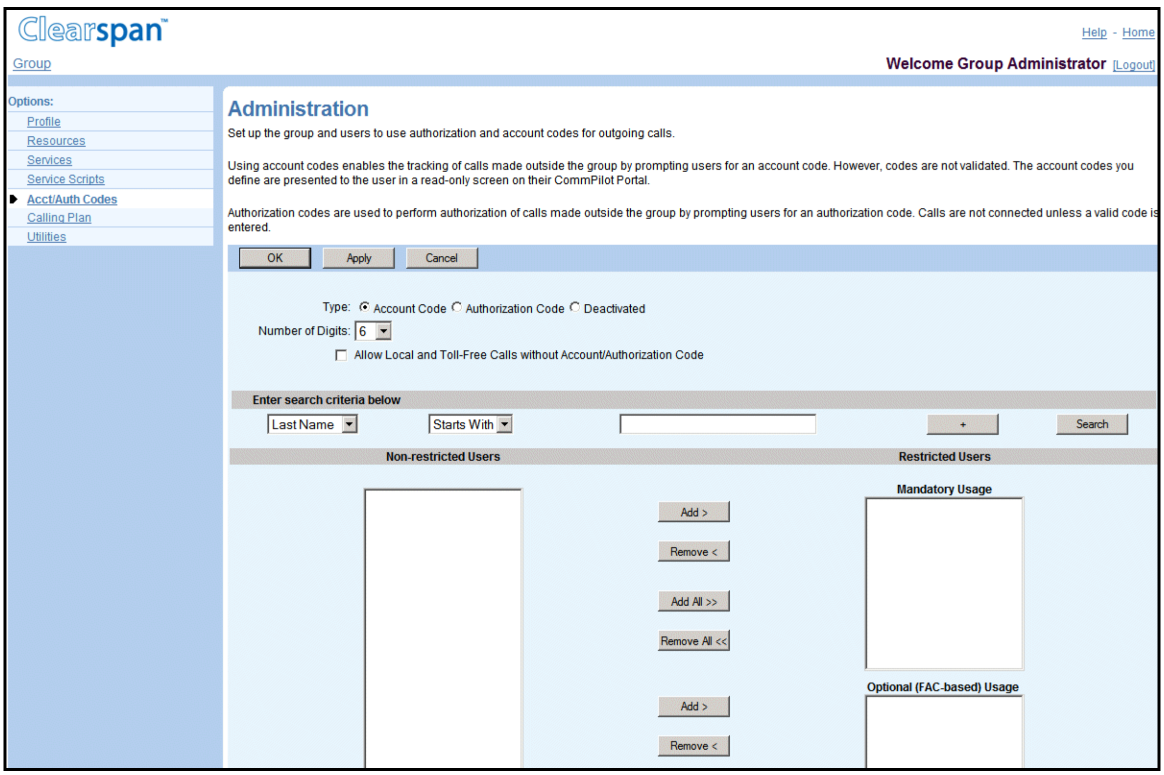


Figure 138 Group – Administration – Account Codes

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

5. Assign users to one of the Restricted Users lists.

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

6. Unassign users from the Restricted Users lists.

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

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

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

9.2.2 IDENTIFY USERS FOR AUTHORIZATION CODE USAGE

Use the Group – Administration page to:

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

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

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

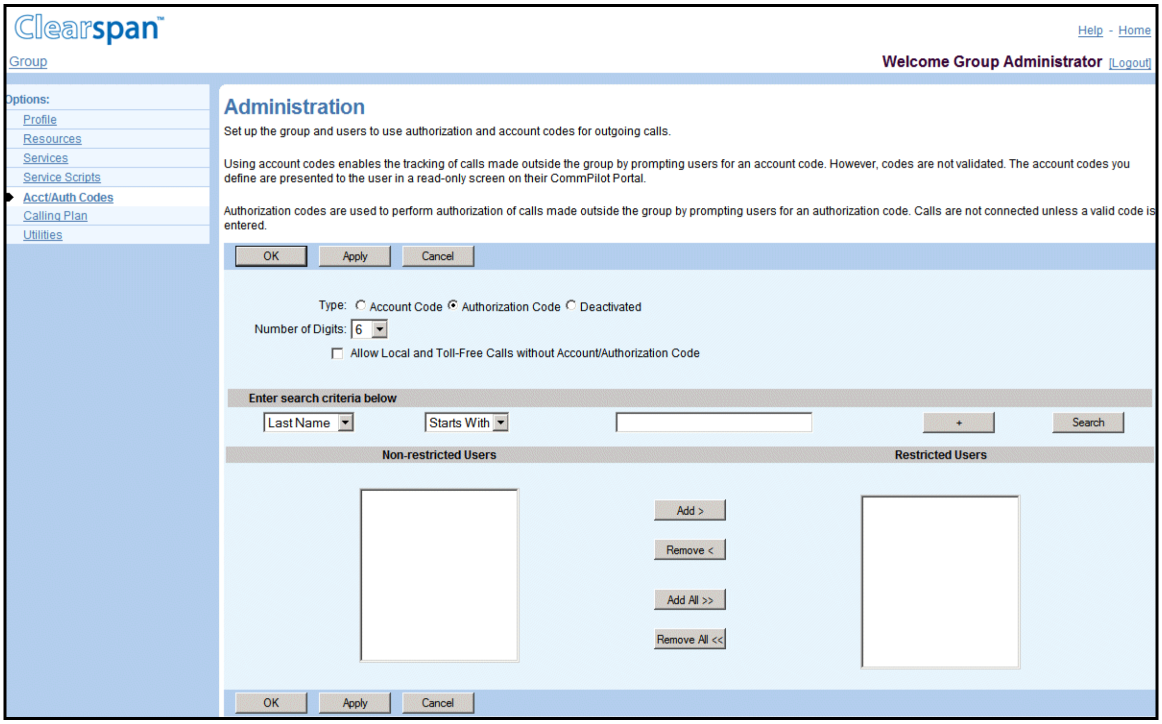


Figure 139 Group – Administration – Authorization Codes

1. On the *Group – Acct/Auth Codes* menu page, click **Administration**. The *Group –* Administration page appears.
2. To display the version of the page for authorization codes, click “Authorization Code”.
3. Type the Number of Digits for authorization codes.
4. Click the **Allow Local and Toll-Free Calls without Account/Authorization Code** box to turn the feature on (checked) or off (not checked).
5. Assign users to the *Restricted Users* column.
   - To find a desired user, enter search criteria in the fields provided and click Search. For more information on defining search criteria, see the *Clearspan Getting Started Web Interface Administration Guide*.
   - In the Non-restricted Users column, select the users. You can select some or all of the items in a column. Item names are listed in alphabetical order. To select several items in sequential order, click the first name, hold down the SHIFT key on the keyboard, and click the last name. To select several items, but not in a

particular order, click the names while holding down the CTRL key on the keyboard.

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

6. Unassign users from the *Restricted Users* list.

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

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

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

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

9.3 CODES MANAGEMENT

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

- View or Delete Account and Authorization Codes
- Add Account and Authorization Codes

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

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

9.3.1 VIEW OR DELETE ACCOUNT AND AUTHORIZATION CODES

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

Note: If a six-digit length is specified for a code on the *Group – Administration* page and a corresponding code is added on the *Group – Codes Management* page, if the code length is changed, the original six-digit code is deleted from the list of codes on the *Group – Codes Management* page.

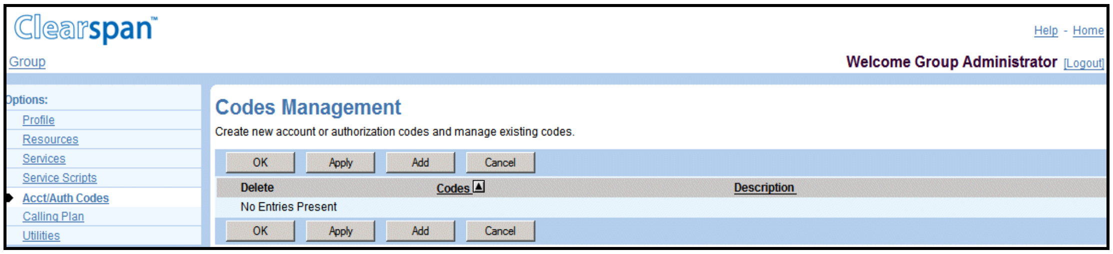


Figure 140 Group – Codes Management

1. On the Group – Acct/Auth Codes menu page, click Codes Management. The Group – Codes Management page appears.
2. To delete a code, check the **Delete** box for the code.
3. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

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

9.3.2 ADD ACCOUNT AND AUTHORIZATION CODES

Use the *Group – Codes Management Add* page to add account and authorization codes.

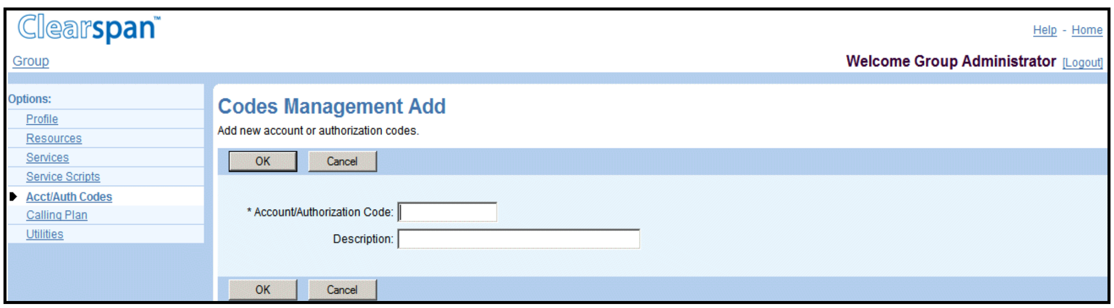


Figure 141 Group – Codes Management Add

1. On the Group – Acct/Auth Codes menu page, click **Codes Management**. The Group – Codes Management page appears.
2. Click **Add**. The Group – Codes Management Add page appears.
3. Type the information for the code. An asterisk (*) indicates required data.

The length of a code is specified on the *Group – Administration* page.

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

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

10 CALL CENTER MENU

The *Group – Call Center Menu* contains items used to manage the Call Center service for the group. For information and procedures on managing the Call Center service, see the *Clearspan Application Server Group Web Interface Administration Guide – Part 2*.

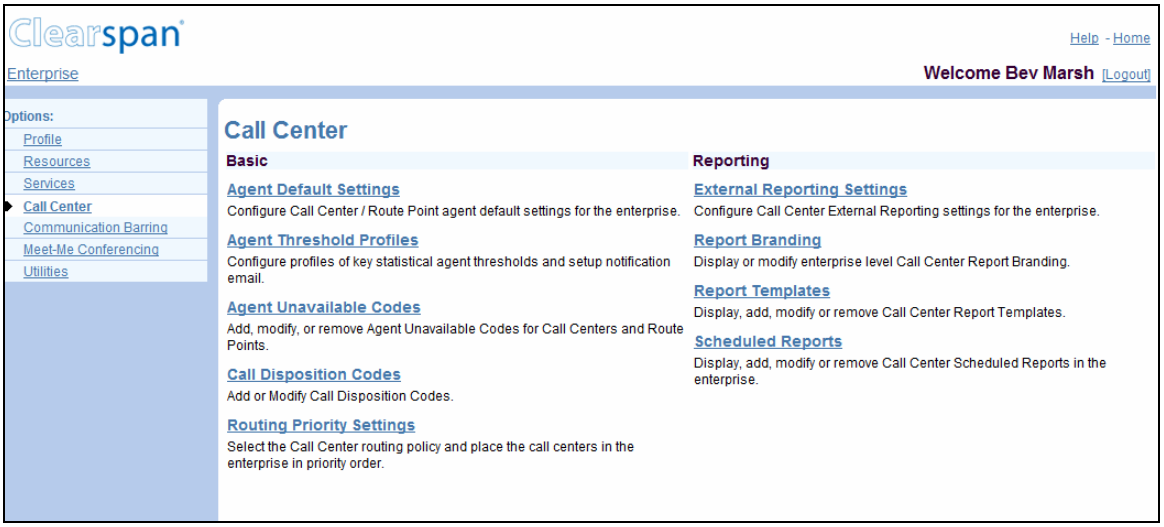


Figure 142 Group – Call Center Menu

11 CALLING PLAN MENU

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

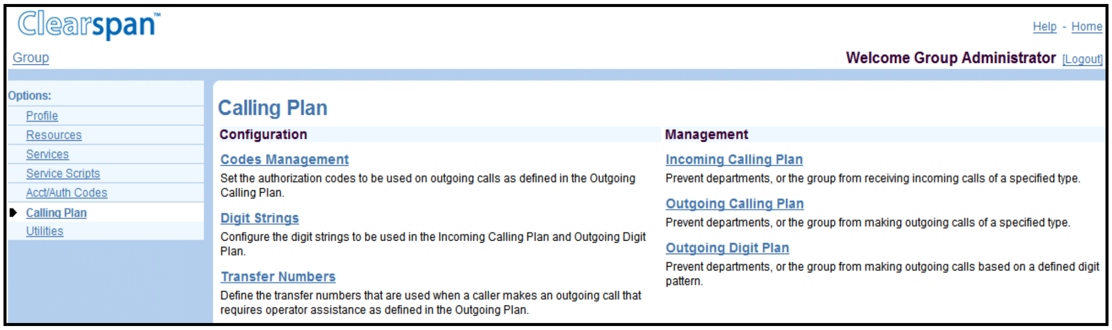


Figure 143 Group – Calling Plan Menu

The *Group – Calling Plan* menu contains these items, which you use to manage calling plans for the group and departments:

- Configuration menu

  This menu displays the items that group administrators use to configure codes and digit strings for calling plans:

  - Codes Management
  - Digit Strings
  - Pinhole Digit Strings
  - Transfer Numbers

- Management menu

  This menu displays the items that group administrators use to manage calling plans:

  - Incoming Calling Plan
  - Outgoing Calling Plan
  - Outgoing Digit Plan
  - Outgoing Pinhole Digit Plan

11.1 ACCESS GROUP – CALLING PLAN MENU

Use the *Group – Calling Plan* menu to manage calling plans for the group and department.

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

11.2 CODES MANAGEMENT

Use this item on the *Group – Calling Plan* menu page to configure authorization codes for outgoing calls for the group and departments. The types of calls that require authorization codes are determined by the Outgoing Calling Plan and Outgoing Digit Plan.

Note: This page only appears if authorization codes are required for some outgoing calls.

This section contains the following procedures:

- List Codes for Group and Departments
- Add, Modify, or Delete Code for Group or Department

11.2.1 LIST CODES FOR GROUP AND DEPARTMENTS

Use the *Group – Codes Management* page to list the authorization codes for the group and departments. From this page, you add, modify, or delete codes for the group and departments.

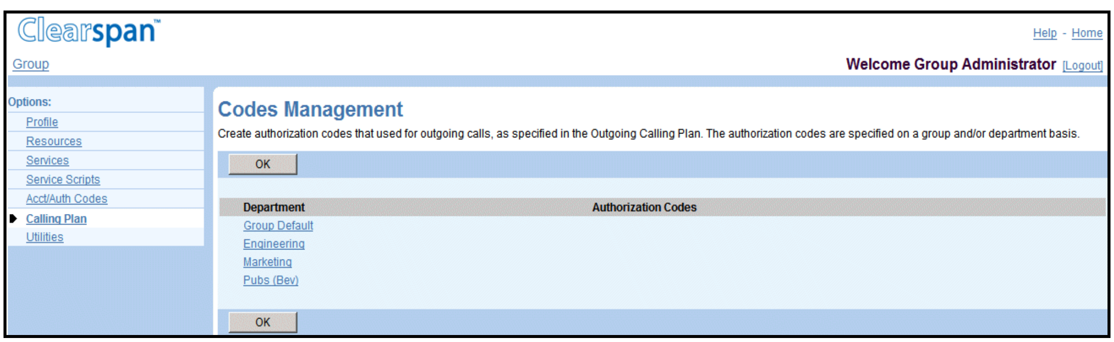


Figure 144 Group – Codes Management

1. On the *Group – Calling Plan* menu page, click **Codes Management**. The *Group – Codes Management* page that contains the codes for the group and departments appears.
2. To display the previous page, click **OK**.

11.2.2 ADD, MODIFY, OR DELETE CODE FOR GROUP OR DEPARTMENT

Use the *Group – Codes Management Modify (Department)* and the *Group – Codes Management Add (Department*) pages to manage authorization codes for the group or a selected department.

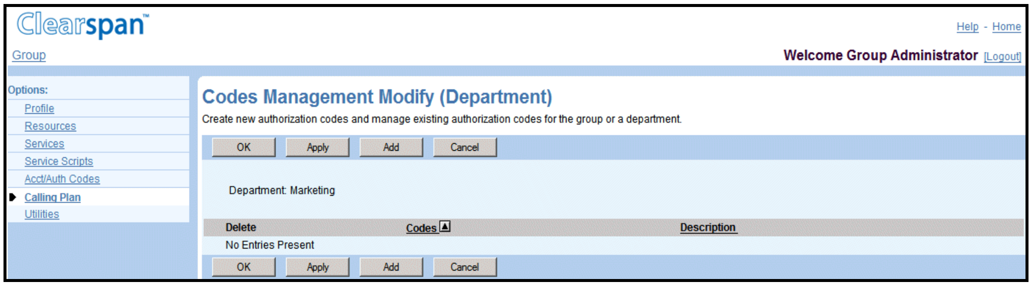


Figure 145 Group – Codes Management Modify (Department)

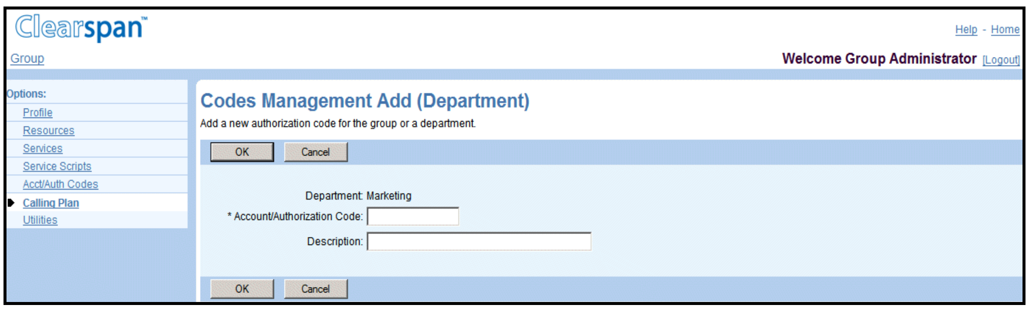


Figure 146 Group – Codes Management Add (Department)

1. On the *Group – Calling Plan* menu page, click **Codes Management**. The *Group – Codes* Management page that lists the codes for the group and departments appears.
2. In the Department column, click **Group Default** or the name of a department. The Codes Management Modify (Department) page appears.
3. To delete a code for the group or selected department, check the **Delete** box in the row of the code to delete and click **Apply**.

Note: Once you click Apply the code if deleted and the action cannot be undone.

4. To add a code, click **Add**. The Codes Management Add (Department) page appears.
5. Type the information for the new code. An asterisk (*) indicates required data.
6. Click **OK**. OK saves your changes and displays the previous page.

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

Note: To modify a code, delete it and then add the changed code.

11.3 DIGIT STRINGS

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

- List or Delete Digit Strings
- Add Digit String
- Modify Digit String

The *Digit Strings* page allows you to set up a custom digit string plan. You can assign digit strings to your group, a department, or a user in your group, to restrict the types of calls users can make or receive. Digit strings consist of a sequence of digits, which can include special characters, and each string is given a name. The digit strings are available for both incoming and outgoing plans.

When a call is placed, forwarded, transferred, or received, the number is checked against assigned digit strings (whether assigned to the individual user or to their department or group). Note that if the users do not have individual assignments, their department digit string settings take effect. If the users are not assigned to a department, then the group default assignments take effect. If the number matches a digit pattern, the corresponding action is applied to the call; for example, allow or block.

11.3.1 LIST OR DELETE DIGIT STRINGS

Use the *Group – Digit Strings* page to list the current digit strings configured for the Outgoing and Incoming Calling Plans for the group. On this page, you can also delete digit strings. From this page, you can add digit strings.

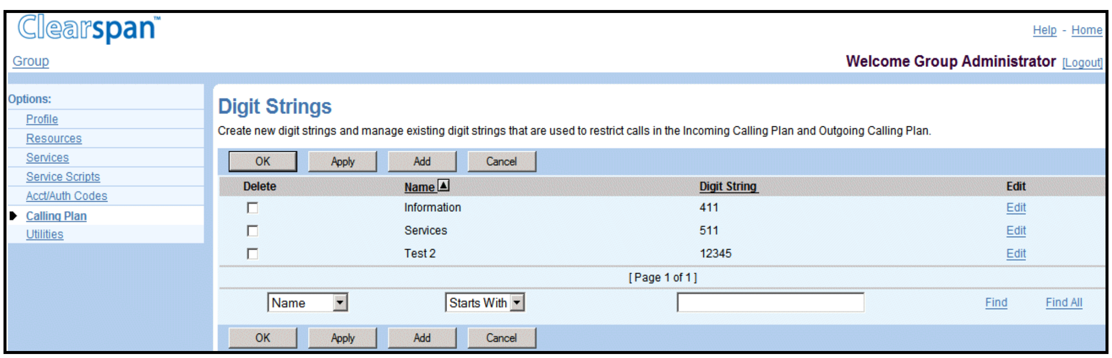


Figure 147 Group – Digit Strings

1. On the *Group – Calling Plan* menu page, click **Digit Strings**. The *Group – Digit Strings* page that contains the digit strings defined for the group appears.

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

2. To delete a digit string, check the Delete box for the string.
3. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

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

11.3.2 ADD DIGIT STRING

Use the *Group – Digit Strings Add* page to add digit strings for the Outgoing and Incoming Calling Plans for the group.

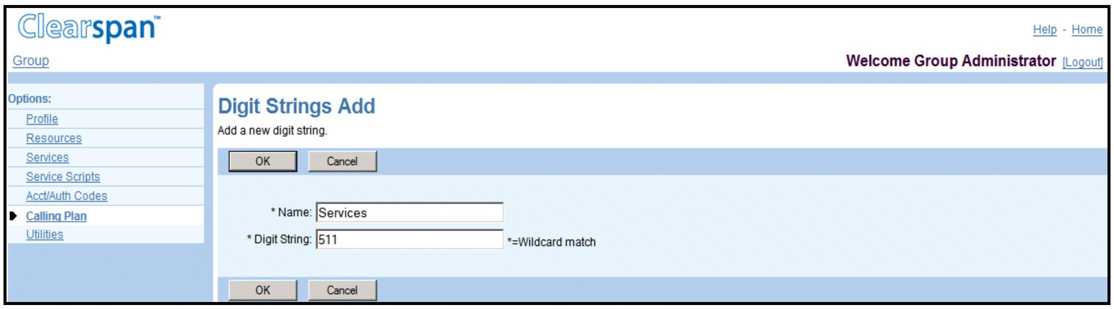


Figure 148 Group – Digit Strings Add

On the *Group – Calling Plan* menu page, click **Digit Strings**. The *Group – Digit Strings* page appears.

1. Click **Add**. The Group – Digit Strings Add page appears.
2. In the Name text box, type the name for the string.
3. In the Digit String text box, enter the digit string.

In addition to digits (0 through 9), the following characters are allowed in a digit string:

CHARACTER	DESCRIPTION	EXAMPLES
?	Matches any single digit or allowed symbol; that is, it matches any of the following: 0, 1, 2, 3, 4, 5, 6, 7, 8, 9, *, and #. A digit string can contain one or more question marks (?) and a question mark can appear in any position except as the national prefix or country code.	"202555????"
*	Matches zero or more digits, and is allowed only at the end of the digit string.	"301*" matches any string beginning with 301, such as "3015550100".
[ ]	Matches a single digit that satisfies the specified range of digits. A consecutive range is indicated with a hyphen "-", while a nonconsecutive range is indicated with a comma ",". Hyphens and commas can be used in combination.	"[1,3,7]", "[4-6]", "[5-7, 9]"
+	Matches an E.164 digit pattern and is only allowed	+12405551000

CHARACTER	DESCRIPTION	EXAMPLES
	as the first character of the pattern.	
#	Matches only itself and is used to denote a service code.	#22
*	Matches an asterisk (*) and is used to denote a service code. Backslash (\) is used to avoid conflict with the * wildcard character.	"*11" represents "*11"

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

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

11.3.3 MODIFY DIGIT STRING

Use the *Group – Digit Strings Modify* page to modify a digit string for the Outgoing and Incoming Calling Plans for the group.

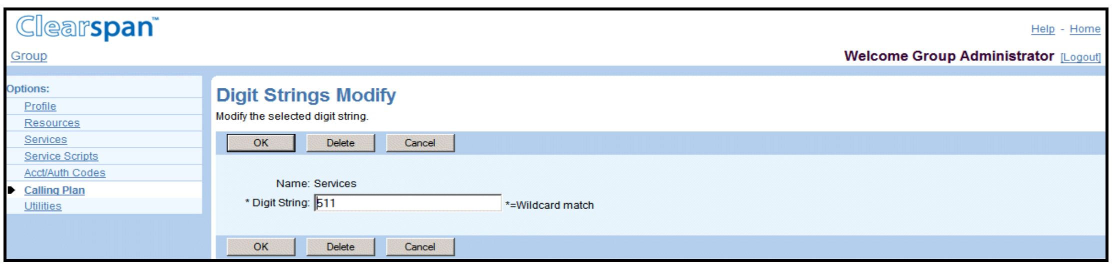


Figure 149 Group – Digit Strings Modify

1. On the *Group – Calling Plan* menu page, click **Digit Strings**. The *Group – Digit* Strings page that contains the existing digit strings for the calling plans for the group appears.
2. Click **Edit** or any item in the row for the string. The Group – Digit Strings Modify page appears.
3. To delete the string, click **Delete**. The previous page appears.
4. To modify the string, type new data for the string. For information about the characters allowed in a digit string, see section 11.3.2 Add Digit String.
5. Save your changes. Click **OK**. OK saves your changes and displays the previous page.

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

11.4 PINHOLE DIGIT STRINGS

Pinhole digit strings are used to override calling restrictions imposed by the Outgoing Calling Plan and Outgoing Digit Plan. Pinhole digit strings consist of a sequence of digits, which can include special characters, and each string is given a name. Digit strings defined on this page are available for your group's Outgoing Pinhole Digit Plan.

When a call is placed, the number is checked against assigned digit strings (whether assigned to the individual user or to their department or group). Note that if the users do not have individual assignments, their department pinhole digit string settings take effect. If the users are not assigned to a department, then the group assignments take effect. If the number matches a digit pattern, the corresponding action is applied to the call, for example, allow or block.

Use the Pinhole Digit Strings menu item on the *Group – Calling Plan* menu page to:

- List or Delete Pinhole Digit Strings
- Add Pinhole Digit String
- Modify Pinhole Digit String

11.4.1 LIST OR DELETE PINHOLE DIGIT STRINGS

Use the *Group – Pinhole Digit Strings* page to list the digit strings configured for the Outgoing Pinhole Digit Plan for the group. On this page, you can also delete pinhole digit strings. From this page, you can add and modify pinhole digit strings.

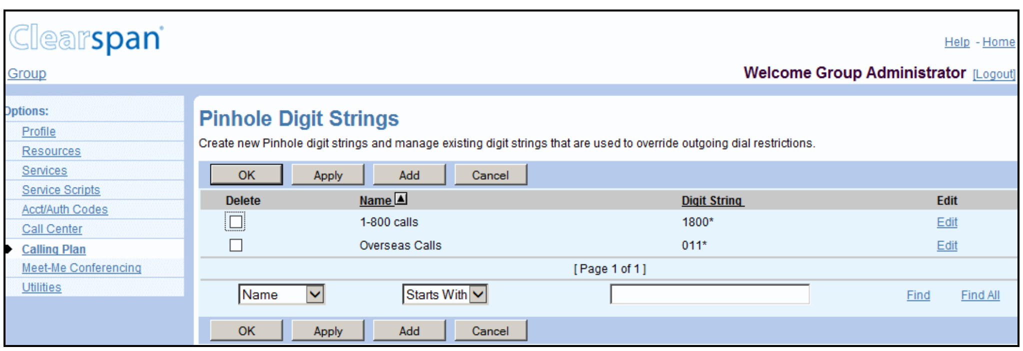


Figure 150 Group – Pinhole Digit Strings

1. On the Group – Calling Plan menu page, click Pinhole Digit Strings. The Group – Pinhole Digit Strings page appears, listing the existing digit strings for the Pinhole Outgoing Calling Plan for the group.
2. To delete a pinhole digit string, check the **Delete** box for the string.
3. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

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

11.4.2 ADD PINHOLE DIGIT STRING

Use the *Group – Pinhole Digit Strings Add* page to add a digit string for the Outgoing Pinhole Digit Plan for the group.

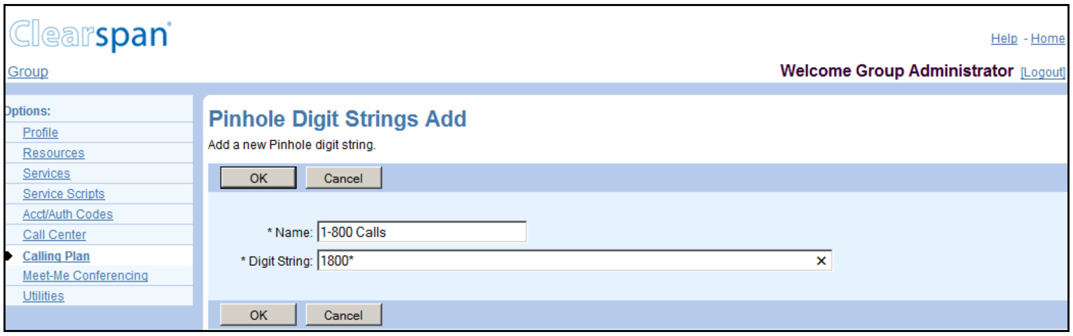


Figure 151 Group – Pinhole Digit Strings Add

1. On the *Group – Calling* Plan menu page, click Pinhole Digit Strings. The Group – Pinhole Digit Strings page appears.
2. Click Add. The Group – Pinhole Digit Strings Add page appears.
3. In the Name text box, type the name for the string.
4. In the Digit String text box, enter the digit string.

In addition to digits (0 through 9), the following characters are allowed:

CHARACTER	DESCRIPTION	EXAMPLES
?	Matches any single digit or allowed symbol; that is, it matches any of the following: 0, 1, 2, 3, 4, 5, 6, 7, 8, 9, *, and #. A digit string can contain one or more question marks (?) and a question mark can appear in any position except as the national prefix or country code.	"202555????"
*	Matches zero or more digits, and is allowed only at the end of the digit string.	"301*" matches any string beginning with 301, such as "3015550100".
[ ]	Matches a single digit that satisfies the specified range of digits. A consecutive range is indicated with a hyphen "-", while a nonconsecutive range is indicated with a comma ",". Hyphens and commas can be used in combination.	"[1,3,7]", "[4-6]", "[5-7, 9]"
+	Matches an E.164 digit pattern and is only allowed as the first character of the pattern.	+12405551000
#	Matches only itself and is used to denote a service code.	#22
*	Matches an asterisk (*) and is used to denote a service code. Backslash (\) is used to avoid conflict with the * wildcard character.	"*11" represents "*11"

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

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

11.4.3 MODIFY PINHOLE DIGIT STRING

Use the *Group – Digit Strings Modify* page to modify a pinhole digit string.

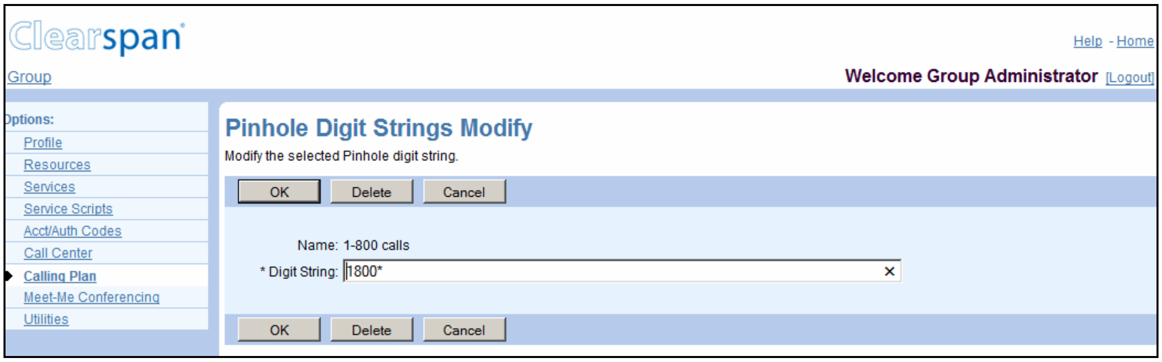


Figure 152 Group – Pinhole Digit Strings Modify

1. On the Group – Calling Plan menu page, click Pinhole Digit Strings. The Group – Pinhole Digit Strings page appears, listing pinhole digit strings defined for your group.
2. Click **Edit** or any item in the row for the string. The Group – Pinhole Digit Strings Modify page appears.
3. To delete the string, click **Delete**. The previous page appears.
4. To modify the string, type new data for the string. For information about the characters allowed in a digit string, see section 11.4.2 Add Pinhole Digit String.
5. Click **OK**. OK saves your changes and displays the previous page.

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

11.5 TRANSFER NUMBERS

Use this menu item on the *Group – Calling Plan* menu page to list and configure transfer numbers for the group and departments.

You assign transfer numbers (T1, T2, and T3) to specific call types in the Outgoing Calling Plan and Outgoing Digit Plan to block users from making those types of calls. When a user dials a number for a call type to which a transfer number has been assigned, the call is routed to the transfer number instead of to the dialed number. If the group or a department has no transfer number, and an outgoing call type has a transfer number assigned to it, the call is blocked.

11.5.1 LIST AND CONFIGURE TRANSFER NUMBERS FOR GROUP AND DEPARTMENTS

Use the *Group – Transfer Numbers* page to list and configure the transfer numbers for the group and departments.

Notes: Department settings override group settings, and user settings override group and department settings. This page lists all departments in your group. If your group is part of an enterprise, this page also lists any departments created on the enterprise level by your enterprise administrator. If you choose to modify the transfer numbers for an enterprise-level department, your changes will only apply to users in that department that exist within your group.

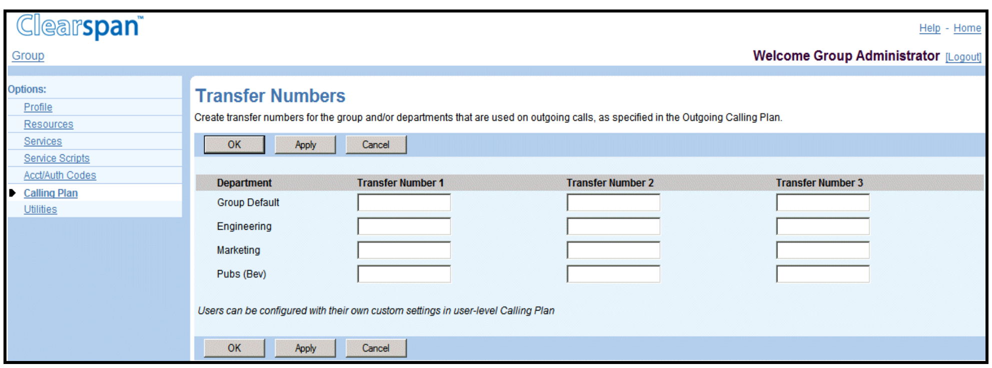


Figure 153 Group – Transfer Numbers

1. On the *Group – Calling Plan* menu page, click **Transfer Numbers**. The *Group –* Transfer Numbers page that contains the transfer numbers for the group and departments appears.
2. To configure, modify, or delete the transfer numbers for the group or a department, edit the Transfer Number text boxes for the group or department.
3. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

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

11.6 INCOMING CALLING PLAN

Use this menu item on the *Group – Calling Plan* menu page to list and configure incoming calling plan settings for the group and departments.

The settings on the Incoming Calling Plan define the types of calls that are allowed to reach the group and departments. For example, the Incoming Calling Plan determines whether users in your group or department can receive calls from outside the group or collect calls.

For all incoming calls, the call type is compared to the set of allowed incoming calls in the plan. If the call type is not in the set, the call is denied and an appropriate message is played to the originating party.

11.6.1 VIEW AND CONFIGURE INCOMING CALLING PLAN FOR GROUP AND DEPARTMENTS

Use the *Group – Incoming Calling Plan* page to list or configure the settings for the Incoming Calling Plan for the group and departments. A checked call type indicates that calls of this type are allowed. On this page, Calls From Within Group, Calls From Outside Group, and Collect Calls call types are provided by Clearspan; other call types are defined for the group. To add new call types, see section *11.3.2 Add Digit String*.

Notes: Department settings override group settings, and user settings override group and department settings.

This page lists all departments in your group. If your group is part of an enterprise, this page also lists all departments created at the enterprise level by your enterprise administrator. If you alter the settings for an enterprise-level department, your changes will only apply to users in that department that exist within your group.

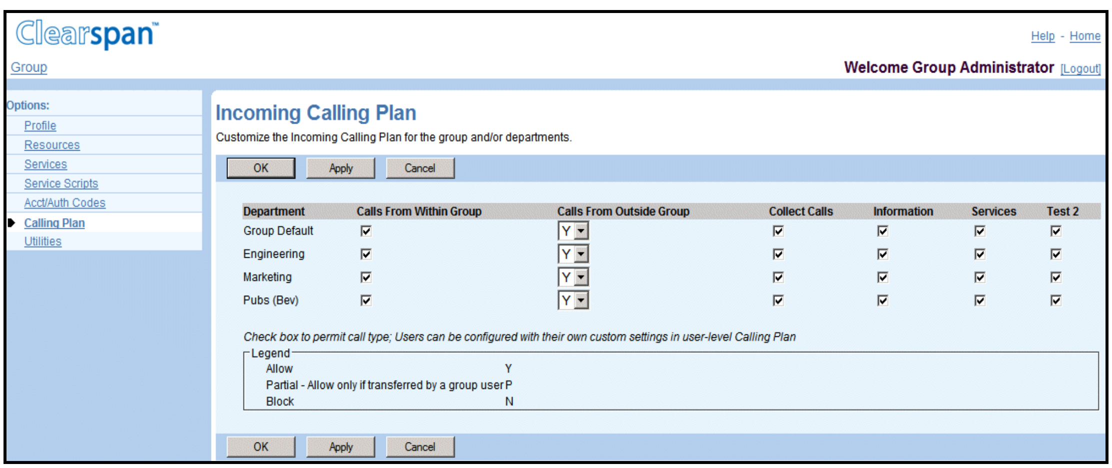


Figure 154 Group – Incoming Calling Plan

1. On the *Group – Calling Plan* menu page, click **Incoming Calling Plan**. The *Group – Incoming* Calling Plan page that contains the current settings for the group and departments appears.
2. Configure permissions for calls from outside the group for the group and departments. From the *Calls From Outside Group* drop-down list for the group or a department:

- Select “Y” to allow users in the group or department to receive calls from outside the group.
- Select “P” to allow users in the group or department to receive calls from outside the group only if the outside call is transferred or forwarded to the user by another user inside the group.
- Select “N” to prevent users in the group or department from receiving any calls from outside the group, even if the outside call has been transferred or forwarded by a user inside the group.

Note: Fully restricted users (“N” in *Calls From Outside Group* column) cannot pick up outside calls in their call pickup group or outside calls parked by a user in their group.

3. For the remaining call types, to allow the call type for the group or for a department, check the box for the call type in the row for the group or department.
4. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

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

11.7 OUTGOING CALLING PLAN

Use this menu item on the *Group – Calling Plan* menu page to list and configure outgoing calling plan settings for the group and departments.

The settings on the Outgoing Calling Plan define the types of calls that group members and department members are allowed to make. For example, this page determines whether users in the group can initiate toll and international calls. The settings also control whether calls initiated by group and department users can be forwarded and transferred by other members in the group or department to numbers outside the group.

11.7.1 VIEW AND CONFIGURE OUTGOING CALLING PLAN FOR GROUP AND DEPARTMENTS

Use the *Group – Outgoing Calling Plan* page to list and configure the settings for the Outgoing Calling Plan for the group and departments. All new users receive the call types assigned to the *Group Default* or if assigned to a department, they receive the call types assigned to that department. The settings can be modified for individual users, on their *Calling Plan* pages.

A definition of each call type follows:

CALL TYPE	DESCRIPTION
Group	Calls within the user's business group.
Local	Calls within the local calling area.
Toll Free	Free calls to numbers beginning with 1, usually followed by 800, 877, or 888.
Toll	Calls outside the local calling area.
International	Chargeable calls to other countries.
Operator Assisted	Calls made with the chargeable assistance of an operator.
Chargeable Directory Assistance	Calls made to Directory Assistance such as 411 or the area code followed by 555-1212.
Special Services I	Calls to 700 numbers. These calls may or may not be chargeable.
Special Services II	Customizable by the system provider.
Premium Services I	Chargeable calls to 900 numbers.
Premium Services II	Chargeable calls to 976 numbers.
Casual	1010XXX or 10XXX chargeable calls. Example: 10-10-321, followed by the number you are calling.
URL Dialing	Chargeable calls made to an e-mail address instead of a phone number.

CALL TYPE	DESCRIPTION
Unknown	Unknown call type.

Notes: Department settings override group settings, and user settings override group and department settings.
This page lists all departments in your group. If your group is part of an enterprise, this page also lists all departments created at the enterprise level by your enterprise administrator. If you alter the settings for an enterprise-level department, your changes only apply to users in that department that exist within your group.

The system can be configured to assign a unique set of call types for calls a user transfers or forwards (system default). The system can also be configured to apply a unique set of call types only for calls a user forwards. One of the tabs on this page changes according to the system configuration, as provided in the following table:

TAB	DESCRIPTION
Initiating Call Forwards/Transfers	Set of call types for calls a user transfers or forwards.
Initiating Call Forwards	Set of call types for calls a user forwards.

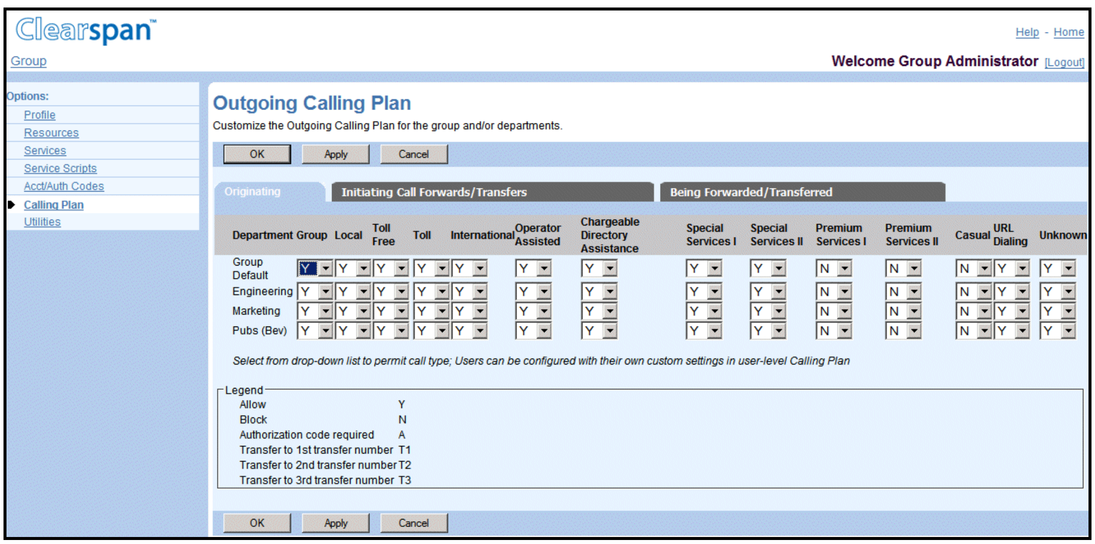


Figure 155 Group – Outgoing Calling Plan (Originating Tab) for Group with Enhanced Outgoing Calling Plan Service

1. On the *Group – Outgoing Calling Plan* menu page, click **Outgoing Calling Plan**.
   The Group – Outgoing Calling Plan page that contains the Originating settings for the group default and departments appears, as indicated by the active tab.
2. Edit the *Originating* settings for the group and departments.

   - For the group with Enhanced Outgoing Calling Plan service assigned, select one of the following options from the drop-down list for each call type to modify:

- "Y" to allow a call type.
- "N" to block a call type.
- "A" to specify use of an authorization code for a call type.
- "T1", "T2", or "T3" to identify one of three transfer numbers (a call type). To view or change the transfer numbers, see section *11.5 Transfer Numbers*.

- For the group without the Enhanced Outgoing Calling Plan service assigned, check a call type to allow it or uncheck it to block the call type.

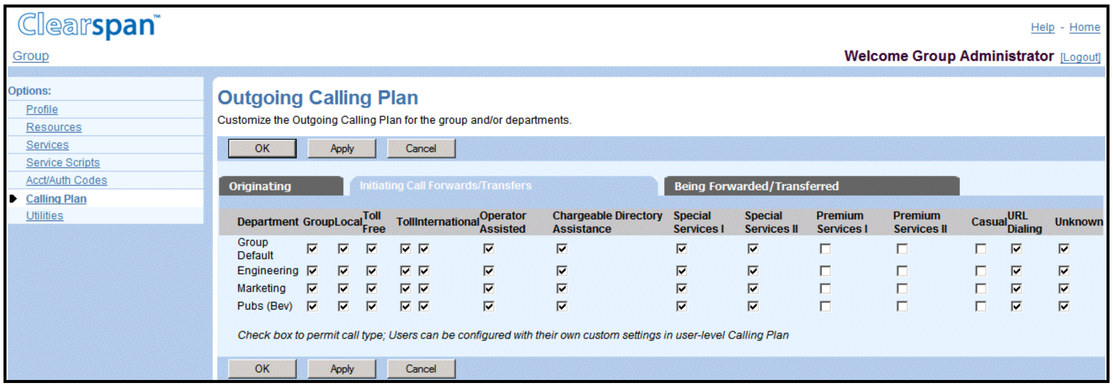


Figure 156 Group – Outgoing Calling Plan (Initiating Call Forwards/Transfers Tab)

3. To display the *Initiating Call Forwards/Transfers* or the *Initiating Call Forwards* settings, click the Initiating Call Forwards/Transfers tab or the Initiating Call Forwards tab. The Group – Outgoing Calling Plan page that contains these settings for the group default and departments appears.

4. Edit the settings for the group and departments. For each call type, check the call type to allow it or uncheck it to block the call type.

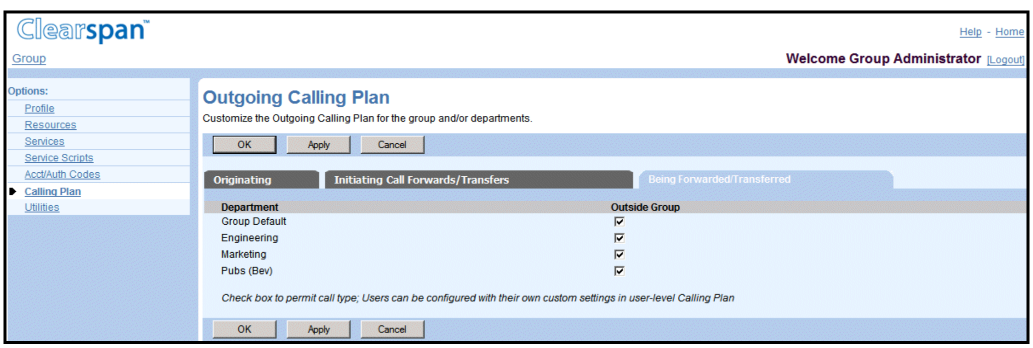


Figure 157 Group – Outgoing Calling Plan (Being Forwarded/Transferred Tab)

5. To display the *Being Forwarded/Transferred* settings for the group default and departments, click the *Being Forwarded/Transferred* tab. The *Group – Outgoing Calling Plan* page that contains the Being Forwarded/Transferred settings for the group default and departments appears.

6. To allow or disallow calls involving a number outside the group or department to be transferred or forwarded, check or uncheck the box for *Outside Group* for the group or department.

Note: The *Outside Group* setting applies not only to calls transferred to an outside number, but also to calls transferred from an outside number to another member of the same group.

For example, suppose X (an outside number) calls A (a number inside the group). A answers and then tries to transfer the call to B (another number inside the same group). If the *Outside Group* option is not checked for the group, A is not able to transfer the call to B, even though A and B are in the same group.

11.8 OUTGOING DIGIT PLAN

Use this item on the *Group – Calling Plan* menu to list and configure outgoing digit plan settings for the group and departments.

The settings on the Outgoing Digit Plan define the customized types of calls that group members and department members are allowed to make, forward, or transfer. The call types are configured as digit strings. For information, see section *11.3 Digit Strings*.

The call types in the Outgoing Digit Plan are in addition to those provided by Clearspan on the Outgoing Calling Plan.

11.8.1 VIEW AND CONFIGURE OUTGOING DIGIT PLAN FOR GROUP AND DEPARTMENTS

Use the *Group – Outgoing Digit Plan* page to list and configure the outgoing digit plan settings for the group and departments. All new users receive the call types assigned to the *Group Default* or if assigned to a department, they receive the call types assigned to that department. The settings can be modified for individual users, on their *Calling Plan* pages.

Notes: Department settings override group settings.

This page lists all departments in your group. If your group is part of an enterprise, this page also lists all departments created at the enterprise level by your enterprise administrator. If you alter the settings for an enterprise-level department, your changes will only apply to users in that department that exist within your group.

You can configure the settings independently for originating and forwarding/transferring. One of the tabs on this page changes according to the system configuration, as specified in the following table:

TAB	DESCRIPTION
Initiating Call Forwards/Transfers	Settings for calls a user transfers or forwards.
Initiating Call Forwards	Settings for calls a user forwards.

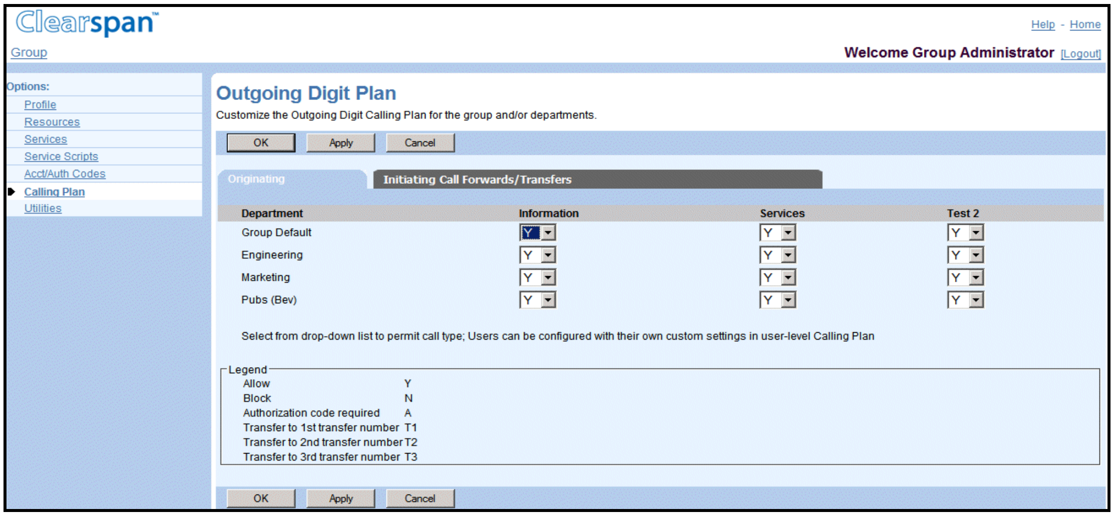


Figure 158 Group – Outgoing Digit Plan (Originating Tab) for Group with Enhanced Outgoing Calling Plan Service

1. On the *Group – Calling Plan* menu page, click **Outgoing Digit Plan**. The *Outgoing* Digit Plan page appears. The Originating tab is displayed by default.
2. Edit the originating calls settings for the group and departments.

- For a group with the Enhanced Outgoing Calling Plan service assigned, select one of the following options from the drop-down list for each call type to modify:
  - "Y" to allow a call type.
  - "N" to block a call type.
  - "A" to specify use of an authorization code for a call type.
  - "T1", "T2", or "T3" to identify one of three transfer numbers for a call type. To view or change the transfer numbers, see section *11.5 Transfer Numbers*.
- For the group without the Enhanced Outgoing Calling Plan service assigned, check a call type to allow it or uncheck it to block the call type.

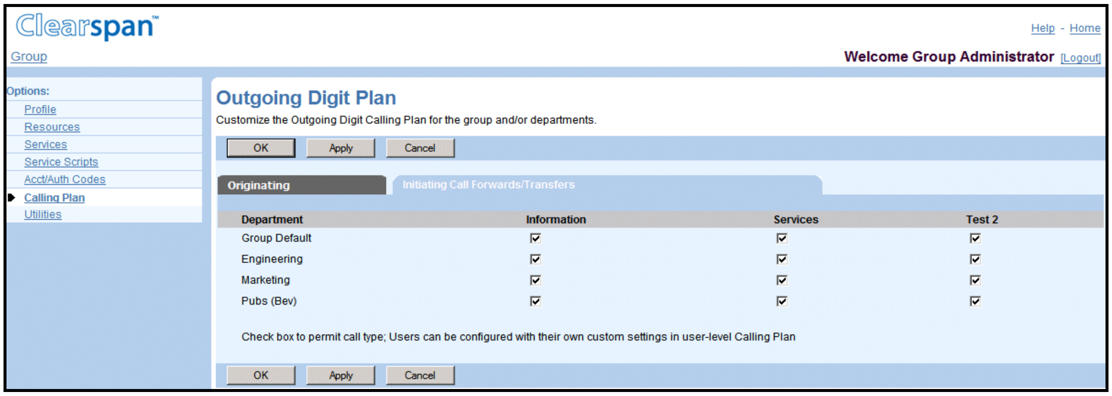


Figure 159 Group – Outgoing Digit Plan (Initiating Call Forwards/Transfers Tab)

3. To configure the setting for forwarding and/or transferring calls, click the Initiating Call Forwards/Transfers tab or the Initiating Call Forwards tab.
4. Edit the settings on the rows for the group and departments. For each call type, check the call type to allow it or uncheck it to block the call type.
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 OUTGOING PINHOLE DIGIT PLAN

Use this item on the *Group – Calling Plan* menu to list and configure Outgoing Pinhole Digit Plan (OPDP) settings for the group and departments.

The Outgoing Pinhole Digit Plan allows you to override calling restrictions imposed by the Outgoing Calling Plan and Outgoing Digit Plan at the group, department, or user level.

When a call is placed, the number is checked against assigned pinhole digit strings (whether assigned to the individual user or to their department or group) before applying the Outgoing Calling Plan and Outgoing Digit Plan screening services. If the number matches any assigned pinhole digit pattern, the call that would otherwise be blocked by the Outgoing Calling Plan or Outgoing Digit Plan may be allowed.

Note that if a user does not have individual assignments, their department pinhole digit string settings take effect. If the user is not assigned to a department, then the group default assignments take effect.

The call types in the Outgoing Pinhole Digit Plan are defined as digit strings on the *Outgoing Pinhole Digit Plan* page. For information, see section *11.4 Pinhole Digit Strings*.

11.9.1 LIST AND CONFIGURE OUTGOING PINHOLE DIGIT PLAN FOR GROUP AND DEPARTMENTS

Use the *Group – Outgoing Pinhole Digit Plan* page to list and configure the Outgoing Pinhole Digit Plan settings for the group and departments. All new users receive the call types assigned to the *Group Default* or if assigned to a department, they receive the call types assigned to that department. The settings can be modified for individual users, on their *Calling Plan* pages.

Note: Department settings override group settings.

This page lists all departments in your group. If your group is part of an enterprise, this page also lists all departments created at the enterprise level by your enterprise administrator. If you alter the settings for an enterprise-level department, your changes only apply to users in that department that exist within your group.

You can configure the settings independently for originating and forwarding/transferring. One of the tabs on this page changes according to the system configuration, as specified in the following table:

TAB	DESCRIPTION
Originating	Settings for calls a user originates.
Initiating Call Forwards/Transfers	Settings for calls a user forwards or transfers.

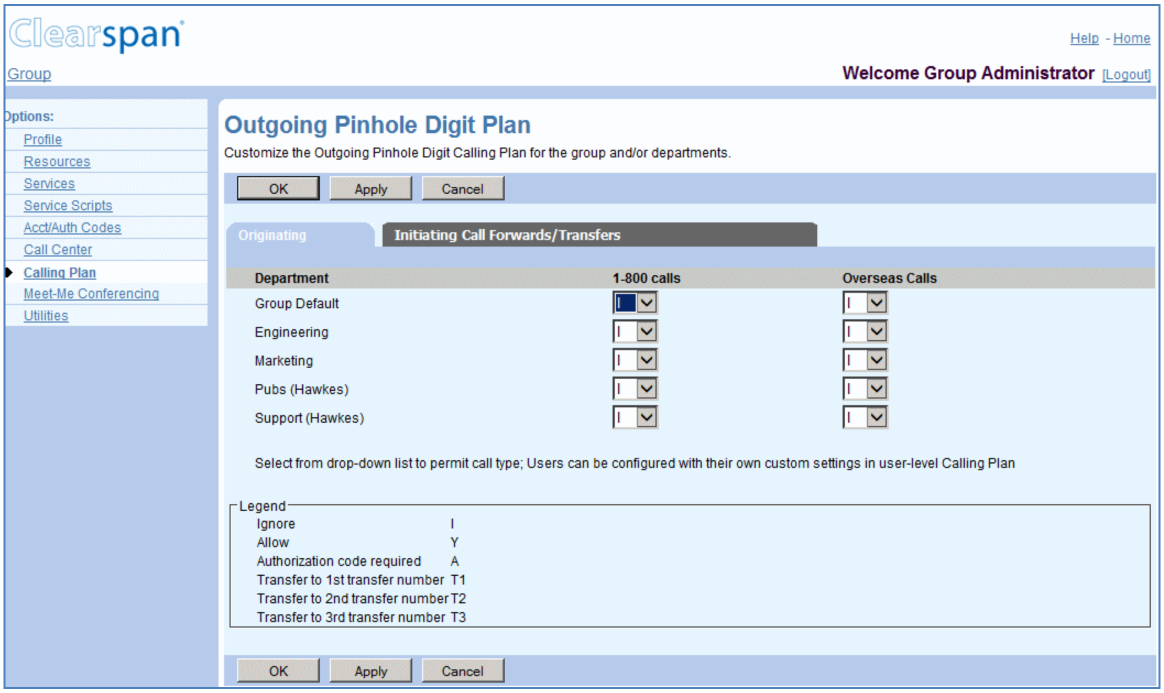


Figure 160 Group – Outgoing Pinhole Digit Plan (Originating Tab)

1. On the *Group – Calling* Plan menu page, click Outgoing Pinhole Digit Plan. The Outgoing Pinhole Digit Plan page appears. The Originating tab is displayed by default.

2. For your group and for each listed department, select a value from the drop-down list for each call type:

   - “Y” to allow the call type for users in the group or department.
   - “I” to ignore this call type for users in the group or department.
   - “A” to force users in the group or department to supply an authorization code when the call type is detected.
   - “TX” (where X = 1, 2, or 3) to transfer users in the group or department to the specified transfer number when the call type is detected. Transfer numbers are defined on the group's *Transfer Number* page.

3. Click **Apply**.

4. To configure the OPDP for initiating call forwards and transfers, click the Initiating Call Forwards/Transfers tab.

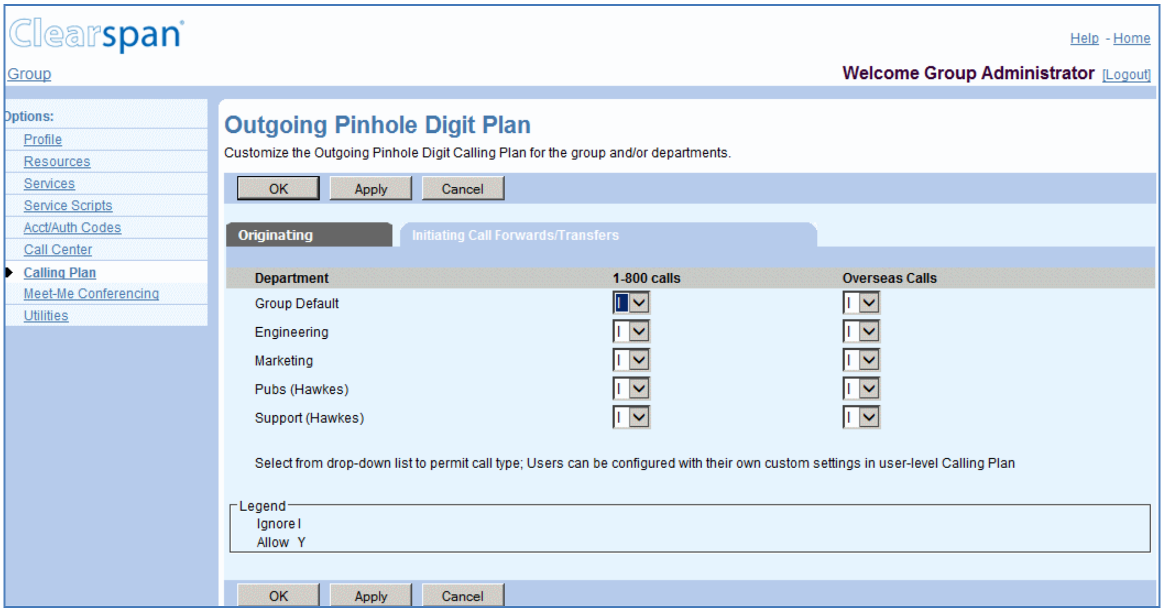


Figure 161 Group – Outgoing Pinhole Digit Plan (Initiating Call Forwards/Transfers)

5. Define ODPD rules for initiating call forwards and transfers. For your group and for each listed department, select a value from the drop-down list for each call type:

   - "Y" to allow the call type for users in the group or department.
   - "I" to ignore this call type for users in the group or department.

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

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

12 MEET-ME CONFERENCING

The *Group – Meet-Me Conferencing* menu page contains items used to manage the Meet-Me Conferencing service for the group. For information and procedures for managing the Meet-Me Conferencing service, see *Clearspan Application Server Group Web Interface Administration Guide – Part 2*.

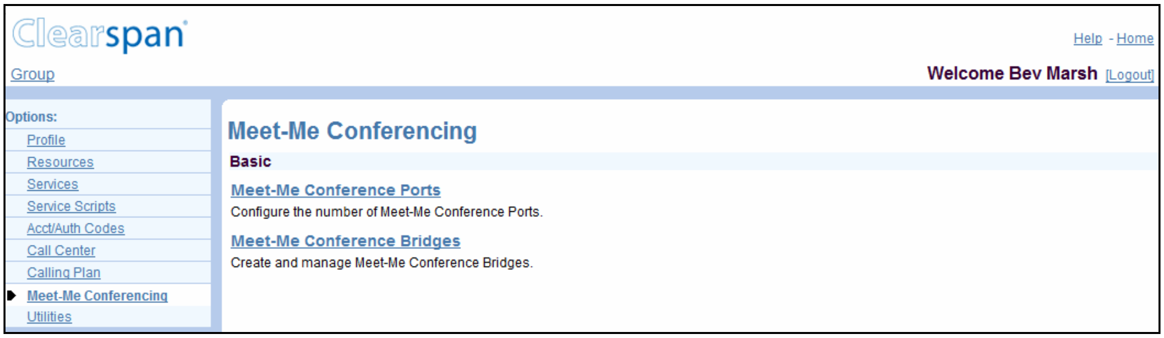


Figure 162 Group – Meet-Me Conferencing Menu

13 UTILITIES MENU

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

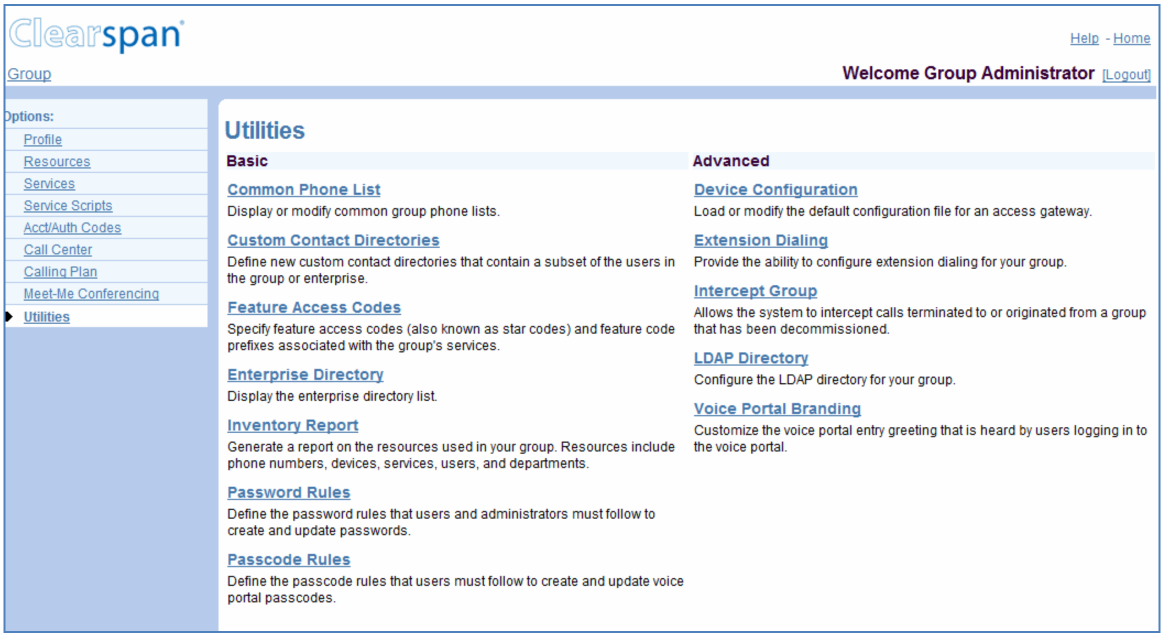


Figure 163 Group – Utilities Menu

The *Group – Utilities* menu contains these items:

- Basic menu

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

- Advanced menu

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

13.1 ACCESS GROUP – UTILITIES MENU

Use the *Group – Utilities* menu to add and modify the users in your group, modify the profile of the group, and add and modify administrators and departments in the group.

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

13.2 COMMON PHONE LIST

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

- List and Delete Common Phone Numbers
- Add Common Phone Number
- Modify Common Phone Number
- Import Phone List

13.2.1 LIST AND DELETE COMMON PHONE NUMBERS

Use the *Group – Common Phone List* page to view the list of phone numbers common to all users in the group and to delete one or more common phone numbers. From this page, you add and modify common phone numbers or import a phone list.

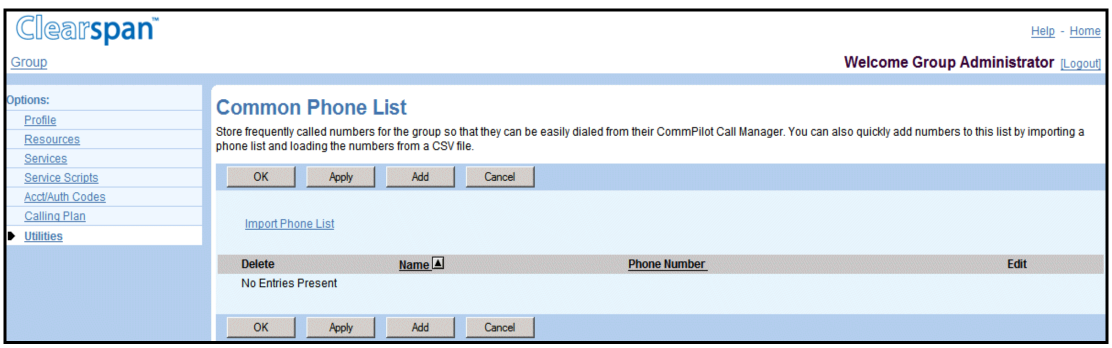


Figure 164 Group – Common Phone List

1. On the Group – Utilities menu page, click **Common Phone List**. The Group – Common Phone List page appears.
2. To delete a number, check the **Delete** box for the number.
3. To import a phone list, see section 13.2.4 Import Phone List.
4. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

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

13.2.2 ADD COMMON PHONE NUMBER

Use the *Group – Common Phone List Add* page to add a common phone number.

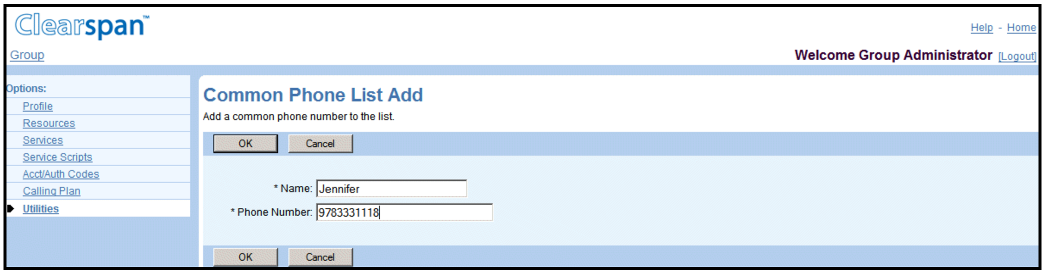


Figure 165 Group – Common Phone List Add

1. On the Group – Utilities menu page, click Common Phone List. The Group – Common Phone List page appears.
2. Click Add. The Group – Common Phone List Add page appears.
3. Type the information for the number. An asterisk (*) indicates required data.
4. Save your changes. Click **OK**. OK saves your changes and displays the previous page.

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

13.2.3 MODIFY COMMON PHONE NUMBER

Use the *Group – Common Phone List* page to modify or delete a common phone number.

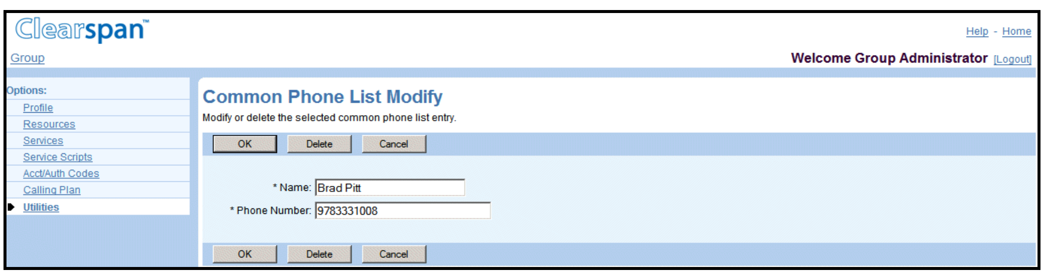


Figure 166 Group – Common Phone List Modify

1. On the *Group – Utilities* menu page, click **Common Phone List**. The *Group – Common* Phone *List* page appears.

Note: To delete the number, click **Delete**. The previous page appears.

2. Click **Edit** or any item in the row for the number. The *Group – Common Phone List Modify* page appears.

Note: To delete the number, click **Delete**. The previous page appears.

3. To modify the number, type the new information for the number. An asterisk (*) indicates required data.
4. Save your changes. Click **OK**. OK saves your changes and displays the previous page.

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

13.2.4 IMPORT PHONE LIST

Use the *Group – Common Phone List Import* page to import an existing Comma Separated Values (CSV) phone list. To produce a CSV text file, click the **Help** link for the page or see the instructions for an application such as Microsoft Outlook, Word, or Excel.

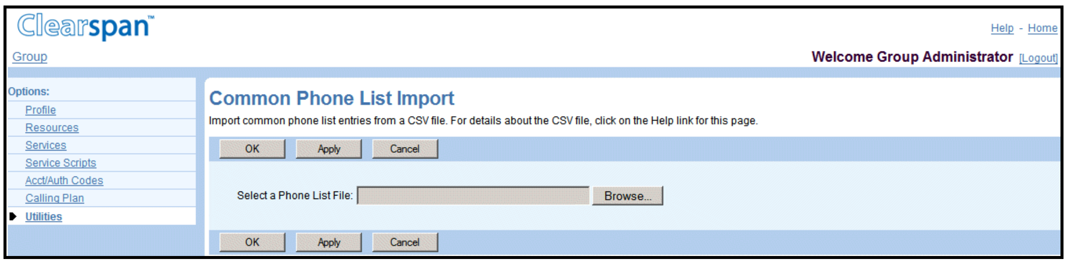


Figure 167 Group – Common Phone List Import

1. On the Group – Utilities menu page, click **Common Phone List**. The Group – Common Phone List page appears.
2. Click **Import Phone List**. The Group – Common Phone List Import page appears.
3. Select the file: Click **Browse** to find and open the CSV file. The path to the file appears in the text box.
4. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

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

13.3 CUSTOM CONTACT DIRECTORIES

Use the *Group – Custom Contact Directory* page to create a new custom contact directory and manage existing custom contact directories. The directory can contain a maximum of 1,000 users. The custom contact directories can be read by all users in the group.

Users cannot be included in a custom contact directory if they have the *User Privacy* service assigned and have directory privacy enabled.

Virtual On-Net users, if configured for your group or enterprise, are available for selection in custom contact directories. In the enterprise model, the following information is displayed for Virtual On-Net users: Last Name, First Name (Phone Number Group Name). In the service provider model, the following information is displayed for Virtual On-Net users: Last Name, First Name (Phone Number).

Figure 168 Group – Custom Contact Directory

1. On the *Group – Utilities* menu page, click **Custom Contact Directories**. The *Group – Custom Contact Directories* page appears.

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

   Note: If the search produces more than 1,000 entries, a warning appears requesting that you define the search criteria to narrow your search.

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

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

13.3.1 ADD A CUSTOM CONTACT DIRECTORY

Use the *Custom Contact Directory Add* page to create a new custom contact directory.

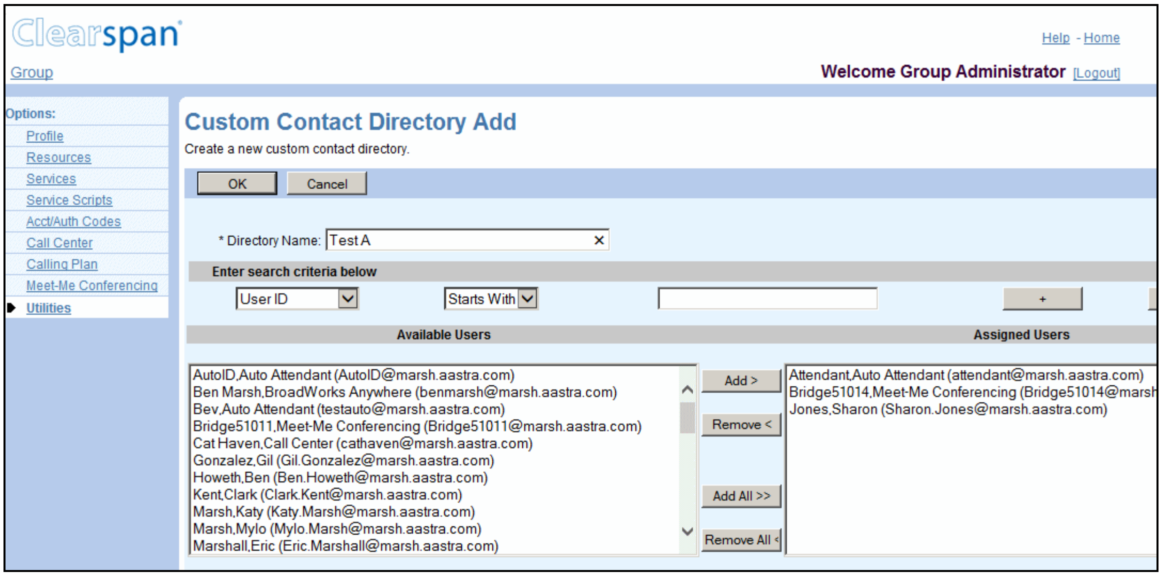


Figure 169 Group – Custom Contact Directory Add

1. On the Group – Utilities menu page, click **Custom Contact Directory**. The Group – Custom Contact Directory page appears.
2. Click **Add**. The Group – Custom Contact Directory Add page appears.
3. In the Directory Name text box, type the name. An asterisk (*) indicates required data.
4. To add users to the custom directory, in the Available Users column select users to assign and click **Add >**. To add all users, click **Add All >>.**
5. To find a desired user, enter the search criteria in the fields provided and click Search. For more information on defining search criteria, see the Clearspan Getting Started Web Interface Administration Guide.
6. You can select some or all of the items in a column. Item names are listed in alphabetical order. To select several items in sequential order, click the first name, hold down the SHIFT key on the keyboard, and click the last name. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.
7. To remove users from the Assigned Users column, select the users to remove and click **Remove <**. To remove all users, click **Remove All <<.**
8. Save your changes. Click **OK**. OK saves your changes and displays the previous page.

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

13.3.2 MODIFY A CUSTOM CONTACT DIRECTORY

Use the *Custom Contact Directory Modify* page to modify or delete a custom contact directory.

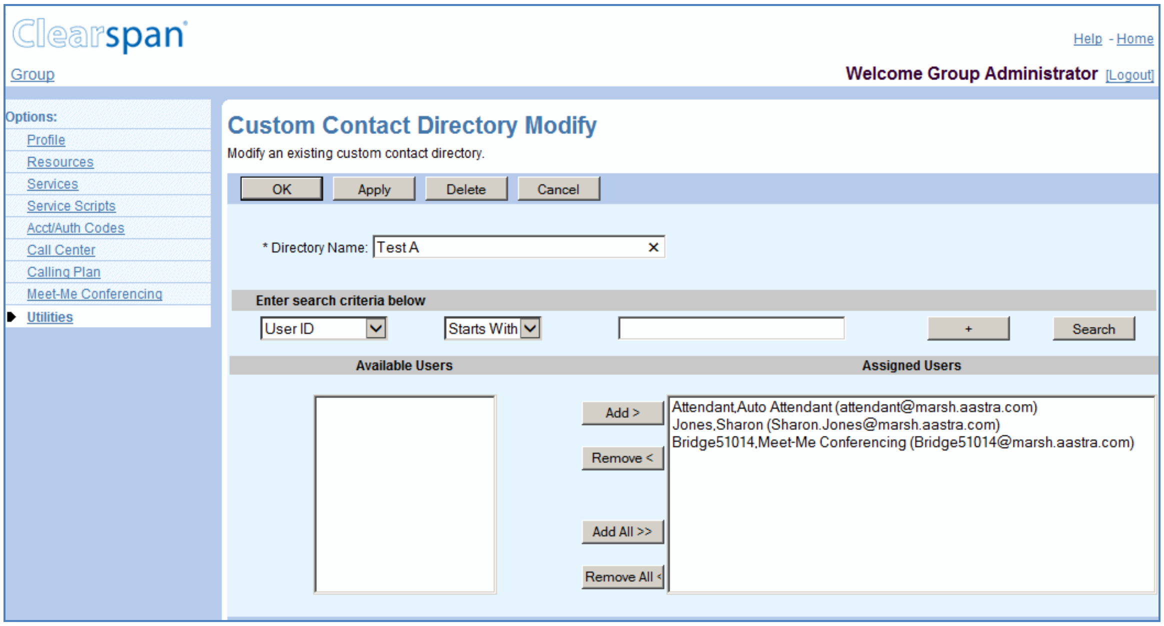


Figure 170 Group – Custom Contact Directory Modify

1. On the Group – Utilities menu page, click **Custom Contact Directory**. The Group – Custom Contact Directory page appears.
2. Click **Edit** on the row for the directory you would like to modify. The Group – Custom Contact Directory Modify page appears.
3. In the Directory Name text box, type the information for the name if required. An asterisk (*) indicates required data.
4. Assign users:

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

   In the *Assigned Users* column, select the users and click **Remove <**. To unassign all users, click **Remove All <<**.
7. To delete the custom contact directory, click **Delete**. The previous page appears.

WARNING: This action cannot be undone. When you click Delete, the contact directory is permanently deleted.

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

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

13.4 FEATURE ACCESS CODES

Use this item on the *Group – Utilities* menu page to list, add, modify, or delete feature access codes or speed dial 100 prefix.

Users dial feature access codes (flash and star codes) to access certain services, for example, Last Number Redial and Call Return. Users also dial a prefix for Speed Dial 100 calls.

13.4.1 LIST, ADD, MODIFY, OR DELETE FEATURE ACCESS CODES OR SPEED DIAL 100 PREFIX

Use the *Group – Feature Access Codes* page to view, add, modify, delete, enable, or disable feature access codes and to view, add, or modify the prefix for Speed Dial 100 calls. You can also reset feature access codes back to the default values set by your service provider.

Feature access codes can be modified only if the Group FAC codes level is selected on this page. If the Service Provider FAC codes level is selected, all FAC codes that appear in the page's FAC codes table are there for reference only and cannot be changed or disabled on this page. In this level, feature access codes disabled by the service provider are not displayed.

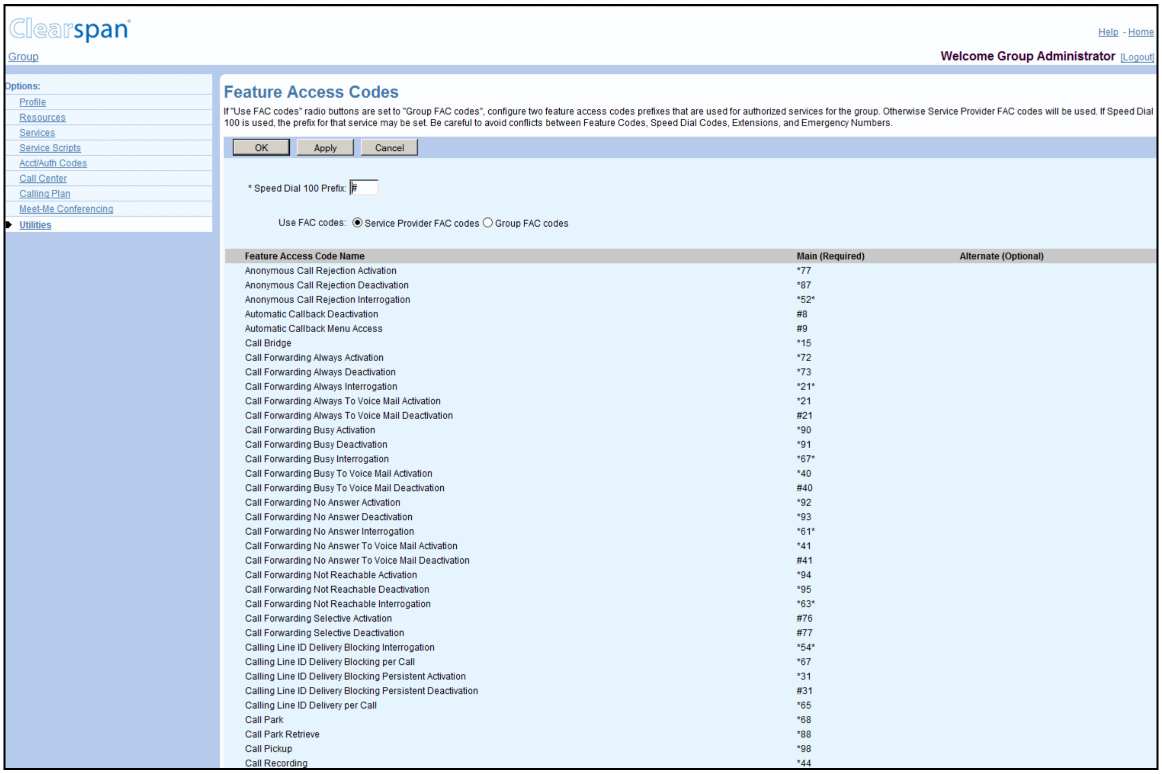


Figure 171 Group – Feature Access Codes (Top of Page) Use Service Provider FAC Codes Option

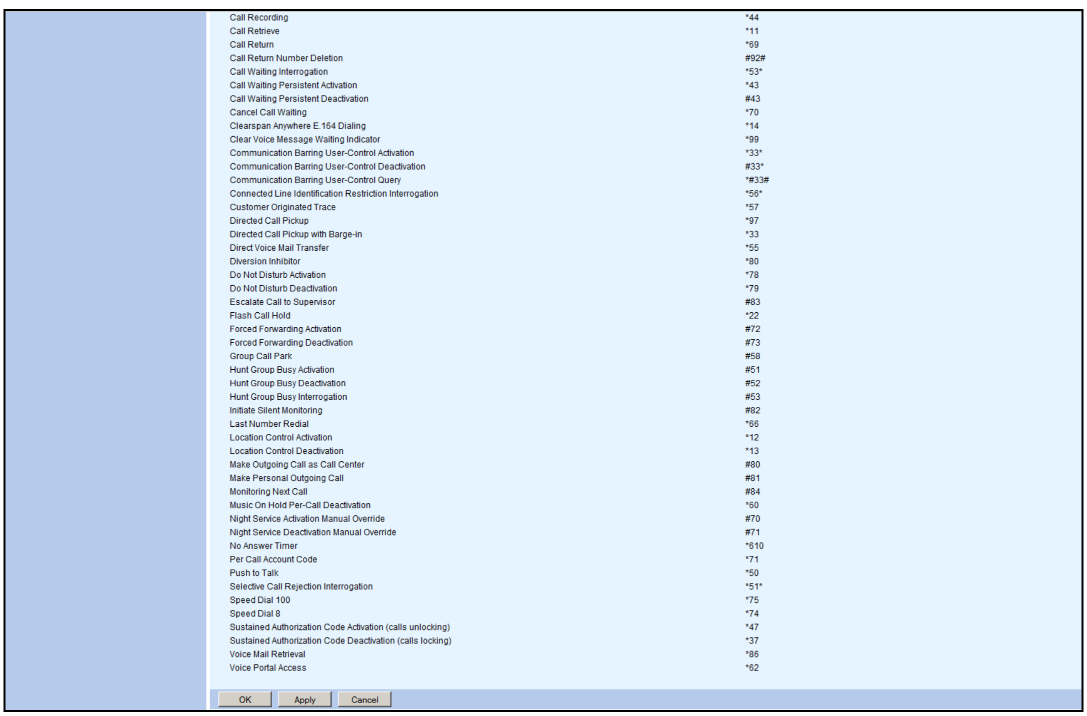


Figure 172 Group – Feature Access Codes (Top of Page) Use Group FAC Codes Option

1. On the Group – Utilities menu page, click Feature Access Codes. The Group – Feature Access Codes page appears. For more information about feature access codes, see the list after the end of this procedure.
2. To modify the prefix for Speed Dial 100 calls, in the Speed Dial 100 Prefix text box, type the prefix (one or two characters using 0 through 9, A through D, *, #).
3. Select whether to use the *Service Provider FAC* codes or the *Group Level FAC* codes.
4. If the Service Provider FAC code level is selected, all FAC codes that appear in the screen's FAC codes table are there for reference only and cannot be changed or disabled on this page. The Revert Back to Default FAC Settings link is absent in this mode.
5. If the Group FAC code level is selected, all FAC codes for the services authorized to your group appear in the page's FAC codes table and can be changed or disabled on this page.
6. The Revert Back to Default FAC Settings link does not appear on the page after switching to Group FAC codes level until you save your changes.
7. To reset feature access codes back to their default settings, click **Revert Back to Default FAC Setting**. All feature access codes revert back to the default values set by your service provider.
8. To modify a required feature access code, in the *Main (Required)* text box for the service, select the current feature access code and type the code you want.

Note: Be careful not to configure a code that is already in use in the group or configure a code that is the same as an extension already in use in the group. A feature access code can be two to five characters long, and consist of characters A through D, digits (0-9), and the special characters * and #.

9. (Optional) text box for the service, type the new code or select the current code and type the new code.

Note: Be careful not to configure a code that is already in use in the group or configure a code that is the same as an extension already in use in the group. A feature access code can be two to five characters long, and consist of characters A through D, digits (0-9), and the special characters * and #.

10. To delete an alternate feature access code, delete the current code in the Alternate (Optional) text box for the service.
11. To disable or enable a feature access code, uncheck or check the Enable box in the row of the feature access code.
12. Save your changes. Click Apply or OK. Apply saves your changes. OK saves your changes and displays the previous page.

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

The following table provides the main (required) default feature access codes and their descriptions.

CODE	NAME	DESCRIPTION
*34	Advice Of Charge Activation	Allows users to activate the Advice of Charge service for the next call, if the service is not activated for all calls. When the service is activated, the Application Server gathers and generates the advice of charge information and sends it to the access device.
*77	Anonymous Call Rejection Activation	Allows users to activate the Anonymous Call Rejection service. After the user dials the feature access code, the Application Server then plays an announcement to inform the user that the service has been successfully activated. If the service was already active, the user still receives the announcement.
*87	Anonymous Call Rejection Deactivation	Allows users to deactivate the Anonymous Call Rejection service. After the user dials the feature access code, the Application Server then plays an announcement to inform the user that the service has been successfully deactivated, even if the service was never activated.
52	Anonymous Call Rejection Interrogation	Allows users to obtain the status of the Anonymous Call Rejection service.
#8	Automatic Callback Deactivation	Terminates all current Automatic Callback sessions. Automatic Callback retries a busy line automatically, with notification as soon as the called party is free.
#9	Automatic Callback Menu Access	Triggers the Interactive Voice Response (IVR) menu, which lists the current pending callbacks and allows the user to cancel individual callbacks.
*14	Clearspan Anywhere E.164 Dialing	Allows users to dial E.164 numbers. The user dials a feature access code as an alias to the “+” sign. The Application Server replaces the feature access code digits with the “+” sign and resumes the call origination with an E.164 number.

CODE	NAME	DESCRIPTION
*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. Call Bridge FAC is visible when one or more of the following services is authorized (service provider 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	Allows users to redirect incoming phone calls to another number, such as a mobile phone or administrative assistant. After dialing the assigned code, users dial the phone number to which calls are redirected followed by the pound sign (#).
*73	Call Forwarding Always Deactivation	Allows users to turn Call Forwarding Always off. Upon deactivation, calls ring to the user's phone unless the user has set up another service such as Call Forwarding Busy, Call Forwarding No Answer, or Do Not Disturb.
21	Call Forwarding Always Interrogation	Allows the user to get the current status and destination of the Call Forwarding Always service. The status is active or inactive and the destination is voice mail or the current forwarding number.
*21	Call Forwarding Always to Voice Mail Activation	Allows users to redirect incoming phone calls to their voice mail.
#21	Call Forwarding Always to Voice Mail Deactivation	Allows users to turn Call Forwarding Always To Voice Mail off. After deactivation, calls ring to the user's phone unless the user has set up another service such as Call Forwarding Busy, Call Forwarding Busy To Voice Mail, Call Forwarding No Answer, or Call

CODE	NAME	DESCRIPTION
		Management – Do Not Disturb.
*90	Call Forwarding Busy Activation	Allows users to redirect their incoming phone calls to another number, such as a mobile phone or administrative assistant, when they are on the phone. After dialing the assigned code, a user dials the phone number where they want their calls to be redirected.
*91	Call Forwarding Busy Deactivation	Allows users to turn Call Forwarding Busy off. After deactivation, calls ring on the user's phone unless the user has set up another service such as Call Forwarding Always, Call Forwarding No Answer, or Do Not Disturb.
67	Call Forwarding Busy Interrogation	Allows users to get the current status and destination of the Call Forwarding Busy service. The status is active or inactive and the destination is voice mail or the current forwarding number.
*40	Call Forwarding Busy To Voice Mail Activation	Allows users to redirect incoming phone calls to their voice mail when they are on the phone.
#40	Call Forwarding Busy To Voice Mail Deactivation	Allows users to turn Call Forwarding Busy To Voice Mail off. After deactivation, calls ring to the user's phone unless the user has set up another service such as Call Forwarding Always, Call Forwarding Always To Voice Mail, Call Forwarding No Answer, or Do Not Disturb.
*92	Call Forwarding No Answer Activation	Allows users to redirect their incoming phone calls to another number, such as a mobile phone or administrative assistant, when they do not answer their phone. After dialing the assigned code, the user dials the phone number where they want their calls to be redirected.
*93	Call Forwarding No Answer Deactivation	Allows users to turn Call Forwarding No Answer off. After deactivation, calls ring on the user's phone unless the user has set up another service such as Call Forwarding Busy, Call Forwarding Always, or Do Not Disturb.
61	Call Forwarding No Answer Interrogation	Allows users to get the current status and destination of the Call Forwarding No Answer service. The status is active or inactive and the destination is voice mail or the current forwarding number.
*41	Call Forwarding No Answer To Voice Mail Activation	Allows users to redirect incoming phone calls to their voice mail when they do not

CODE	NAME	DESCRIPTION
		answer their phone.
#41	Call Forwarding No Answer To Voice Mail Deactivation	Allows users to turn Call Forwarding Busy To Voice Mail off. After deactivation, calls ring to the user's phone unless the user has set up another service such as Call Forwarding Busy, Call Forwarding Busy To Voice Mail, Call Forwarding Busy, or Call Management – Do Not Disturb.
*94	Call Forwarding Not Reachable Activation	Allows users to have their incoming calls forwarded to a different number when their device is not accessible by Clearspan. After dialing the assigned code, users dial the phone number where they want their calls to be redirected.
*95	Call Forwarding Not Reachable Deactivation	Allows users to turn off the Call Forwarding Not Reachable service. After deactivation, should the user's phone become unreachable, calls are no longer rerouted to an alternate device through the Call Forwarding Not Reachable service.
63	Call Forwarding Not Reachable Interrogation	Allows users to query the status of the Call Forwarding Not Reachable service.
#76	Call Forwarding Selective Activation	Allows users to activate the Call Forwarding Selective service. The service can be activated only if the service is configured with the following minimum requirements: The Default Call Forward to phone number/SIP URI is configured. At least one selective criterion is configured and active.
#77	Call Forwarding Selective Deactivation	Allows users to turn off the Call Forwarding Selective service. After the service has been deactivated, no criteria are used when a call is being redirected.
54	Calling Line ID Delivery Blocking Interrogation	Allows users to obtain the status of the Calling Line ID Delivery Blocking service.
*67	Calling Line ID Delivery Blocking per Call	Allows users to prevent display of their calling line ID on a per-call basis. Before placing a call, the user dials the assigned code, and then places the call as usual. Note that this service is active only for one phone call.
*31	Calling Line ID Delivery Blocking Persistent Activation	Allows users to prevent display of their calling line ID for all calls.

CODE	NAME	DESCRIPTION
#31	Calling Line ID Delivery Blocking Persistent Deactivation	Allows users to display their calling line ID for all calls.
*65	Calling Line ID Delivery per Call	Allows users to override the Calling Line ID Delivery Blocking Persistent setting for the next call. Before placing a call, a user dials the assigned code, and then places the call as usual. Note that this service is active only for one phone call.
*68	Call Park	Allows users to place the call on hold in such a way that any member of the group or enterprise, if the group is part of an enterprise, can retrieve it with the Call Park Retrieve function. A call can be parked against any user of the group or enterprise. However, a user can only have one call parked at a time.
*88	Call Park Retrieve	Allows users to retrieve parked calls.
*98	Call Pickup	Call Pickup allows users to pick up calls within an assigned call pickup group. The extensions in the call pickup group can be viewed on the CommPilot web interface for each user in the group. The call pickup group is determined by an administrator and may or may not consist of those listed in the group phone lists. When users dial the Call Pickup code, the ringing phone in the group is answered. If more than one phone is ringing, Call Pickup allows users to answer the phone that has been ringing the longest.
*44	Call Recording	Allows the user to record an ongoing call or next outgoing call. The user's Call Recording service must be set to *On Demand* mode; otherwise, dialing the code has no effect.
*11	Call Retrieve	Retrieves an existing active call from another endpoint. The user dials the Call Retrieve FAC from the location where the call is to be retrieved. This feature can be used from the primary location, from a Shared Call Appearance alternate location, from a Clearspan Anywhere location, or from a Flexible Seating Host to which you are currently associated. 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

CODE	NAME	DESCRIPTION
		Call feature access code to retrieve/pull an executive's call to the assistant's location.
*69	Call Return	Allows users to return a call to the phone number of the last call received. The service can be configured at the system level to proceed with a two-level procedure that provides announcements to guide the user. Users are allowed to return calls only to numbers that are acceptable according to their Outgoing Calling Plan.
#92#	Call Return Number Deletion	Allows users to explicitly delete the last incoming number for the Call Return feature.
53	Call Waiting Interrogation	Allows users to obtain the status of the Call Waiting service.
*43	Call Waiting Persistent Activation	Allows users to turn on Call Waiting for all calls they place.
#43	Call Waiting Persistent Deactivation	Allows users to turn off Call Waiting for the next and all subsequent calls they place.
*70	Cancel Call Waiting	Allows users to turn off Call Waiting for the next call they place.
*99	Clear Voice Message Waiting Indicator	Allows users to clear the audible (and visible for some devices) message-waiting indicator on their phone.
33	Communication Barring User-Control Activation	Allows users to activate the current Communication Barring profile selected by the user through the web portal.
#33*	Communication Barring User-Control Deactivation	Allows users to deactivate the currently active Communication Barring profile selected by the user through the web portal.
*#33#	Communication Barring User-Control Query	Allows users to find out which Communication Barring profile is currently active.
56	Connected Line Identification Restriction Interrogation	Allows users to obtain the status of the Connected Line Identification Restriction service.
*57	Customer Originated Trace	Allows users to place a trace on the last number that called them.
*97	Directed Call Pickup	Allows users to answer a call for another user in the same pickup group by entering the assigned access code followed by the extension of the user whose call is to be

CODE	NAME	DESCRIPTION
		picked up.
*33	Directed Call Pickup with Barge-in	Allows users to barge in on calls to or from another user in the same group by entering the assigned access code followed by the extension of the user whose call is to be barged-in on. Barge-in is successful only when the second user has only that one call. When a user barges in on an answered call, the call becomes a three-way call and the user who barged in becomes the controller of the three-way call. The group administrator configures a tone that warns users on a call that another user is barging in on their call. For more information about Barge-in, see the *Clearspan Application Server Group Web Interface Administration Guide – Part 2*. Users can prevent having their calls being barged in on by using the Barge-in Exempt service.
*55	Direct Voice Mail Transfer	Allows users to transfer a held call to voice mail. The call can be transferred to the user's voice mailbox or to any other voice mailbox in the group. The Voice Messaging service or the Third-Party Voice Mail Support service must be assigned to the user's group.
*80	Diversion Inhibitor	Allows a user to prevent Redirection services from being activated on the terminating side of an unanswered call.
*78	Do Not Disturb Activation	Allows users to activate the Do Not Disturb service. When Do Not Disturb is active, the user's phone does not ring and all calls go directly to a "busy treatment", such as Voice Messaging.
*79	Do Not Disturb Deactivation	Allows users to turn off the Do Not Disturb service.
#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 FAC code is available to agents with Call Center – Standard or Call Center – Premium service assigned.
#63	Executive-Assistant Call	Allows an assistant to push a call to the

CODE	NAME	DESCRIPTION
	Push	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 is only available to users who are defined as Clearspan users in the Find-me/Follow-me group.
*22	Flash Call Hold	Allows users to put a call on hold on a phone that does not have a Hold button. On this type of phone, a user presses the Flash button or presses and releases the hang-up button on the phone cradle.
#72	Forced Forwarding Activation	Allows users to activate forced forwarding for a call center queue.
#73	Forced Forwarding Deactivation	Allows users to deactivate forced forwarding for a call center queue.
#58	Group Call Park	Allows users to park a call. The service hunts for the first available user in the Call Park group and parks the call there. Note that this feature access code cannot be used until the Call Park service has been assigned.
#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. This FAC code is available to supervisors with the Call Center Monitoring service assigned.
*66	Last Number Redial	Allows users to dial the number they dialed the most recently from their extension. Users are only allowed to

CODE	NAME	DESCRIPTION
		redial numbers allowed by their Outgoing Calling Plan.
*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 Cancellation	Cancels all active Legacy Automatic Callback requests.
*12	Location Control Activation	Allows users to activate a location. The user dials the Location Control Activation feature access code from the location that needs to be activated. This feature can be used from a Shared Call Appearance alternate location or a Clearspan Anywhere location.
*13	Location Control Deactivation	Allows users to deactivate a location. The user dials the Location Control Deactivation feature access code from the location that needs to be deactivated. This feature can be used from a Shared Call Appearance alternate location or a Clearspan Anywhere location.
#80	Make Outgoing Call as Call Center	Allows users working as call center agents to make calls using the call center phone number. Users can thus override the default setting configured by the administrator.
#81	Make Personal Outgoing Call	Allows users working as call center agents to make calls using their personal phone number. Users can thus override the default setting configured by the administrator.
#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	Allows users to deactivate the Music On Hold feature for their current calls.
#70	Night Service Activation Manual Override	Activates the Night Service for a specified call center at the time of activation. Calls incoming to the queue are provided with the Night Service Manual Override announcement and transferred to the queue configured for the regular Night Service. The queue remains in that state until the Night Service Manual Override service is deactivated.

CODE	NAME	DESCRIPTION
#71	Night Service Deactivation Manual Override	Deactivates Night Service Manual Override and the call center returns to its configured behavior.
*610	No Answer Timer	Allows users to set the numbers of rings before No-Answer handling is applied to the Voice Messaging, Third-Party Voice Mail Support, Call Forwarding No Answer, Call Forwarding No Answer To Voice Mail, and Sequential Ringing services.
*71	Per Call Account Code	Allows users to provide an account code before attempting a call, or, during a call, flash and provide an account code to be applied to all ongoing (currently held) calls.
#0322	Push Notification Retrieval	Allows the user to retrieve a ringing call from a mobile application. The code is dialed by the application when the user answers a call and the action is transparent to the user.
*50	Push To Talk	Allows users to activate the Push To Talk (intercom) service. The next call is automatically answered by its recipient, subject to the recipient's Push To Talk access list.
51	Selective Call Rejection Interrogation	Allows the user to obtain the status of the Selective Call Rejection service.
*75	Speed Dial 100	Allows users to dial the assigned code, and then dial the assigned two-digit (00 – 99) speed dial number of the party they want to call.
*74	Speed Dial 8	Allows users to dial the assigned code, and then the one-digit (2 – 9) speed dial number of the party they want to call.
*47	Sustained Authorization Code Activation (calls unlocking)	Allows users who are required to provide authorization codes for outgoing calls to "unlock" this requirement. Having unlocked code activation, users are no longer prompted for an authorization code and their calls proceed without interruption.
*37	Sustained Authorization Code Deactivation (calls locking)	Allows users who have unlocked their code activation requirement, to "lock" this requirement again.
*86	Voice Mail Retrieval	Allows users to retrieve Clearspan and third-party voice mail.
*62	Voice Portal Access	Allows users to access the group voice portal.

13.5 GROUP DIRECTORY

Use this item on the *Group – Utilities* menu page to list and display information for phone numbers in the group.

The Group Directory is not available if your group is part of an enterprise. In its place, you have access to the Enterprise Directory. For more information, see section *13.6 Enterprise Directory*.

13.5.1 LIST AND DISPLAY INFORMATION FOR PHONE NUMBERS IN GROUP

Use the *Group* – Group *Directory* page to view the list of phone numbers and related information for each user.

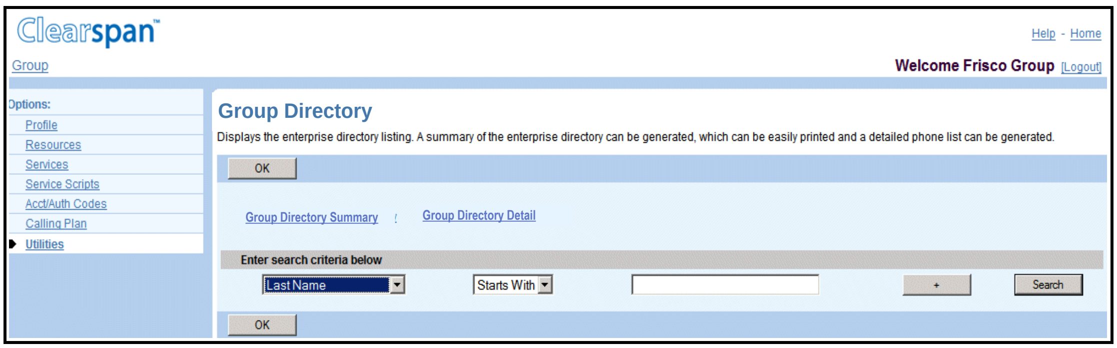


Figure 173 Group – Group Directory

You can also display a summary of all numbers or a list that provides the details for each number.

Phone List

Name	User Id	Number	Extension	Department	Mobile	Email Address
ABC Attendant (Auto Attendant)	abcattendant	2025551020	1020			
Baldwin,Cheryl	cherylbaldwin	2025551009	1009	Human Resources	2021287564	cherylb@abcdistributing.com
Bueno,Mario	mariobueno	2025551001	1001	Finance	2405559999	mariob@abcdistributing.com
Dumas,Marie	mariedumas@abcdistributing.com	2025551005	1005	Sales	2023741111	
Easy,Travel		+1-2029876533	6533			
Hill,Edna	ednahill	4434343666	666	Sales	4430586432	ednah@abcdistributing.com
Hotline (Call Center)	hotline	2025551000	1000			
Imperial,Taxi		+1-20244441777	777			
Jones,Shirley	shirleyjones	2025551002	1002	Finance	2405558888	shirley@abcdistributing.com
Maldini,Paolo	paolomaldini	2025551003	1003	Finance		paolom@abcdistributing.com
Owen,Louis	louisowen	4434343888	888	Sales	4431784563	louiso@abcdistributing.com
Richard,Jean	jeanrichard	2025551007	1007	Human Resources		jeanr@abcdistributing.com
Smith,Stan	stansmith@abcdistributing.com	2025551004	1004	Sales	2025341111	stans@abcdistributing.com
Valdez,Gregorio	gregoriovaldez@abcdistributing.com	2025551006	1006	Sales		gregoriov@abcdistributing.com
Voice Portal (Voice Portal)	146162823_VMR	2025551033	1033			
Wyoming,Madoline	madolinewyoming	2025551008	1008	Human Resources	2029335537	madolinew@abcdistributing.com

Figure 174 Group – Group Directory Summary

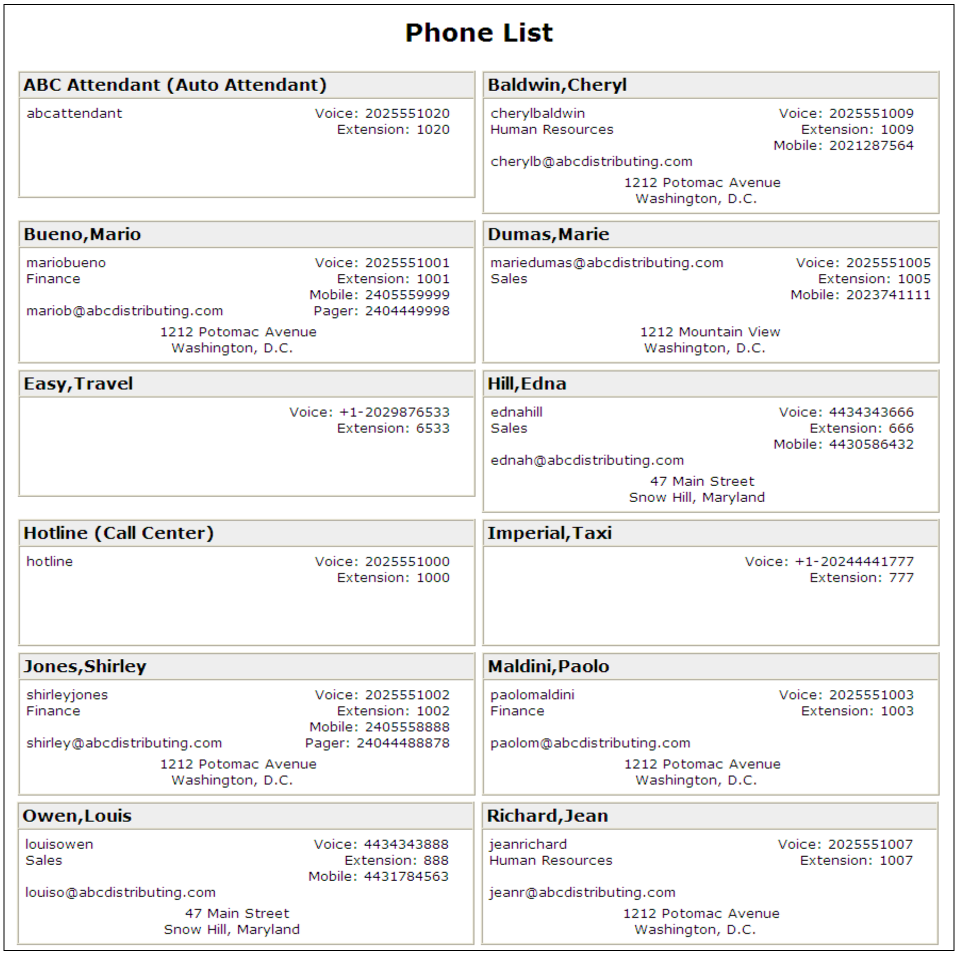


Figure 175 Group – Group Directory Details

1. On the *Group – Utilities* menu page, click **Group Directory**. The *Group – Group Directory* page appears.

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

2. To display the summary of company phone numbers and related information, click Group Directory Summary. A printable summary page appears in a separate browser window.
3. To display the details for each phone number and related information, click Group Directory Detail. A printable detail page appears in a separate browser window.
4. To display the previous page, click **OK**.

13.6 ENTERPRISE DIRECTORY

Use this item on the *Group – Utilities* menu page to list and display information for phone numbers in the group.

The Enterprise Directory is only available if your group is part of an enterprise.

13.6.1 LIST AND DISPLAY INFORMATION FOR PHONE NUMBERS IN ENTERPRISE

Use the *Group – Enterprise Directory* page to view the list of phone numbers and related information for each user in your enterprise.

You can also display a summary of all numbers or a list that provides the details for each number.

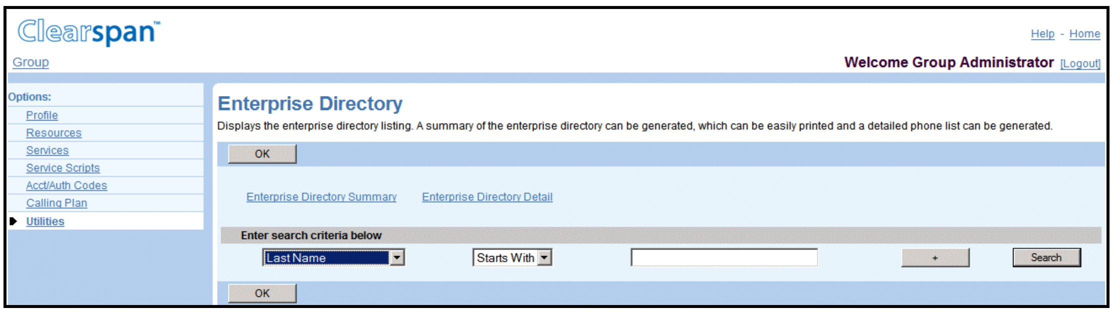


Figure 176 Group – Enterprise Directory

Phone List

Name	User Id	Number	Extension	Department	Mobile	Email Address	Group Id	IMP Id
Baker,Nigel	nigelbaker	7037038005	8005	Engineering (OnLineSoft)		nbaker@onlinesoft.com	OnLineSoft	nb4278
Blake,Matt	mattblake	7037038004	8004	Publicity \ Marketing (OnLineSoft)	7032221145	mblake@onlinesoft.com	OnLineSoft	
Bradshaw,Jake	jakebradshaw	3012345112	5112	Corporate		jbradshaw@defdistributing.com	DEF Distributing	
Chou,Zhen	zhenchou	7037038001	8001	Publicity \ Marketing (OnLineSoft)	7030857483	zchou@onlinesoft.com	OnLineSoft	
Dranias,Pavlos	pavlosdranias	7037038022	8022	Administration (OnLineSoft)		pdranias@onlinesoft.com	OnLineSoft	
Eades,Sophia	sophiaeades	7037038006	8006	Operations \ Support (OnLineSoft)	7039999976	seades@onlinesoft.com	OnLineSoft	
Ericsson,Gustav	gustavericsson	7037038012	8012	Engineering (OnLineSoft)		gericsson@onlinesoft.com	OnLineSoft	ge1234
Holland,Jeff	jeffholland	3012345159	5159	Customer Service (DEF Distributing)		jholland@defdistributing.com	DEF Distributing	
Kumar,Arun	arunkumar	7037038002	8002	Corporate \ Finance (OnLineSoft)		akumar@onlinesoft.com	OnLineSoft	
Lafleur,Eloise	eloiselafleur	3012345152	5152	Publicity	3019448544	elafleur@defdistributing.com	DEF Distributing	
Maldese,Paola	paolamaldese	3012345114	5114	Corporate	3017771314	pmaldese@defdistributing.com	DEF Distributing	
Ohanu,Gabriel	gabrielohanu	3012345145	5145	Corporate \ Sales (DEF Distributing)		gabrielohanu@defdistributing.com	DEF Distributing	
Orders (Call Center)	orders	3012345222	5222	Corporate \ Sales (DEF Distributing)			DEF Distributing	

Figure 177 Group – Enterprise Directory Summary

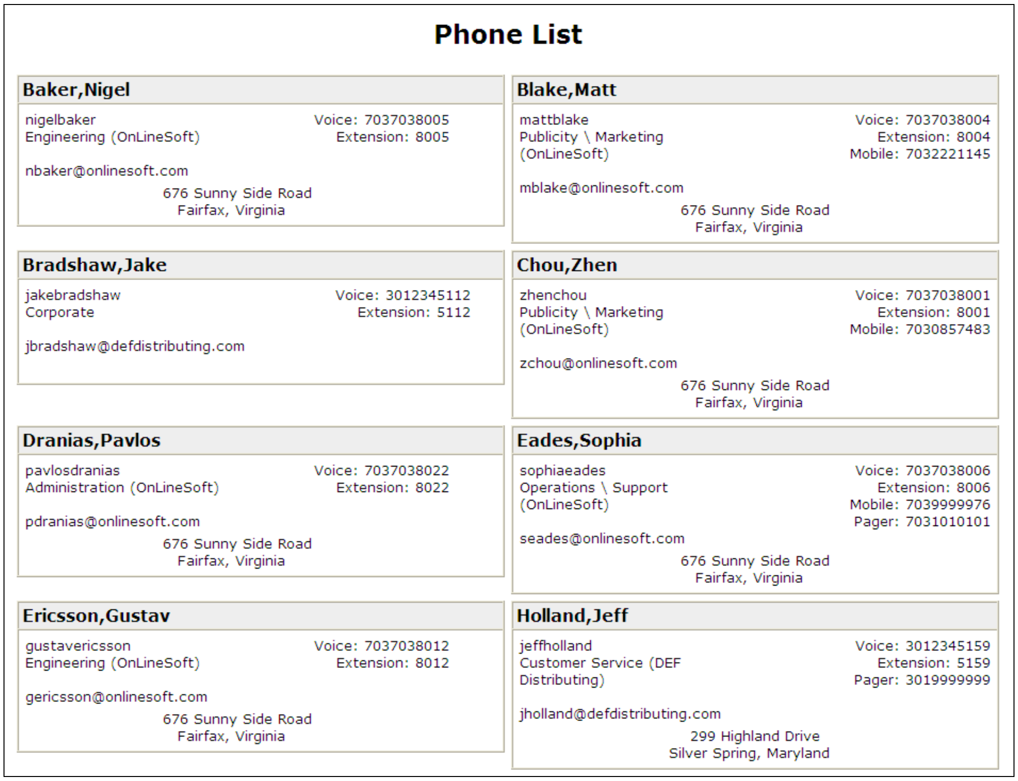


Figure 178 Group – Enterprise Directory Details

1. On the *Group – Utilities* menu page, click **Enterprise Directory**. The *Group –* Enterprise *Directory* page appears.

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

2. To display the summary of company phone numbers and related information, click **Enterprise Directory Summary**. A printable summary page appears in a separate browser window.

3. To display the details for each phone number and related information, click **Enterprise Directory Detail**. A printable detail page appears in a separate browser window.

4. To display the previous page, click **OK**.

13.7 INVENTORY REPORT

Use this item on the *Group – Utilities* menu page to generate an inventory report for the group.

13.7.1 GENERATE INVENTORY REPORT FOR GROUP

Use the *Group – Inventory Report* page to generate a report that lists an inventory of one or more of these criteria: users, services, phone numbers, devices, or department. The report is sent via e-mail in a CSV format.

Note: If you select *Service* as one of the criteria, each service for each user is included on a separate line, so the report can be quite long.

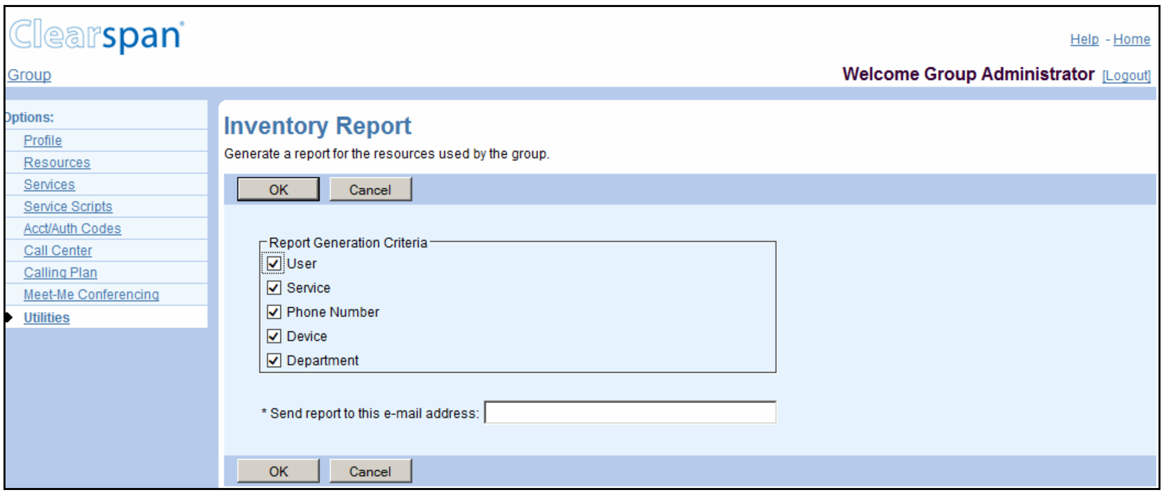


Figure 179 Group – Inventory Report

User Name	Phone Number	Department	Identity/Device Profile Name	IP Address	Port
ABC Distributing (Music On Hold)					
Voice Portal (Voice Portal)	12025551033				
Bueno Mario	12025551001	Finance	SipPhone1		
Jones Shirley	12025551002	Finance	SipPhoneABC		
Maldini Paolo	12025551003	Finance	SipPhone3		
Smith Stan	12025551004	Sales	SipPhone4		
Dumas Marie	12025551005	Sales	SipPhone5		
Valdez Gregorio	12025551006	Sales	ATA1		
Richard Jean	12025551007	Human Resources	ATA1		
Wyoming Madoline	12025551008	Human Resources	spTrunkDev	1.1.2.3	
Baldwin Cheryl	12025551009	Human Resources	SipPhone1		
Hotline (ABC Distributing)	12025551000				
Hotline (ABC Distributing)	12025551010				
abcattendant (abcattendant)	12025551020				
Owen Louis	14434343888	Sales			
Hill Edna	14434343666	Sales			
ABC Distributing (Music On Hold)					
abcattendant (abcattendant)	12025551020				
Voice Portal (Voice Portal)	12025551033				
Hotline (ABC Distributing)	12025551000				

Figure 180 Sample Inventory Report (Beginning of Report; All Items Selected except Service)

1. On the *Group* – Utilities menu page, click Inventory Report. The Group – Inventory Report page appears.
2. Check the boxes for the items you want included in the report.
3. Enter the e-mail address where you want the report to be sent.
4. To generate the report and display the previous page, click **OK**. The report is sent to the specified e-mail address.
5. To display the previous page without generating the report, click **Cancel**.

13.8 PASSWORD RULES

Use this item on the *Group – Utilities* menu page to list or set password rules for users.

13.8.1 LIST OR SET PASSWORD RULES FOR USERS

Use the *Group – Password Rules* page to edit or view the criteria currently set for user passwords.

If the service provider or system administrator has set the rules for the users, this page is read-only.

Users must follow the criteria set on this page when entering, resetting, or changing their passwords. The criteria that have a checkbox next to them apply.

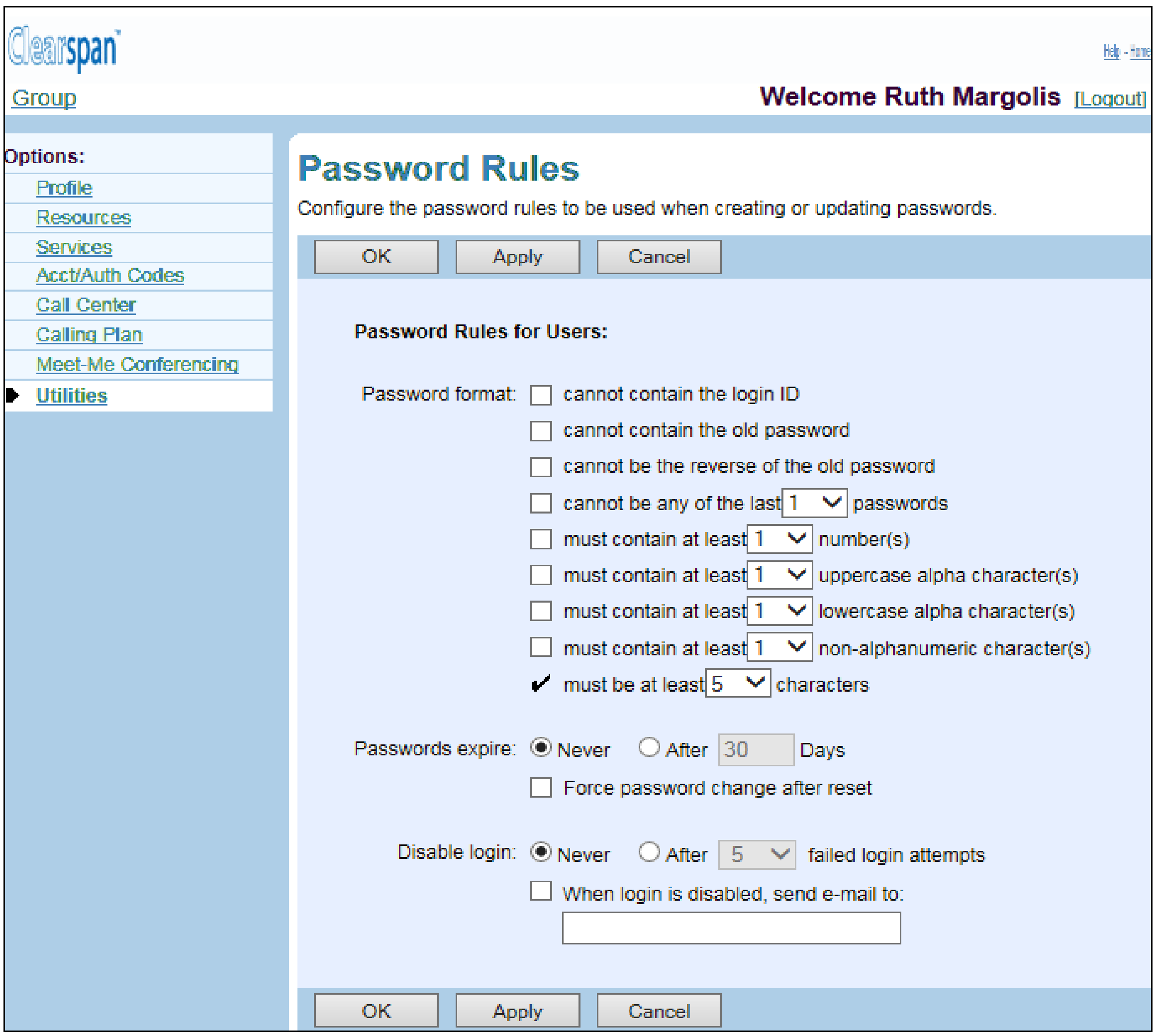


Figure 181 Group – Password Rules (AS Mode)

Figure 182 Group – Password Rules (Read-only)

1. On the Group – Utilities menu page, click Password Rules. The Group – Password Rules page appears.
2. Specify the password format:

- Indicate whether a password cannot contain 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 the 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 the 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.
- Click 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.

3. Click Never to indicate that passwords do not expire. Otherwise, click After and type the number of days (from 1 through 199) before passwords expire in the input box. The default value is Never.
4. In AS mode, check Force password change after reset to force the user to change their password after it has been reset (that is, changed by an administrator without providing the current password).
5. Click Never to indicate that login attempts are not disabled. Otherwise, click After and select the number of login attempts from the drop-down list. The default value is Never.
6. Select When login is disabled, send e-mail to, and type the email address to send notification of failed login attempts. The email address can have at most 80 characters, must be in the user@domain format and can contain only one @ symbol and the following characters: A-Z, a-z, 0-9, ! # $ % & * + - / = _ { } | ~ ` . ? ^ 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.

13.9 PASSCODE RULES

Use this item on the *Group – Utilities* menu page to list or set portal passcode rules for users.

13.9.1 LIST OR SET PASSCODE RULES FOR USERS

Use the *Group – Passcode Rules* page to edit or view the criteria currently set for user portal passcodes. You can choose to follow the passcode rules set by the system provider administrator, by the service provider administrator (if your group was provisioned by a service provider) or by the enterprise administrator (if your group is part of an enterprise). You can also define your own passcode rules for use by the members of your group.

Users must follow the criteria set on this page when entering, resetting, or changing their portal passcodes.

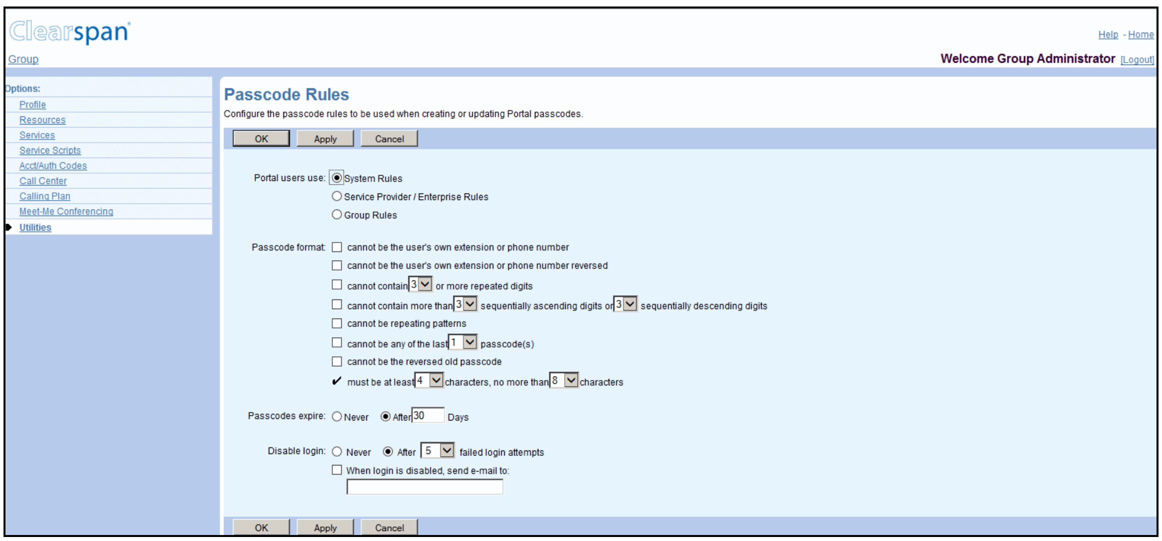


Figure 183 Group – Portal Passcode Rules

1. On the Group – Utilities menu page, click Passcode Rules. The Group – Passcode Rules page appears.
2. Use the Portal users use control to determine whether your users' voice portal passcodes will follow the rules set by the system provider administrator, by the service provider or enterprise administrator, or by the group settings on this page.
3. Check the following rules to apply to the format of the passcode:

- Indicate whether a passcode cannot be the user's own extension or phone number. A check mark means the passcode cannot be the user's own extension or phone number. The default is not checked.
- Indicate whether a passcode cannot be the user's own extension or phone number reversed. A check mark means the passcode cannot be the user's own extension or phone number reversed. The default is not checked.

- Indicate whether a passcode cannot contain a configured number of repeated digits and enter the number. A check mark means the passcode cannot contain a configured number of repeated digits. The default is not checked.
- Indicate whether a passcode cannot contain more than configured numbers of sequentially ascending or sequentially descending digits and enter the numbers. A check mark means the passcode cannot contain configured numbers of sequentially ascending or sequentially descending digits. The default is not checked.
- Indicate whether a passcode cannot be repeating patterns, for example, "514514". A check mark means the password cannot be repeated patterns. The default is not checked.
- Indicate whether a passcode cannot be any of the configured number of last passcodes and enter the number. For example, if you enter "3", the passcode cannot be any of the last three passcodes. The default is not checked.
- Indicate whether a passcode cannot be the reverse of the old passcode. A check mark means the passcode cannot be the user's old passcode reversed. The default is not checked.
- Indicate the minimum and maximum number of characters for passcodes. From the drop-down lists, select the minimum and the maximum number of characters.

4. Select *Never* to indicate that passcodes do not expire. Otherwise, select *After* and type the number of days before passcodes expire in the input box. The default value is Never.
5. Select *Never* to indicate that login attempts are not disabled. Otherwise, select *After* and select the number of login attempts from the drop-down list. The default value is Never.
6. Check When *login is disabled, send e-mail to* and type the e-mail address to send notification of failed login attempts.

Note: The settings on this page reflect the current settings for the group passcode rules. If you have chosen to use other settings provided by your system provider administrator, enterprise administrator or service provider administrator, the settings displayed on this page may not reflect the settings currently in effect within your group.

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

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

13.10 CONFIGURE DEVICE

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

- List Configurable Devices
- Modify Configuration of Configurable Devices

13.10.1 LIST CONFIGURABLE DEVICES

Use the *Group – Configure Device* to view the configurable devices assigned to the group. From this page, you can modify the configuration of a listed device.

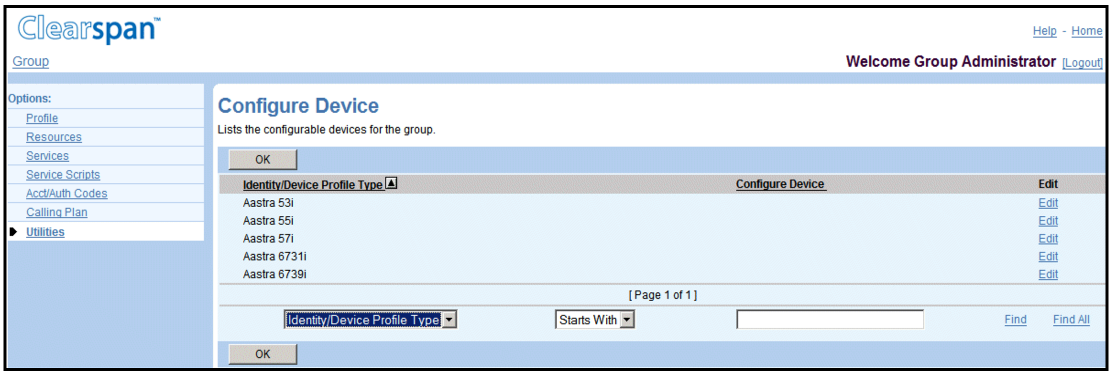


Figure 184 Group – Configure Device

1. On the *Group – Utilities* menu page, click **Configure Device**. The *Group –* Configure *Device* page appears.

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

2. To configure a device, click the Configure link in the row for the device to configure.
3. To display the previous page, click **OK**.

13.10.2 MODIFY CONFIGURATION OF CONFIGURABLE DEVICES

Use the *Group – Configure Device Modify* page to load or modify the default configuration template file of a device that supports Enhanced Configuration (some IP phones and Subnetwork Access Protocol [SNAP] devices).

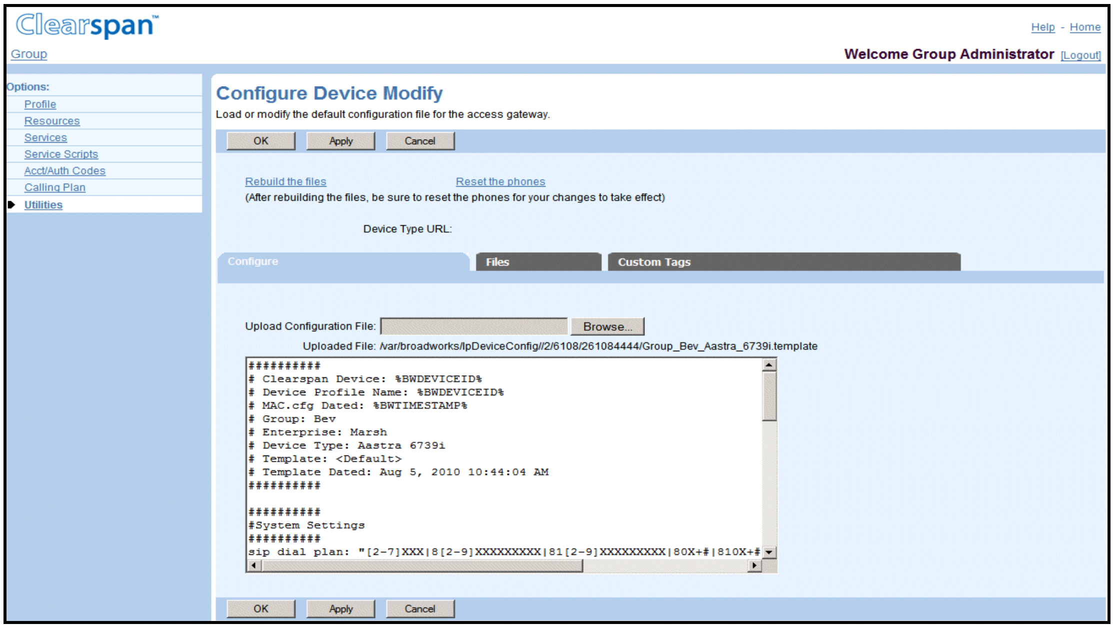


Figure 185 Group – Configure Device Modify

13.10.2.1 Upload Configuration File

Use the *Configure* tab on the *Group – Configure Device Modify* page to upload the default configuration template file for the device.

1. On the Group – *Utilities* menu page, click **Configure Device**. The *Group –* Configure Device page appears.

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

2. Click Edit or any item in the row for the device. The Group – Configure Device Modify page appears.

3. To change the configuration file, click **Browse** to find and open the file. The file name appears in the *Uploaded File* text box and the contents of the file appear in the large text box.

   - If you change the configuration file, click Rebuild the file. This feature supports these Devices: Cisco 7940, Cisco 7960, Mitel 5055, Polycom SoundPoint IP 500, and Polycom SoundPoint IP 600.

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

- To instruct the phone to reload its configuration file from the File Server, click **Reset the Phone(s).** This feature supports these Devices: Cisco 7940, Cisco 7960, Polycom SoundPoint IP 500, and Polycom SoundPoint IP 600.

The device configuration file is regenerated and transmitted to the File Server. The phone will not reload the new file unless the phone is reset.

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

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

13.10.2.2 Manage Configurable Device Files

Use the *Group – Configure Device Files* page to view and manage the configurable device files in the group. From this page, you can test file access and download template files. Repository files are not accessible from this page. Use the *Group – Identity/Device Profile Modify* page to download repository files.

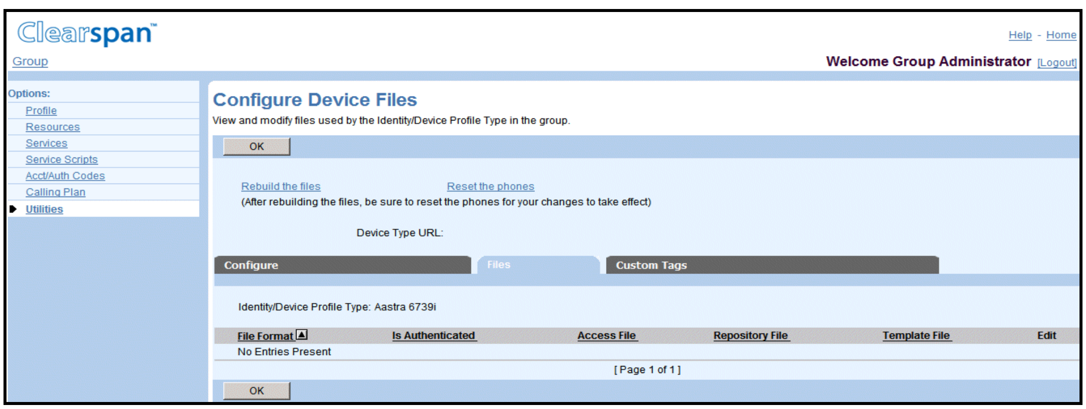


Figure 186 Group – Configure Device Files

1. On the *Group* **–** *Configure Device Modify* page, click the *Files* tab. The *Group –* Configure Device Files page appears listing all the files for the device.
2. To modify a device file used by the Identity/Device Profile Type in the group, click **Edit** in the row for the file to modify.
3. To rebuild (regenerate and transmit to the server) all the files used by the identity/device profile type, click the Rebuild the files link. A warning message appears indicating the impact to the system performance.
4. To instruct the group phones that use this device profile type and that support a remote reset display to rebuild their configuration files, click the Reset the phones link. A warning message appears indicating the impact to the system performance.

5. To test file access, click the link in the Access File column and the row for the file you want to test. The browser imitates a device access for the file. If the operation is successful, a new browser window is open displaying the file. If it is not successful, you are shown an error message.
6. To download a repository file, click the Download link in the Repository File column and the row for the file to download, and then follow the instructions of your browser.
7. To download a template file, click the Download link in the Template File column and the row for the file for which you want to download the template file, and then follow the instructions of your browser.
8. Click **OK** to return to the previous page.

13.10.2.2.1 Modify Configurable Device File

Use the *Group – Configure Device Files Modify* page to modify a file for a configurable device.

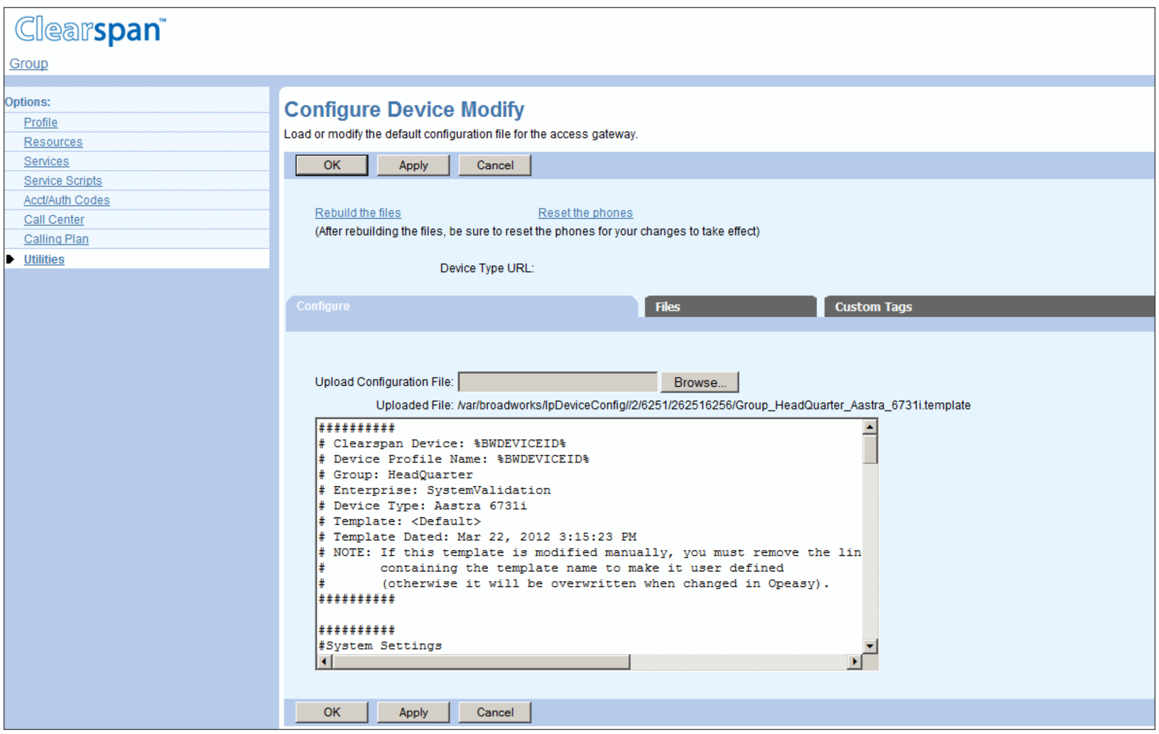


Figure 187 Group – Configure Device File Modify

1. On the Group – Configure Device Modify page, click the Files tab. The Group – Configure Device Files page appears listing all the files for the device.
2. Click Edit or any item in the row for the device file. The Group – Configure Device File Modify page appears.
3. To test file access, click the link next to Access File. The browser imitates a device access for the file. If the operation is successful, a new browser window opens displaying the file. If it is not successful, an error message appears.

4. To download a repository file, click the Download link next to Repository File, and then follow the instructions of your browser.
5. To download a template file, click the Download link next to Template File, and then follow the instructions of your browser.
6. To assign a file, select from the following:
   - *Manual* specifies that the Provisioning Server does not generate the file for this device profile. It is manually generated and saved onto the file repository.
   - *Default* specifies that the device does not use a custom template. Instead, the Provisioning Server uses the corresponding file/template defined at the device-profile level to build the resulting file for the device.
   - *Custom* specifies that the device has its own file/template for this file.
7. If you have selected a custom file, click Browse to add the file to the Upload File text box. The uploaded file remains on your local computer.
8. For IP phones, click Rebuild the File to regenerate and transmit the configuration file to the file server.
9. For IP phones that support a remote reset display, to instruct the phone to reload its configuration file, click Reset the Phone(s).
10. Click Apply or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

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

13.10.2.3 Manage Custom Tags

Use the *Group – Configure Device Custom Tags* page to manage custom device management tags for your group devices.

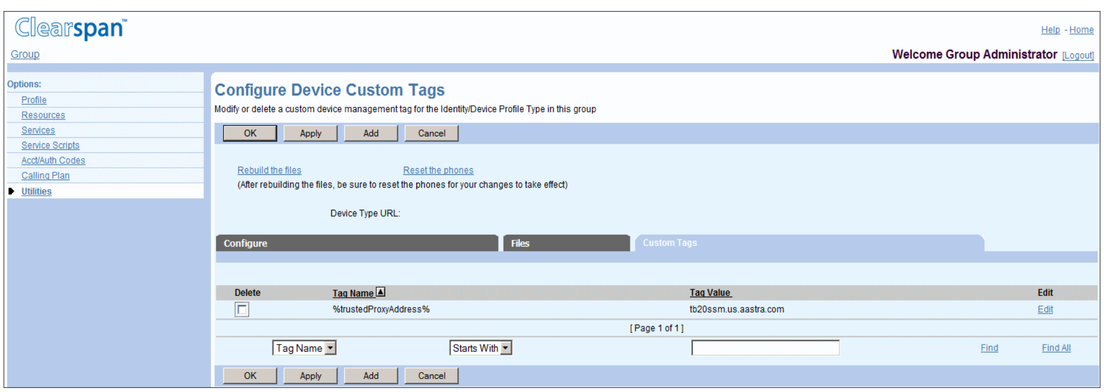


Figure 188 Group – Configure Device Custom Tags

13.10.2.3.1 Add Custom Tag

Use the Group – Configure Device Custom Tag Add page to add a custom tag.

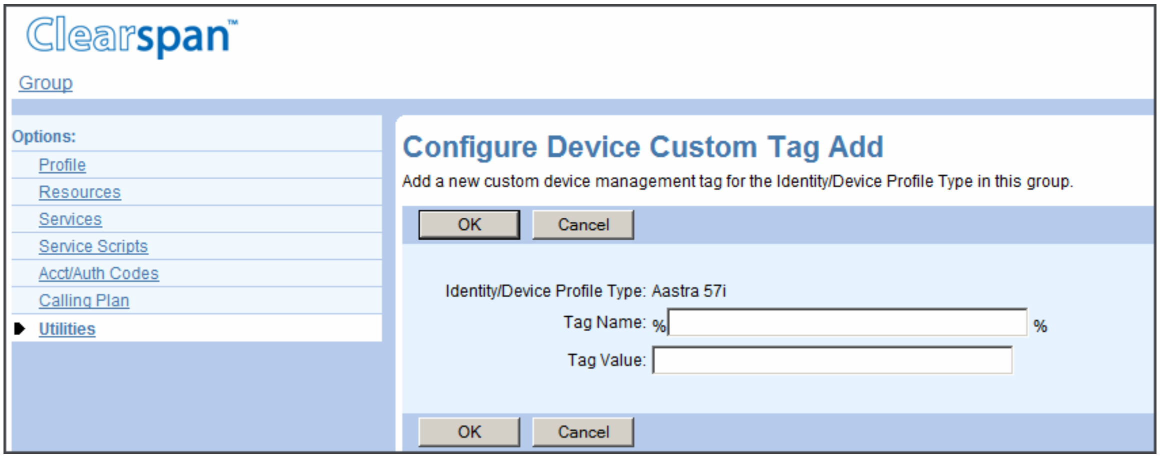


Figure 189 Group – Configure Device Custom Tag Add

1. On the Group – Configure Device Modify page, click the Custom Tags tab. The Group – Configure Device Custom Tags page appears.
2. Click **Add**. The Group – Configure Device Custom Tag Add page appears.
3. In the Tag Name text box, enter the name for the tag.

Note: The name cannot contain the "%" symbol, except for the beginning and ending "%" already provided for you; or, start with "BW", which is reserved for system tags.

4. In the Tag Value text box, enter the value for the tag.
5. To save your changes and return to the previous page, click **OK**.

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

13.10.2.3.2 Modify Custom Tag

Use the *Group – Identity/Device Profile Custom Tag Modify* page to modify an existing custom tag. You can also delete a custom tag using this page.

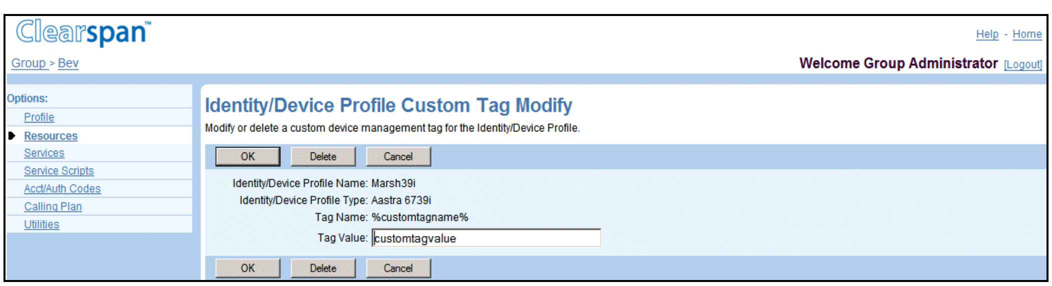


Figure 190 Group – Identity/Device Profile Custom Tag Modify

1. On the Group – Configure Device Modify page, click the Custom Tags tab. The Group – Configure Device Custom Tags page appears.
2. Click **Edit** or another item in the row for the tag to edit. The Identity/Device Profile Custom Tag Modify page appears.
3. To delete the tag, click **Delete**. The Group – Configure Device Custom Tags page appears.

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

4. To modify the custom tag, enter the new value for the tag.
5. To save your changes and display the previous page, click **OK**.

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

13.10.2.3.3 Delete Custom Tag

Use the *Group – Configure Device Custom Tags* page to delete a custom tag.

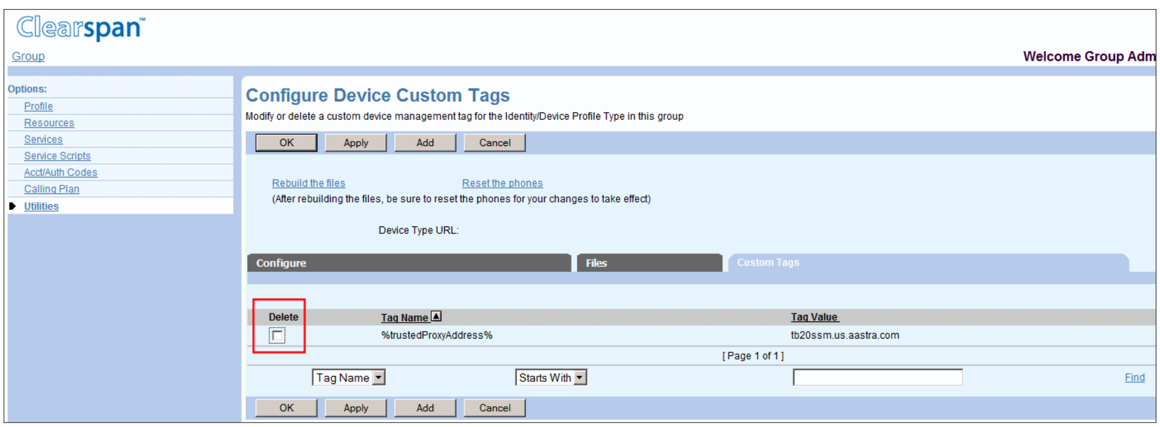


Figure 191 Group – Configure Device Custom Tags, Deleting a Tag

1. On the Group – Configure Device Modify page, click the Custom Tags tab. The Group – Configure Device Custom Tags page appears.
2. Check **Delete** in the row for the tag to delete.
3. To save your changes, click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.
4. To exit without saving and display the previous page, click **Cancel**.

13.11 DEVICE MANAGEMENT EVENT QUEUES

Use the **Device Management Event Queues** item on the *Group – Utilities* menu to:

View or Cancel In Progress and Pending Events

View Completed Events

Events can be cancelled before they are completed, that is, while they are waiting in the event queue to be processed or are being processed.

13.11.1 VIEW OR CANCEL IN PROGRESS AND PENDING EVENTS

Use the In Progress/Pending tab on the *Group – Device Management Event Queues* page to view detailed information on or cancel in progress and pending device management events triggered by a user or administrator in your group.

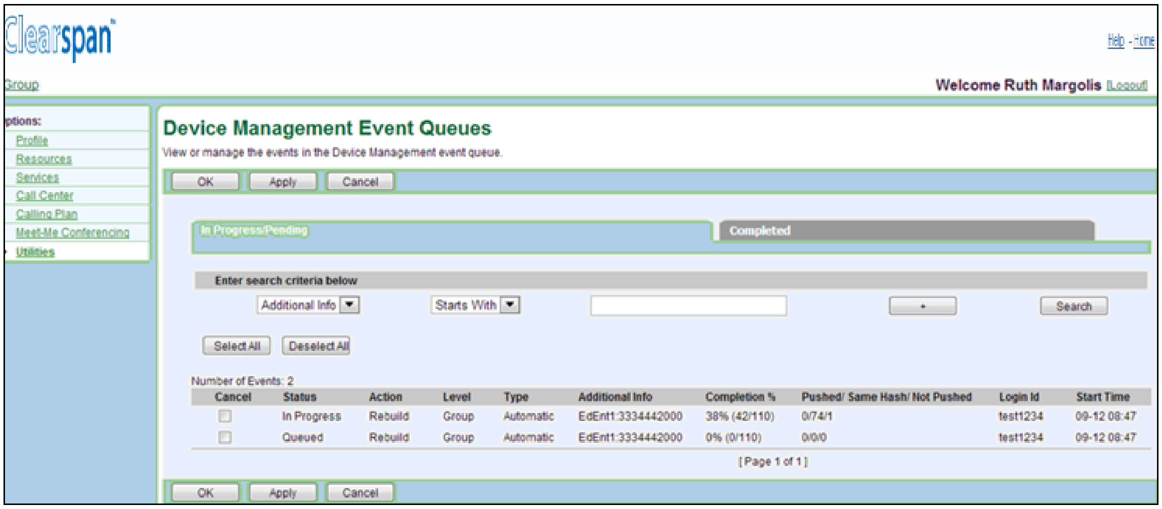


Figure 192 Group – Device Management Event Queues – In Progress/Pending

1. On the Group – Utilities menu page, click Device Management Event Queues. The Group – Device Management Event Queues page appears.
2. The In Progress/Pending tab appears by default listing events that are either being processed or waiting to be processed, which can be either pending or queued internally. The events are shown in order of processing, with the first event in the list being currently processed or next in line to be processed.

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

3. To cancel an event, check the Cancel box in the row of the event.

Note: An event that is being processed on another host can only be cancelled on that host.

4. Save your changes. Click Apply or OK. Apply saves your changes. OK saves your changes and displays the previous page. To exit without saving, click Cancel or select another page.

13.11.2 VIEW COMPLETED EVENTS

You use the *Completed* tab on the *Group – Device Management Event Queues* page to view detailed information on the completed device management events triggered by a user or administrator in your group.

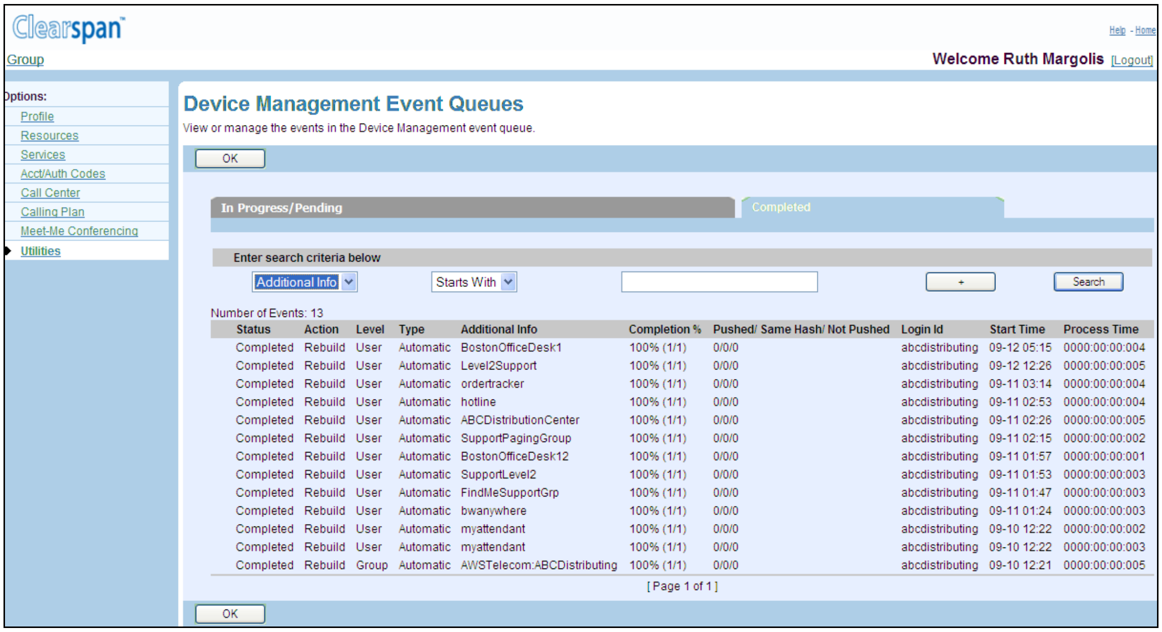


Figure 193 Group – Device Management Event Queues – Completed

1. On the Group – Utilities menu page, click Device Management Event Queues. The Group – Device Management Event Queues page appears.

2. Click the Completed tab. This tab lists the events that have completed and are ordered by completion time. This includes events cancelled while queued internally.

   This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes 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.

13.11.3 VIEW COMPLETED EVENTS

You use the Completed tab on the *Group – Device Management Event Queues* page to view detailed information on the completed device management events triggered by a user or administrator in your group.

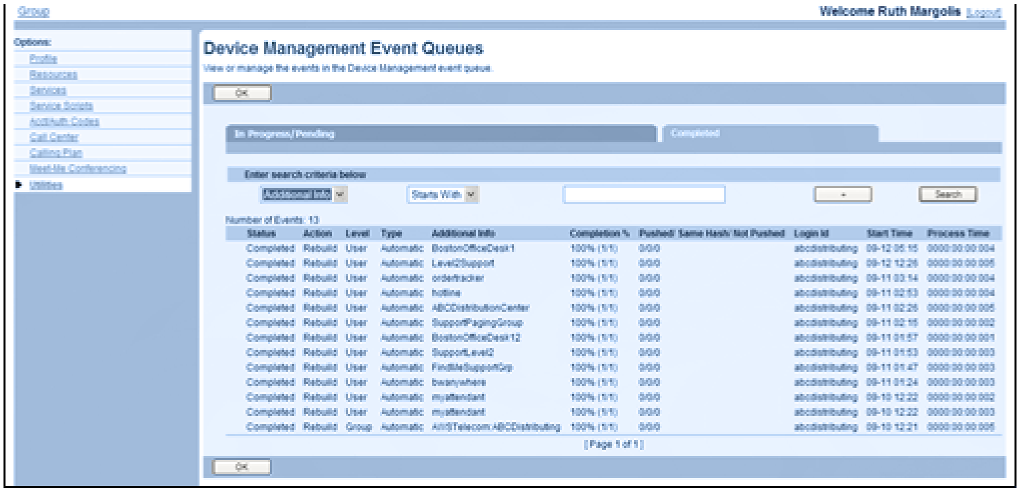


Figure 194 Group – Device Management Event Queues (Completed Tab)

1. On the *Group – Utilities* menu page, click **Device Management Event Queues**. The *Group – Device Management Event Queues* page appears.
2. Click the Completed tab. This tab lists the events that have completed and are ordered by completion time. This includes events cancelled while queued internally.

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

13.12 EXTENSION DIALING

Use this item on the *Group – Utilities* menu to configure extension length.

Extension Dialing allows users in the group to dial only an extension number using the web interface or a phone to reach other members of the group. Users in the group can be configured with extensions of varying lengths within the limits (minimum and maximum) defined for the group on this page. By default, these parameters are equal to those configured at the system level.

You can decrease the maximum extension length down to the number of digits of the longest assigned extension and increase the maximum extension length up to the system maximum.

Modifying the maximum extension length has no impact on the existing extensions.

When you increase the minimum extension length, any assigned extensions are automatically modified to match the new minimum length. Modifications are based on the following guidelines:

- If the user's directory number (DN) is sufficiently long, then DN digits are used to lengthen the extension.
- If the user has no DN or the length of the DN is shorter than the new minimum, zeros are added to the beginning of the extension.

If a resulting extension is in conflict with an existing extension, the extension is not assigned. A counter is incremented and the number of unassigned extensions is communicated to the administrator at the end of the modification.

13.12.1 CONFIGURE EXTENSION LENGTH

Use the *Group – Extension Dialing* page to modify the extension length for the group.

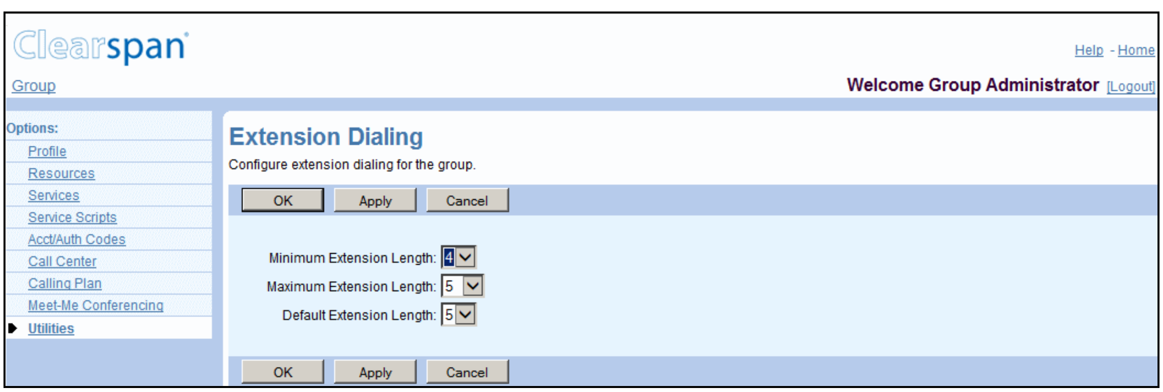


Figure 195 Group – Extension Dialing

1. On the Group – Utilities menu page, click Extension Dialing. The Group – Extension Dialing page appears.

2. Configure the maximum number of digits allowed in an extension. From the Maximum Extension Length drop-down list, select the number of digits.
3. Configure the minimum number of digits of digits allowed in an extension. From the Minimum Extension Length drop-down list, select the number of digits.
4. Configure the default number of digits in an extension. From the *Default Extension Length* drop-down list, select the number of digits.

   The default number of digits determines the number of digits from the user's DN to be used as extension, when automatically creating extensions.
5. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

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

13.13 INTERCEPT GROUP

Use the **Intercept Group** menu item on the *Group – Utilities* menu page to view intercept settings for your group.

The Intercept Group service allows your service provider or enterprise administrator to block calls to all members of your group. When Intercept Group is enabled for your group, callers for intercepted calls to and from members of your group are provided with informative announcements and alternate routing options.

13.13.1 LIST INTERCEPT GROUP SETTINGS

Use the *Group – Intercept Group* page to view the Intercept Group settings configured by the service provider or enterprise administrator for your group.

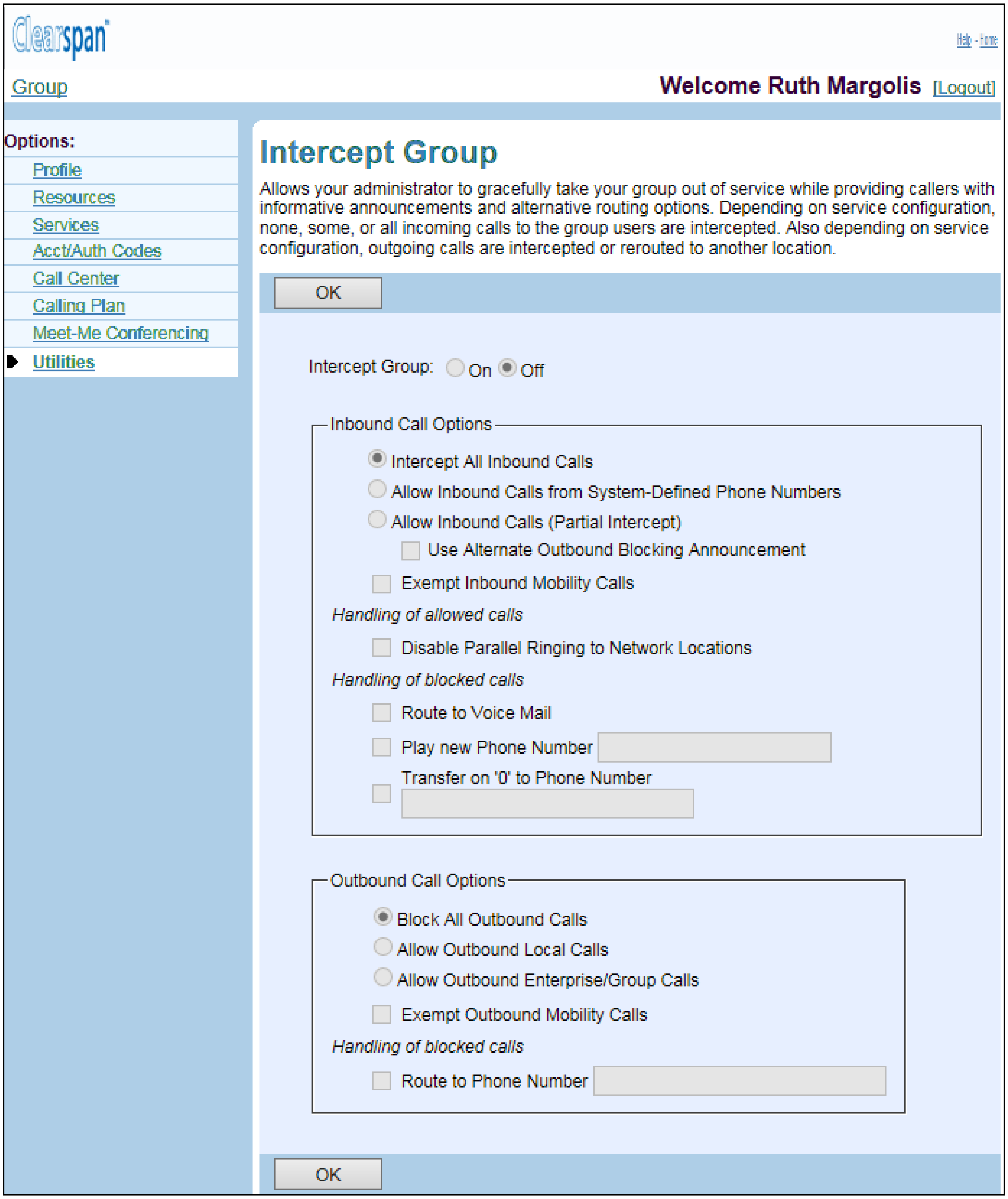


Figure 196 Utilities – Intercept Group

1. On the *Group – Utilities* menu page, click **Intercept Group**. The *Group – Intercept Group* page appears.
2. To display the previous page, click **OK**.

The following table provides an explanation of each item on the *Utilities – Intercept Group* page.

ITEM	DESCRIPTION
Intercept Group	When set to *On*, the Intercept Group service is enabled and calls to and from the members of the group are treated as specified on this page.
Inbound Call Options	
Intercept All Inbound Calls	When this option is selected, all inbound calls are intercepted.
Allow Inbound Calls from System-Defined Phone Numbers	When this option is selected, inbound calls are intercepted, except for the calls from specific numbers defined by the system administrator.
Allow Inbound Calls (Partial Intercept)	If this option is selected, users in your group can receive calls.
Use Alternate Outbound Blocking Announcement.	If this option is checked, users hear an outbound blocking announcement when trying to make a call.
Exempt Inbound Mobility Calls	When this option is selected, incoming mobile calls are not intercepted by Clearspan. This option applies regardless of the interception option selected.
Route to Voice Mail	When this option is selected, all incoming calls are routed to the user’s voice mail.
Play new Phone Number	When this option is selected, the callers hear the new phone number that replaces your current phone number.
Transfer on “0” to Phone Number	When this option is selected, the callers are transferred to the specified phone number upon pressing “0”. For example, this can be the number of the reception.
Outbound Call Options	
Block All Outbound Calls	When this option is selected, group members cannot make calls. When users try to make a call, the call is intercepted and they hear an announcement.
Route to Phone Number	When this option is selected, calls made by group members are routed to the specified phone number.
Allow Outbound Local Calls	When this option is selected, group members are allowed to make local calls.
Allow Outbound Enterprise/Group Calls	When this option is selected, group members can make calls to other members of their group (if the group is part of a service provider) or enterprise (if the group is part of an enterprise).
Exempt Outbound Mobility Calls	When this option is selected, outbound mobile calls are not intercepted by Clearspan. This applies regardless of the interception option selected.

13.14 LDAP DIRECTORY

Use this item on the *Group – Utilities* menu to select the LDAP directory type and configure the group LDAP directory.

13.14.1 SELECT LDAP DIRECTORY TYPE AND CONFIGURE GROUP LDAP DIRECTORY

Use the *Group – LDAP Directory* page to select the source of the Lightweight Directory Access Protocol (LDAP) directory configuration (system-level, service provider or enterprise-level, or group-level) and to configure a group LDAP directory.

Note: This service must also be assigned (**Assign Services** on *Group – Resources* menu) and turned on (**LDAP Integration** on *Group – Services* menu) for users to carry out searches on the directory server.

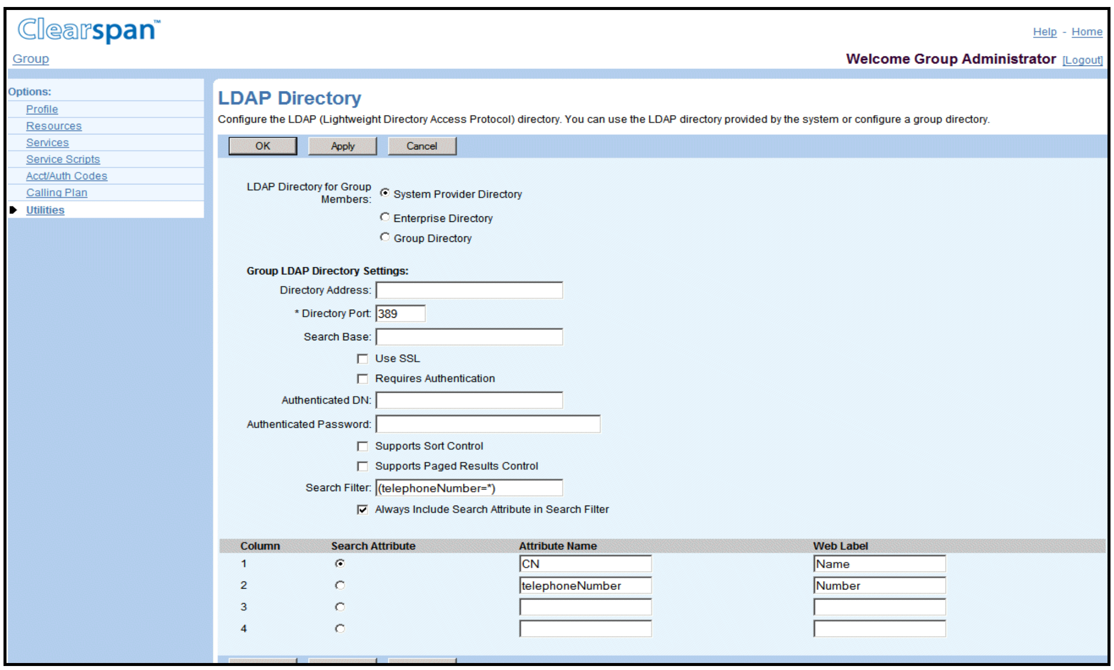


Figure 197 Group – LDAP Directory

1. On the Group – Utilities menu page, click LDAP Directory. The Group – LDAP Directory page appears.
2. Use the LDAP Directory for Group Members control to determine the source of your directory server's configuration. You can use a directory configured by your system administrator, your service provider administrator (if your group was provisioned by a service provider), or your enterprise administrator (if your group is part of an enterprise). You can also configure a directory server for the users in your group.

3. If you select “System Provider Directory”, “Service Provider Directory”, or “Enterprise Directory” (note that for a group under an Enterprise, “Service Provider Directory” is replaced by “Enterprise Directory”), you do not need to supply the rest of the information on this page. Click **OK** to save your changes and return to the previous page.
4. If you select “Group Directory”, type or select data in the *Group LDAP Directory Settings* input boxes:

   - *Directory Address*: Enter the address of the LDAP server, which should be an IP address or a fully qualified domain name.
   - *Directory Port*: Enter the port of the LDAP server, which should be an integer from 0 to 65535. The default is 389.
   - *Search Base*: Enter the search base of the LDAP server. The search base is the search root suffix, which should reflect the domain name of the site you are searching.
   - If the LDAP server requires connections protected by the Secure Sockets Layer (SSL) security protocol, check *Use SSL*. The use of SSL requires the Clearspan application server to store a digital certificate from your directory server. Request your system provider administrator, service provider administrator, or enterprise administrator to load your directory server’s certificate for you.
   - If the LDAP server requires authentication, check *Requires Authentication*. Then specify the *Authenticated DN* (Distinguished Name in the directory server) and *Authenticated Password*. The authenticated DN should be a unique reference to the authenticated user within the directory tree. The password is the password for the authenticated user.
   - If the LDAP server supports sort control, check *Supports Sort Control*. (Using this control speeds up the search.)
   - If the LDAP server supports paged results control, check *Supports Paged Results Control*. (Using this control speeds up the search.)
   - You can specify a search filter to include in all directory server searches in the *Search Filter* box. By default, the suggested search filter is “(telephoneNumber.
   - Check *Always Include Search Attribute in Search Filter* if you want to force the current Search Attribute to be included in all directory server searches, even when the user leaves search parameters blank. By default, a search with blank parameters will use only the value of the *Search Filter* box described above, for example, “(telephoneNumber=*)”. If you check this box, the system will also include the current search attribute with a wildcard character. For example, “(telephoneNumber=*)(cn=*)”.
   - You can use the table at the bottom of the web page to specify up to four attributes for the system to return from the directory server. In the *Attribute Name* column of the table, specify the attributes you wish to display, and assign a text label to appear for each attribute in the *Web Label* column. You must select one of the attributes listed in this table to be the current search attribute. Click the button corresponding to your choice in the *Search Attribute* column.
5. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

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

13.15 VERIFY TRANSLATION AND ROUTING

Use this item on the *Utilities* menu page to create Verify Translation and Routing (VTR) requests and run test calls.

13.15.1 RUN TEST CALLS

Use the *Group – Verify Translation and Routing* page to create VTR requests and run test calls to gather information about translation, routing, and services for calls.

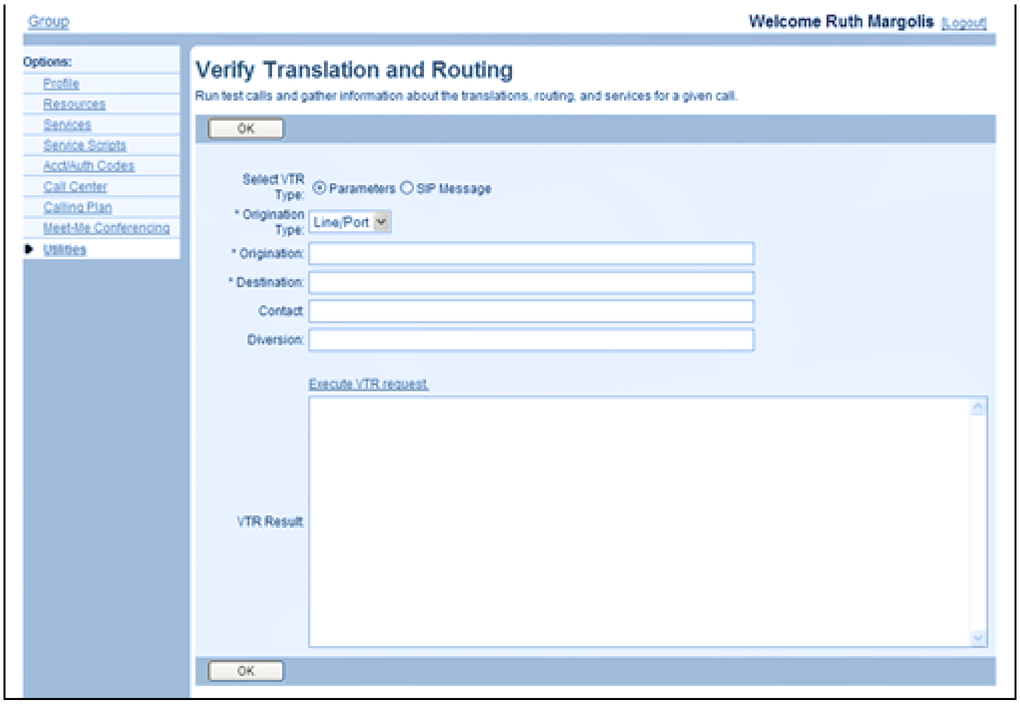


Figure 198 Group – Verify Translation and Routing (Parameters)

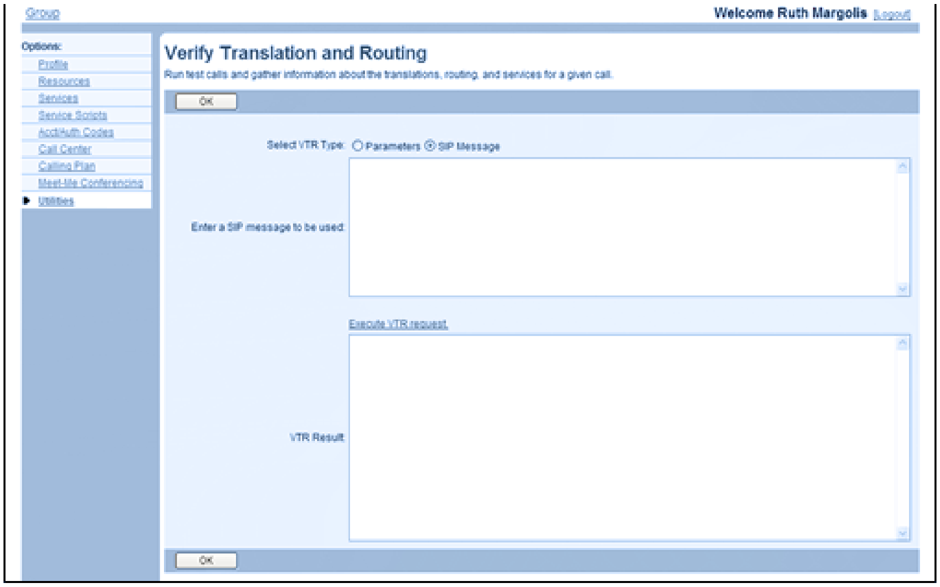


Figure 199 Enterprise – Verify Translation and Routing (SIP Message)

1. On the Group – Utilities menu page, click **Verify Translation and Routing**. The Group – Verify Translation and Routing page appears.
2. Select the type of request you want to submit. For Select VTR Type, select Parameters or SIP Message.
3. If you selected Parameters, provide the following information:

- From the *Origination Type* drop-down list, select the type of origination to use to trigger the VTR request.
- In the *Origination* text box, enter the originating address/identification of the selected type:
  - A line or port number must contain the '@' character and can be at most 161 characters.
  - A phone number can be at most 23 characters.
  - A user ID must be in the form 'user@domain' and can be at most 161 characters.
  - A URL must contain the '@' character and can be at most 256 characters.
- In the *Destination* text box, enter the call destination address/identification. It can be of any type allowed for call originations.
- In the *Contact* text box, enter the contact URL to use for the test call.
- In the *Diversion* text box, enter the diversion URL to use for the test call.

4. If you selected SIP message, enter the message in the Enter a SIP message to be used text box. The SIP message must be longer than 20 characters to be considered valid.
5. To submit the request, click the **Execute VTR request** *link.* The result of the test is displayed in the *VTR Result* box*.*
6. To exit the page, click **OK**.

13.16 VOICE PORTAL BRANDING

Use this item on the *Utilities* menu page to select greetings.

13.16.1 SELECT GREETINGS

Use the *Group - Voice Portal Branding* page to select the sources for the voice portal greeting and the voice messaging greeting.

The voice portal greeting is played when a caller dials the voice portal number. The voice messaging greeting is played when users in the group dial their extension to access their mailbox.

Any voice portal administrator can also record or delete these messages by phone after they log in to the voice portal.

Note: Assign the Voice Messaging Group service before using this page to brand greetings. The maximum length allowed for the greetings files is five minutes.

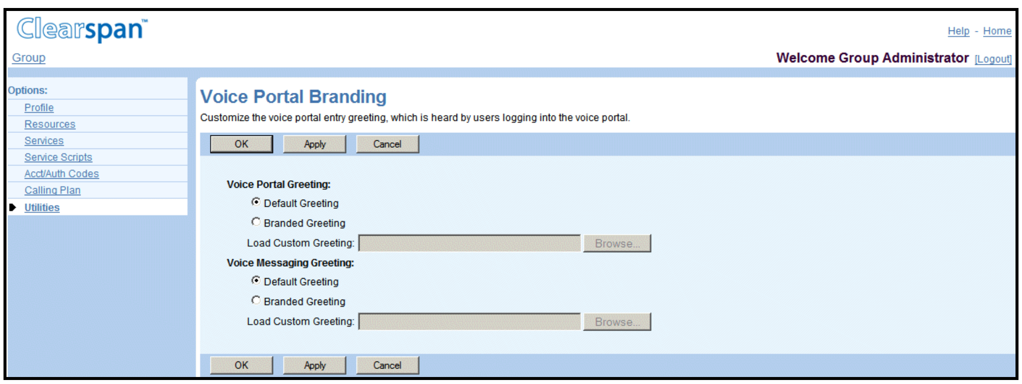


Figure 200 Group – Voice Portal Branding

1. On the *Group – Utilities* menu page, click Voice Portal Branding. The Group – Voice Portal Branding page appears.
2. For Voice Portal Greeting and *Voice Messaging Greeting*, select the greeting to use:

   - Select *Default Greeting* to use the system default.
   - Select *Branded Greeting* and select a file with your custom greeting from the drop-down list to use a custom greeting.
3. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

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

14 DEPARTMENT ADMINISTRATOR

This section contains the following chapters:

- Department Administrator Tasks and Responsibilities
- Profile Menu
- Group Services Menu
- Utilities Menu

Note: This section lists all the tasks of a department administrator. However, the section references only those tasks a department administrator performs for a department as a unit. Italics identify the tasks that involve individual members of the department, that is, users, for example, *Add, modify, and delete users*. For information about the user tasks, refer to the *Clearspan Application Server Group Web Interface Administration Guide - Part 2.*

14.1 DEPARTMENT ADMINISTRATOR TASKS AND RESPONSIBILITIES

A department administrator, using the CommPilot web interface of the Application Server, performs these tasks:

- Add, modify, and delete users
- Manage their own password
- Add, modify, and delete these Group Services which are configured as virtual users: the Auto Attendant (Basic), Meet-Me Conference Bridges (Basic), Call Center (Advanced), and Hunt Group (Advanced) services.
- Add, modify, and delete these utilities: Common Phone List and Group Directory

A department may be a subdivision of an enterprise, a subdivision of a group within an enterprise, or a subdivision of a group provisioned by a service provider.

Department administrators perform the same tasks as a group administrator, using the same pages in the web interface. Therefore, the sections of this document for department administrators do not also provide these procedures. Instead, references to the procedures shared by department and group administrators are provided.

15 PROFILE MENU

This chapter contains sections that correspond to each item on the *Group – Profile* menu page for a department administrator.

This menu page is the home page for department administrators and it appears when you log in. To return to this page at any time, click **Home**.

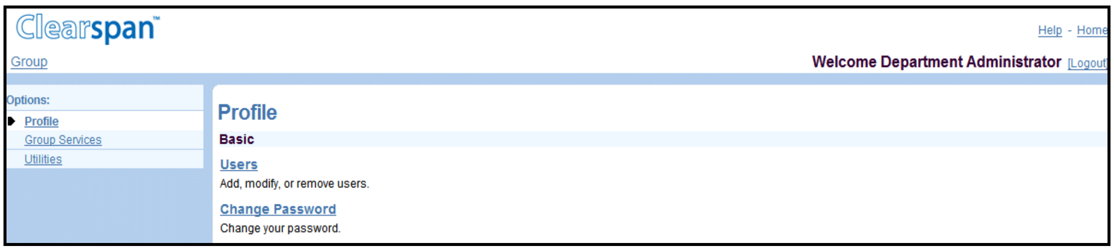


Figure 201 Group – Profile Menu

The *Group – Profile* menu for a department administrator contains this item:

- Basic menu

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

  - Users
  - Change Password

15.1 ACCESS GROUP – PROFILE MENU

Use the *Group – Profile* menu to add, modify, and delete the users in your department and change your password.

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

15.2 ACCESS PROCEDURES FOR PROFILE MENU TASKS

To perform the department tasks provided by this menu:

- In the online document, click Change Password.
- In the printed document, go to section *5.3.1 Change Your Password*.

To perform the user tasks provided by this menu, see the Clearspan Application Server Group Web Interface Administration Guide - Part 2.

16 GROUP SERVICES MENU

This chapter contains sections that correspond to each item on the *Group – Group Services* menu page for a department administrator.

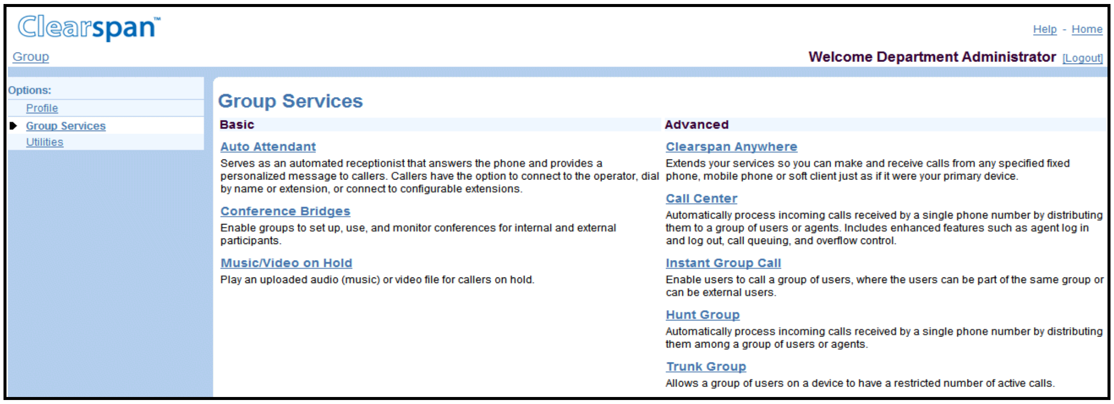


Figure 202 Group – Group Services Menu

The *Group – Group Services* menu for a department administrator contains these items:

- Basic menu

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

  - Auto Attendant
  - Meet-Me Conference Bridges
  - Music/Video on Hold

- Advanced menu
- This menu displays the items that department administrators can use only if such functions have been assigned to them:
  - Clearspan Anywhere
  - Call Center
  - Group Paging
  - Instant Group Call
  - Hunt Group
  - Trunk Group

16.1 ACCESS GROUP – GROUP SERVICES MENU

Use the *Group – Group Profile* menu to add, modify, and delete the group services on the menu page for your department.

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

16.2 ACCESS PROCEDURES FOR GROUP SERVICES MENU TASKS

To perform the department tasks provided by this menu:

- In the online document, click Music/Video On Hold.
- In the printed document, go to section *7.4 Music/Video On Hold*.

To perform the user tasks provided by this menu, please refer to the Clearspan Application Server Group Web Interface Administration Guide - Part 2.

17 UTILITIES MENU

This chapter contains sections that correspond to each item on the *Group – Utilities* menu page for a department administrator.

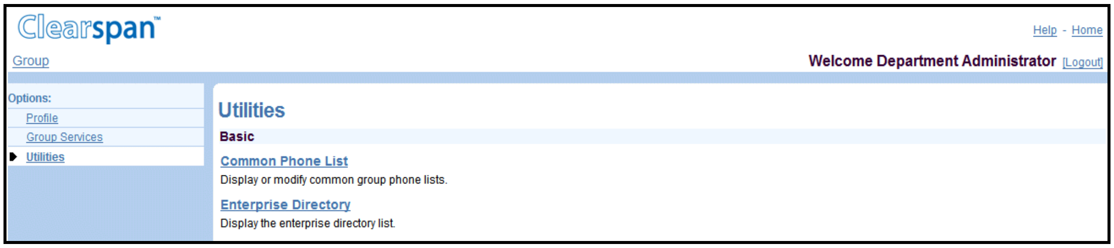


Figure 203 Group – Utilities Menu

The *Group – Utilities* menu for a department administrator contains these items:

- Basic menu

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

  - Common Phone List
  - Group Directory

- Advanced menu

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

17.1 ACCESS THE GROUP – UTILITIES MENU

Use the *Group – Utilities* menu to add, modify, and delete listings in the Common Phone List and to display the group directory listings.

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

17.2 ACCESS PROCEDURES FOR UTILITIES MENU TASKS ACCESS THE GROUP – UTILITIES MENU

Use the *Group – Utilities* menu to add, modify, and delete listings in the Common Phone List and to display the group directory listings.

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

To perform the tasks provided by this menu:

In the online document, click:

- Common Phone List
- Group Directory

In the printed document, go to the following sections:

- Section *13.2 Common Phone List*
- Section *13.5 Group Directory*

18 ACRONYMS AND ABBREVIATIONS

This section lists the acronyms and abbreviations found in Clearspan documents, web interfaces, and online help. The acronyms and abbreviations are listed in alphabetical order along with their meanings.

3DES	Triple Digital Encryption Standard
3GPP	3rd Generation Partnership Project
3PCC	Third Party Call Control
3PCR	Third Party Call Recording
AA	Auto Attendant
AAA	Authentication, Authorization, and Accounting
AAC	Account/Authorization Code
AAC	Advanced Audio Coding
AAL	ATM Adaptation Layer
AAST	Average Answer Setup Time
ABNF	Augmented Backus-Naur Format
AC	Active Calls
AC	Alarm Count
AC	Attendant Console
ACA	Accounting Answer
ACB	Automatic Callback
ACC	Agent Call Control
ACC	Advanced Call Control
ACD	Automatic Call Distribution
ACFS	ASM Cluster File System
ACgPN	Additional Calling Party Number
ACI	Alternate Call Indicator
ACL	Access Control List
ACM	Audio Compression Manager
ACR	Accounting Request
ACR	Anonymous Call Rejection
ACS	Advanced Communications Server
ACST	Average Call Setup Time
ACW	After Call Work
Admin	Administrator
AES	Advanced Encryption Standard
AGA	Admin Group Add
AGD	Admin Group Delete

AH	Authentication Header
AHR	Automatic Hold Retrieve
AHT	Average Handle Time
AHTBCL	Average Hold Time Before Call Loss
AKA	Also Known As
ALaw	ITU Standard for Analog to Digital Audio Data Conversion
ALG	Application Layer Gateway
ALI	Automatic Location Identification
ALI DB	Automatic Location Identification Database
AMR	Adaptive Multi-Rate
AMS	Access Mediation Server
ANAB	Average Number of Agents Busy
ANALO	Average Number of Agents Logged Off
ANI	Automatic Number Identification
ANN	Announcement
ANSI	American National Standards Institute
AOR	Address Of Record
AORT	Average OCI Response Time
AP	Application Patch
API	Application Programming Interface
APN	Application Processing Node
APPN	Advanced Peer-to-Peer Networking
ARP	Address Resolution Protocol
ARPA	Advanced Research Projects Agency
ARPU	Average Revenue Per Unit
ART	Answer Response Time
AS	Application Server
ASA	Admin Service Provider Add
ASCF	SIP interface between Application Server and SCF
ASCII	American Standard Code for Information Interchange
ASD	Admin Service Provider Delete
ASM	Automatic Storage Management
ASN	Abstract Syntax Notation
ASN.1	Abstract Syntax Notation 1
ASR	Application Server Redundancy
ASR	Application Server Registration
ASR	Automated Speech Recognition
ASRQD	Average SIP Redirection Queue Delay
ATA	Analog Telephone Adapters

ATABC	Amount of Time Agent Busy With Call
ATALO	Amount of Time Each Agent Logged Off
ATALOI	Amount of Time Each Agent Logged On and Idle
ATASC	Average Time Agents Spends on Call
ATM	Asynchronous Transfer Mode
ATQ	Average Time in Queue
AUA	Admin User Add
AUCX	Audit Connection
AUD	Admin User Delete
AUEP	Audit Endpoint
AVC	Video Compression
AVP	Attribute Value Pair
B2BUA	Back-to-Back User Agent
BA	Clearspan Anywhere
BCCT	Clearspan Common Communication Transport
BCL	Basic Call Log
BCO	Busy Camp-On
BE	Back End
BE	Back End Server
BER	Basic Encoding Rules
BFCP	Binary Floor Control Protocol
BGCF	Border Gateway Control Function
BHCA	Busy Hour Call Attempts
BI	Business Intelligence
BICC	Bearer Independent Call Control
BLF	Busy Lamp Field
BNF	Backus-Naur Format
BPS	Bits Per Second
BRI	Basic Rate Interface
BS	Billing System
BSAM	Basic Sequential Access Method
BSD	Berkeley Software Distribution
BSS	Business SIP Services
C2DM	Cloud to Device Messaging
CA	Certification Authority
CAC	Carrier Access Code
CALA	Central America/Latin America (Spanish)
CALEA	Communication Assistance for the Law Enforcement Act
CALLP	Call a Prototyped Procedure or Program

CAMA	Centralized Automatic Message Accounting
CAMEL	Customized Applications for Mobile Network Enhanced Logic
CAP	Client Application Protocol
CAP	CAMEL Application Part
CAP-C	Client Application Protocol-Client
CAP-S-CallCenter	Client Application Protocol-Server-Call Center
CAS	Conferencing Application Server *or* Channel Associated Signaling
CAT	Customized Alerting Tone
CBC	Cipher Block Chaining
CBF	Communication Barring – Fixed
CB-UC	Communication Barring – User Control
CC	Country Code
CC	Call Category
CCA	Call Center Agent
CCA	Call Center Agent License
CCA	Credit Control Answer
CC-APDU	Call Content Delivery - Application Protocol Data Unit
CCBS	Completion of Communications to Busy Subscriber
CCC	Call Content Channels
CCC	Client Call Control
CCCF	Call Continuity Control Function
CCF	Charging Collection Function (used for off-line charging)
CCFH	Credit-Control-Failure-Handling
CCLID	CC Link Identifier
CCLink	Call Content Link
CCM	Call Capacity Management
CCNR	Completion of Communications by No Reply
CCPRI	Call Center Public Reporting Interface
CCR	Call Center Reporting
CCR	Credit Control Request
CCRS	Call Center Reporting Server
CCS	Call Center Supervisor
CCS	Call Center Supervisor License
CCSR	Call Center Supervisor Reporting License
CCXML	Call Control eXtensible Markup Language
CD	Compact Disc
CD	Conference Duration
CDC	Call Data Channel
CDF	Charging Data Function

CDIV	Communication Diversion
CDMA	Code Division Multiple Access
CDP	Charge Determination Point
CDR	Call Detail Record
CDR	Charging Data Record
CD-ROM	Compact Disc Read-Only Memory
CDS	Call Detail Server
CEA	Capabilities-Exchange-Answer
CER	Capabilities-Exchange-Request
CERN	Conseil Européen pour la Recherche Nucléaire
CF	Collection Function
CFA	Call Forwarding Always
CFA	Charging Function Addresses
CFB	Call Forwarding Busy
CFE	Customer Furnished Equipment
CFGNA	Call Forwarding Group No Answer
CFGNRc	Call Forwarding Group Not Reachable
CFNA	Call Forwarding No Answer
CFNR	Call Forwarding Not Reachable
CFNRc	Call Forwarding Not Reachable
CFNRY	Call Forward No Reply (No Answer)
CFS	Call Forwarding Selective
CFW	Control Channel Framework
CGF	Carrier Grade Framework
CGF	Charging Gateway Function
CGI	Common Gateway Interface
CGP	Charge Generation Point
CgPN	Calling Party Number
CI	Cell Identification
CI	Charge Indicator
CIC	Carrier Identification Code
CID	Communication Identifier (related to Lawful Intercept Interface)
CID	Calling Number Identification
CIDB	Calling Line ID Blocking
CIF	Common Intermediate Format
CIN	Communication Identity Number
CJK	Chinese, Japanese, and Korean
Class	Custom Local Area Signaling Service
CLEC	Competitive Local Exchange Carrier

CLI	Command Line Interface
CLIB	Calling Line ID Blocking
CLID	Calling Line ID
CLIO	Calling Line ID Blocking Override
CLIP	Calling Line Identification Presentation
CLIR	Calling Line Identification Restriction
CLNP	Connectionless Network Protocol
CM	Call Manager
CM/AC	Call Manager/Attendant Console
CMA	Congestion Management Applied
CMAS or CM-AS	Client Management Access Server (NOT Application Server)
CMI	Client Management Interface
CMPS or CM-PS	Client Management Profile Server
CMR	Congestion Management Requested
CMR	Codec Mode Request
CMS	Conferencing Media Server
CMS	Concurrent Mark Sweep *(which is a phase of the Java Garbage collector)*
CMS	Call Management Servers Call Management Servers
CN	Call Notify
CNAM	Caller ID with NAMe
COLP	Connected Line Identification Presentation
COLR	Connected Line Identification Restriction
COM	Component Object Model
CONF	Conference
CORBA	Common Object Request Broker Architecture
COS	Class of Service
COT	Customer Originated Trace
CP	Call Pickup
CPC	Calling Party Category
CPCF	Content Provider Charging Function
CPCS	Common Part Convergence Sub-Layer
CPD	Call Progress Detection
CPE	Customer Premises Equipment
CPE	CommPilot Express
CPL	Call Processing Language
CPP	CommPilot Push Protocol
CPR	Call Park Retrieve

CPS	Calls Per Second
CPU	Central Processing Unit
CR	Call Rate
CR	Change Request
CRC	Cyclic Redundancy Check
CRCX	Create Connection
CRM	Customer Relationship Management
CRN	Contingency Routing Number
CRS	Call Recording Server
CRS	Cluster Ready Services
CS	Conferencing Server
CS	Circuit Switched
CS–AS	Conferencing Server–Application Server
CSCF	Call Session Control Function
CSEL	Carrier Selection
CSeq	Command Sequence
CSI	Client Service Interface
CSMA/CD	Carrier Sense Multiple Access with Collision Detection
CS-MGW	Circuit-Switched Media GateWay
CS–MS	Conferencing Server–Media Server
CSR	Certificate Signing Request
CSS	Cascading Style Sheets
CSS	Cluster Synchronization Service
CSTA	Computer Supported Telecommunications Applications
CSV	Comma Separated Value
CT	CAC Cut Through
CT	Call Transfer
CT	Call Type
CTI	Computer Telephony Integration
CW	Call Waiting
CW	Communication Waiting
CWC	City-Wide Center
CWC	City-Wide Centrex
CWT	Call Waiting Tone
DAS	Direct-Attached Storage
DB	Database
DBA	Doing Business As
DBA	Database Administrator
dBm	The power ratio in decibel (dB) of the measured power referenced to one milliwatt (mW).

Dbmo	The level of a signal as specified in dBmO, is the level of that signal (in dBm) as measured at the reference point of the network.
DBMS	Database Management System
DBS	Database Server
DbS	Database Server
DCE	Data Circuit Terminating Equipment
DCE	Distributed Computing Environment
DCE	Data Communications Equipment
DCLID	Dialable Caller ID
DDE	Dialed Digit Extraction
DDFH	Direct-Debiting-Failure-Handling
DDNS	Dynamic Domain Name System
DEN	Directory-Enabled Networking
DES	Data Encryption Standard
DFN	Diameter Front Node
DFS	Distributed File Service
DGC	Distributed Group Calls
DH	Diffie-Hellman
DHCP	Dynamic Host Configuration Protocol
DI	Diversion Inhibitor
DID	Direct Inward Dialing
DiffServ	Differentiated Services
DIMM	Dual In-line Memory Module
DKS	Device Key Synchronization
DLC	Data Link Control
DLCI	Data Link Connection Identifier
DLCX	Delete Connection
DLL	Dynamic Link Library
DLSw	Data Link Switching
DME	Distributed Management Environment
DMH	Dual Mode Handset
DMI	Digit Manipulation Index
DMI	Desktop Management Interface
DMS	Device Management System
DMTF	Desktop Management Task Force
DMZ	Demilitarized Zone
DN	Directory Number
DN	Distinguished Name
DNC	Distributed Network Calls
DND	Do Not Disturb

DNH	Directory Number Hunting
DNIS	Dialed Number Identification Service
DNS	Domain Name Server
DNS	Domain Name System
DOD	Direct Outward Dialing
DOI	Domain of Interpretation
DOM	Document Object Model
DOS	Disk Operating System
DoS	Denial of service
DPA	Disconnect-Peer-Answer
DPR	Disconnect-Peer-Request
DPUBI	Directed Call Pickup with Barge-in
DSA	Digital Signature Algorithm
DSAP	Destination Service Access Point
DSCP	Differentiated Services Code Point
DSI	Deployment Studio Image
DSL	Digital Subscriber Line
DSN	Database Store Name
DSO	Data Source Object
DSP	Digital Signal Processor
DSP	Deployment Studio Project
DSR	Direct Signal Reporting
DSS	Digital Signature Standard
DST	Daylight Savings Time
DST	Deployment Studio Template
DTAF	Device Type Archive File
DTD	Document Type Definition
DTE	Data Terminal Equipment
DTG	Destination Trunk Group
DTMF	Dual-Tone Multi-Frequency
DTP	Data Transfer Process
DTP	Deployment Test Plan
DTX	Discontinuous Transmission
DV	Digital Video
DWR	Device-Watchdog-Request
E 164	An ITU-T recommendation for international telecommunication numbering
E1	European Equivalent to North America T1
E911	Emergency 911
EA	Equal Access

EA	External Authentication
EA	Ending Announcement
EACD	Enhanced Automatic Call Distribution
ECCR	Enhanced Call Center Reporting
ECF	Event Charging Function (used for online charging)
ECL	Enhanced Call Log
E-CLIP	External Calling Line ID Delivery
ECMA	European Computer Manufacturers Association
ECN	Expensive Call Notification
E-CSCF	Emergency Call Session Control Function
ECT	Explicit Communication Transfer
ECUR	Event Charging with Unit Reservation
EDCDIC	Extended Binary Communication Data Interchange Code
EDT	Eastern Daylight Time
EGP	Exterior Gateway Protocol
EM	Emergency
EMEA	Europe, Middle East, and Africa
EMS	Element Management System
eMTA	Embedded Media Terminal Adapters
EOCP	Enhanced Outgoing Calling Plan
EOL	End of Line
EP	Emergency Patch
ERDB	ESZ Routing Database
ERP	Enterprise Resource Planning
ESCA	Enhanced Shared Call Appearance
ESGW	Emergency Service Gateway
ESN	Emergency Service Number
ESP	Encapsulating Security Payload
ESPOSREQ	Emergency Positioning Request
ESQK	Emergency Services Query Key
ESRN	Emergency Services Routing Number
ESZ	Emergency Service Zone
ETSI	European Telecommunications Standards Institute
EWM	Estimated Wait Message
EWS	External Web Server
FA	Flexible Alerting
FAC	Feature Access Codes
FAN	Fast Application Notification
FAQ	Frequently Asked Questions

FCAPS	Fault, Configuration, Accounting, Performance, and Security
FCC	Federal Communications Commission
FCF	Fast Connection Failover
FCOF	Forwarding Counter Override feature
FDDI	Fiber Distributed Data Interface
FE	Front End (server)
FEC	Front-End Clipping
FIFO	First In, First Out
FM	Simultaneous Ringing/Sequential Ringing
FMC	Fixed-mobile Covergence
FP	Fixpack
fps	Frames per Second
FPU	Floating Point Unit
FQDN	Fully Qualified Domain Name
FR	Failure Rate
FR	Frame Relay
FR	Feature Request
FRA	Flash Recover Area
FS	Feature Description
FSK	Frequency Shift Keying
FTP	File Transfer Protocol
FX	Firefox
FXO	Foreign eXchange Office
FXS	Foreign eXchange Subscriber
GA	Group Administrator
GB	Gigabyte
GC	Garbage Collection
GCI	Global Cell Identification
GCP	Group Call Park
GGP	Gateway-to-Gateway Protocol
GGSN	GPRS Gateway Support Node
GID	Group ID
GIF	Graphics Interchange Format
GMT	Greenwich Mean Time
GN	Generic Number
GOP	Group of Pictures
GP	Grace Period
GPRS	General Packet Radio Service
GSM	Group Spéciale Mobile

GSM	Global System for Mobile Communications
GT	Global Title
GTD	Generic Transparency Descriptor
GUI	Graphical User Interface
GW	Gateway
GWT	Google Widget Toolkit
HCB	Hierarchical Communication Barring
HD	High Definition
HDD	Hard Disk Drive
HDLC	High-level Data Link Control
HFC	Hold For Enquire
HLR	Home Location Register
HMAC	Hashed Message Authentication Code
HMC	Hosted Messaging and Collaboration
HPR	High Performance Routing
HSQL-DB	HyperSQL Database
HSS	Home Subscriber Server
HTML	Hypertext Markup Language
HTTP	Hypertext Transfer Protocol
HTTPD	Hypertext Transfer Protocol Daemon
HTTPS	Hypertext Transfer Protocol Secure Sockets
Hz	Hertz
I/O	Input/Output
IAB	Internet Activities Board
IAC	Interpret As Command
IAD	Integrated Access Device
IAM	Initial Address Message
IANA	Internet Assigned Numbers Authority
IAP	Intercept Access Point
IC	Instant Conferencing
ICA	Independent Computing Architecture
ICID	IMS Charging Identity
I-CLIP	Internal Calling Line ID Delivery
ICMP	Internet Control Message Protocol
ICP	Incoming Calling Plan
ICSA	In-Call Service Activation
I-CSCF	Interrogating Call Session Control Function
ICSS	Internet Connection Secure Server
ICV	Integrity Check Value

IDD	International Direct Dial
IDE	Integrated Development Environment
IDEA	International Data Encryption Algorithm
IDLC	Integrated Data Link Control
IDRP	Inter-Domain Routing Protocol
IE	Internet Explorer
IEC	InterExchange Carrier
IEC	International Electrotechnical Commission
IEC	Immediate Event Charging
IEEE	Institute of Electrical and Electronics Engineers
IESG	Internet Engineering Steering Group
IETF	Internet Engineering Task Force
iFC	initial Filter Criteria
IFC	Initial Filter Criteria
I-Frame	Intra-Frame
IGC	Instant Group Call
IGMP	Internet Group Management Protocol
IGP	Interior Gateway Protocol
IIOP	Internet Inter-ORB Protocol
IKE	Internet Key Exchange
ILEC	Incumbent Local Exchange Carrier
IM	Instant Messaging
IM&P	Instant Messaging and Presence
IMAP	Internet Message Access Protocol
IMRN	Intermediate Routing Number
IMRN	IP Multimedia Routing Number
IMS	Information Management System
IMS	IP Multimedia Subsystem
IMS-GWF	IP Multimedia Subsystem Gateway Function
IMS-MGW	IP Multimedia Subsystem Media Gateway Function
IN	International
IN	Intelligent Network
INDG	Invalid Digit Range
INSC	Intelligent Network Service Control
InterLATA	Crossing over and terminating in another Local Access Transport Area
IntraLATA	Originating and terminating in the same Local Access Transport Area
IO	Input Output
IOI	Inter-operator Identifier
IOPS	Input/Output Operations Per Second

IP	Internet Protocol
IPDC	Internet Protocol Device Control
IPEI	International Portable Equipment Identity
IPNet	Internet Protocol Network
IPSec	IP Security Architecture
IPTEL	IP Telephony
IPTV	Internet Protocol Television
IPv4	Internet Protocol Version 4
IPv6	Internet Protocol Version 6
IPX	Internet Packet Exchange
IRFT	Internet Research Task Force
IRI	Intercept Related Information
IS	Interim Standard
ISA	Industry Standard Architecture
ISAKMP	Internet Security Association and Key Management Protocol
ISC	IMS Service Control
ISDN	Integrated Services Digital Network
ISO	International Organization for Standardization
ISP	Internet Service Provider
ISR	Integrated Services Router
ISUP	Integrated Services User Part
ISUP IAM	ISUP Initial Address Message
ISV	Independent Software Vendor
ITSO	International Technical Support Organization
ITU	International Telecommunications Union
ITU-T	International Telecommunication Union – Telecommunication Standardization Sector
IVR	Interactive Voice Response
IXC	Inter Exchange Carrier
JAR	Java Application Resource
JAR	Java ARchive
JASS	JumpStart Architecture and Security Scripts
JDBC	Java Database Connection
JDBC	Java Database Connectivity
JDK	Java Development Kit
JIT	Java Just-in-Time Compiler
JMAPI	Java Management API
JNDI	*Java Naming and Directory Interface*
JNLP	Java Network Launch Protocol
JPEG	Joint Photographic Experts Group

JRE	Java Runtime Environment
JSP	JavaServer Pages
JVM	Java Virtual Machine
JWS	Java Web Start
KB	Kilobyte
Kbps	Kilobits per Second
KPI	Key Performance Indicator
KTS	Key Telephone System
L2F	Layer 2 Forwarding
L2TP	Layer 2 Tunneling Protocol
LAC	Location Area Code
LAES	Lawfully Authorized Electronic Surveillance
LAI	Location Area Identification
LAN	Local Area Network
LAPB	Link Access Protocol Balanced
LATA	Local Access Transport Area
LCA	Local Calling Area
LCD	Liquid Crystal Display
LCP	Link Control Protocol
LCR	Location-Based Calling Restrictions
LCS	Microsoft Live Communications Service - Microsoft Office Live Communications Server
LD	Long Distance
LDAP	Lightweight Directory Access Protocol
LDAPS	Lightweight Directory Access Over SSL
LDCAE	Long Duration Call Accounting Events
LDIF	LDAP Directory Interchange Format
LEA	Law Enforcement Agency
LEA/MD	Law Enforcement Agency/Mediation Device
LEC	Local Exchange Carrier
LED	Light-emitting Diode
LERG	Local Exchange Routing Guide
LGPL	Lesser General Public License
LI	Lawful Intercept
LIE	Location Information Element
LIID	Lawful Interception Identifier
LIS	Location Information Server
LIS ID	Location Information Server Identifier
LK	Location Key
LLC	Logical Link Layer

LNP	Local Number Portability
LNRD	Last Number Redial
LO	Location Object
LO	Local
LOA	Letter of Agreement
LPS	Local Premium Service
Lr	Loose Route
LRO	Last Routing Option
LSAP	Link Service Access Point
LSSGR	LATA Switching Systems Generic Requirements
LTE	Long Term Evolution
MAC	Media Access Control
MAC	Message Authentication Code
MAC address	Media Access Control address
MACD	Move-Add-Change-Delete
MACs	Moves, Adds, and Changes
MAP	Mobile Application Part
MAST	Maximum Answer Setup Time
MB	Maintenance Build
MB	Megabyte
Mbps	Megabits per Second
MCA	Multiple Call Arrangement
MCC	Mobile Country Code
MCD	Maximum Conference Duration
MCID	Malicious Communication Identification
MCID	Malicious Communication Identification
MCST	Maximum Call Setup Time
MCT	Malicious Call Trace
MCU	Multi-point Control Unit
MCU	Multipoint Control Unit
MD	Mediation Device
MD5	Message Digest 5 Algorithm
MDCX	Modify Connection
MEDGACO	Media Gateway Control
MEED	Mobile Extension to Extension Dialing
MGC	Media Gateway Controller
MGCF	Media Gateway Control Function
MGCP	Media Gateway Control Protocol
MHGBWNRc	Make Hunt Group Busy When All Available Agents are Not Reachable

MHTML	MIME Hypertext Markup Language
MHz	Megahertz
MIB	Management Information Base
MIME	Multipurpose Internet Mail Extensions
MIN	Mobile Identification Number
MLD	Multicast Listener Discovery
MLHG	Multi-Line Hunt Group
MM	Mobile Manager
MMS	Multimedia Messaging Service
MMTel	Multimedia Telephony
MNC	Mobile Network Code
MO	Managed Object
MOC	Microsoft Office Communications
MOH	Music On Hold
MOSPF	Multicast Open Shortest Path First
MP	Maintenance Patch
MP	Play-Collect Category
MP3	MPEG Audio Layer 3
MPC	Multi-Path Channel
MPEG	Moving Pictures Experts Group
MPLS	Multiprotocol Label Switching
MPM	Multi-Processing Modules
MPOA	Multiprotocol Over ATM
MPS	Messages Per Second
MPTN	Multiprotocol Transport Network
MRCP	Media Resource Control Protocol
MRF	Media Resource Function
MRFC	Multimedia Resource Function Controller
MRFC	Media Resource Function Controller
MRFP	Multimedia Resource Function Processor
MS	Media Server
MS	Milliseconds
MSAG	Master Street Address Guide
MSBG	Multi-service Business Gateway
MSC	Mobile Switching Center
MSCML	Media Server Control Markup Language
MSEC	Milliseconds
MSFE	Media Server Front End
MSI	Microsoft Installer

MSISDN	Mobile Station ISDN Number
MSN	Microsoft Network
MSN	Multiple Subscriber Number
MSO	Multiple Service Operators
MSO	Multi System Operator
MSP	Programmable Switch
MSR	Multiservice Switch Router
MSRN	Mobile Station Roaming Number
MSRQD	Maximum SIP Redirection Queue Delay
MSS	Media Server Selection
MTA	Message Transfer Agent
MTP	Message Transfer Part
MTU	Maximum Transmission Unit
MVNO	Mobile Virtual Network Operators
MVS	Multiple Virtual Storage Operating System
MWI	Message Waiting Indicator or Indication
MX	Mail Exchanger
NADP	North American Dial Plan
NAI	Network Access Identifier
NANP	North American Numbering Plan
NAPTR	Naming Authority Pointer
NAS	Network-Attached Storage
NAT	Network Address Translation
NC	Non-Call Category
NCF	Network Computing Framework
NCNAA	Number of Calls Not Answered By Agent
NCOS	Network Class of Service
NCP	Network Control Protocol
NCR	Numeric Character Reference
NCS	Network-based Call Signaling
NCS	Network Call Signaling
NCSA	National Computer Security Association
NDC	National Destination Code
NDIS	Network Driver Interface Specification
NE	Network Element
NEBS	Network Equipment Building Standards
NETANN	NETwork ANNouncements
NetBIOS	Network Basic Input/Output System
NFS	Network File System

NGN	Next Generation Network
NIC	Network Information Center
NIC	Network Interface Card
NIS	Network Information Systems
NIST	National Institute of Standards and Technology
NMS	Network Management System
NNACL	NPA-NXX Active Code List
NNTP	Network News Transfer Protocol
NOC	Network Operations Center
NPA	Numbering Plan Area
NRS	Network Resource Selection
NS	Network Server
NSAP	Network Service Access Point
NSF	National Science Foundation
NSOSS	Network Server Operations Support System
NSPS	Network Server Provisioning Server
NSS	Name Service Switch
NSSync	Network Server Synchronization
NSXS	Network Server Execution Server
NTFS	NT File System (used with Windows NT)
NTI	Network Translation Index
NTP	Network Time Protocol
NUC	Non-upward Compatible
NVT	Network Virtual Terminal
NWC	N-Way Calling
OA	Operator Assisted
OAC	Outgoing Access Code
OAC	Outside Access Code
OAMP	Operations, Administration, Maintenance, and Provisioning
OAP	Operator Assisted Plus
OC	Office Communicator
OCF	Online Charging Function
OCI	Open Client Interface
OCI-C	Open Client Interface-Call Control
OCI-P	Open Client Interface-Provisioning
OCI-R	Open Client Interface-Reporting
OCN	Original Called Number
OCP	Outgoing Calling Plan
OCS	Open Client Server

OCS	Office Communications Server (Microsoft)
ODB	Operator Determined Barring
ODBC	Open Database Connectivity
ODI	Open Datalink Interface
ODM	Original Device Manufacturer
ODP	Outgoing Digit Plan
OEM	Original Equipment Manufacturer
OID	Object Identifier
OIP	Originating Identity Presentation
OIR	Originating Identity Restriction
ONC	Open Network Computing
OOTB	Out-of-the-Blue
OPDP	Outgoing Pinhole Digit Plan
ORB	Object Request Broker
OS	Operating System
OSA	Open Systems Adapter
OSA	Open Service Access
OSF	Open Software Foundation
OSI	Open Systems Interconnect
OSN	Open Solution Network
OSPF	Open Shortest Path First
OSPM	Operating System-level Performance Measurement
OSS	Operations Support System
OSSP	OSS Protocol
OT	Originating Treatment
OTA	Over-The-Air
OTG	Originating Trunk Group
OU	Organization Unit
OZA	Office Zone Announcement
PA	Provisioning Application
PAD	Packet Assembler/Disassembler
PAI	P-Asserted-Identity
PAID	P-Asserted-Identity
PAM	Presence and Availability Management
PAM	Pluggable Authentication Modules
PAP	Password Authentication Protocol
PAS	Premier Access Solution
PB	Patch Bundle
PBX	Private Branch Exchange

PC	Personal Computer
P-CFA	P-Charging-Function-Addresses
PCM	Pulse Code Modulation
PCMM	PacketCable Multimedia
PCPI	P-Called-Party-ID
P-CSCF	Proxy Call Session Control Function
PCV	P-Charging-Vector
PDA	Personal Digital Assistant
PDF	Portable Document Format
PDN	Pilot Directory Number
PDP	Private Dial Plan
PDSN	Packet Data Serving Node
PDU	Protocol Data Unit
PE	Phone Editor
PEM	Privacy Enhanced Mail
P-Frame	Predicted-Frame
P-Frame	Predicted-Frame
PI	Protocol Interpreter
PIC	Points In Call
PIC	Preferred Inter-exchange Carrier
PIC	Primary Inter-exchange Carrier
PID	Protocol Identifier
PIDF LO	Presence Information Data Form - Location Object
PIM	Personal Information Manager
PIM	Protocol Independent Multicast
PINX	Private Integrated Services Network eXchanges
PISN	Private Integrated Services Networks
PIU	Ports in Use
PKCS	Public Key Cryptosystem
PKI	Public Key Infrastructure
PLMN	Public Land Mobile Network
PM	Performance Measurement
PMT	Protocol Monitor Tool
PNA	Push-Notification-Answer
PNNI	Private Network-to-Network Interface
PNR	Push-Notification-Request
PoC	Push-to-Talk over Cellular *(Part of the Instant Group Call Capabilities)*
POP	Point Of Presence
POP	Post Office Protocol

POTS	Plain Old Telephone Service
PPI	P-Preferred-Identity
PPP	Point-to-Point Protocol
PPTP	Point-to-Point Tunneling Protocol
PRACK	Provisional Response Acknowledgement
PRC	People’s Republic of China
PRC	Remote Procedure Call
PRFX	Prefixing Digits
PRI	Primary Rate Interface
PRI	Public Reporting Interface
PS	Profile Server
PS	Provisioning Server
PSAP	Public Service Access Point
PSAP	Public Safety Answering Point
PSDN	Public Switched Data Network
PSI	Public Service Identities
PSM	Phone Status Monitoring
PSTN	Public Switched Telephone Network
PSUI	P-Served-User-Identity
PTPS	Provisioning Transactions Per Second
PTR	PTR stands for a particular type of resource record that can be queried for via DNS (for example, a pointer to another part of the domain name space).
PTT	Push To Talk
PUI	Public User Identity
PVC	Permanent Virtual Circuit
PVEC	Polycom Video Error Concealment
PVI	PriVate user Identity
PVP	Provisioning Validation Protocol
PWD	Print Working Directory
PXS	Phone Xtension Service
PXT	Phone Xtension
QA	Quality Assurance
QCIF	Quarter Common Intermediate Format
QFS	Quick File System
QLLC	Qualified Logical Link Control
QoS	Quality of Service
QSIG	Q (point of the ISDN model) Signaling
QVGA	Quarter Video Graphics Array
RAC	Real Application Cluster

RACF	Resource Access Control Facility
RADIUS	Remote Authentication Dial-In User Service
RAID	Redundant Array of Independent Disks
RAM	Random Access Memory
RARP	Reverse Address Resolution Protocol
RAS	Registration, Admission, and Status Protocol
RAS	Remote Access Service
RBOC	Regional Bell Operating Company
RBT	Ringback Tone
RC	Release Candidate
RC	Rate Center
RCC	Remote Call Control
RCF	Registration Confirmation
RCS	Rich Communications Suite
RDB	Reporting Database
RDBMS	Relational Database Management System
RDN	Relative Distinguished Names
RDP	Remote Desktop Protocol
REST	Representational State Transfer
REXEC	Remote Execution Command Protocol
RFC	Request for Comments
RFN	Rating Function Application
RGB	Red Green Blue
RHEL	Red Hat Enterprise Linux
RIP	Routing Information Protocol
RIPE	Réseaux IP Européens
RISC	Reduced Instruction-Set Computer
RMAN	Oracle Recovery Manager
RMI	Remote Method Invocation
RMPS	REGISTER Messages Per Second
RO	Remote Office
RoHS	Restriction of Hazardous Substance
ROI	Return on Investment
ROM	Read-Only Memory
RPC	Remote Procedure Call
RPID	Remote-Party-ID
RPS	Registrations Per Second
RQNT	Notification Request
RR	Retransmission Rate

RR	Resource Record
RRQ	Read Request
RRQ	Registration Request
RS	Redirect Server
RS	Reporting Service
RSA	Rivest Shamir Adleman
RSH	Remote Shell
RSIP	Realm-specific Internet Protocol
RST	Residential SIP Telephony
RSVP	Resource Reservation Protocol
RTCP	Real-Time Control Protocol
RTF	Rich Text Format
RTP	Real-Time Transport Protocol
RTSP	Real-Time Streaming Protocol
RTTI	Real-time Tariff Information
RTTTL	Ring Tone Text Transfer Language
RU	Rack Unit
R-URI	Request Uniform Resource Identifier
RW	Read Write
SA	System Administrator
SA	Security Association
SA	Subscriber Agent
SaaS	Software as a Service
SAC	Service Access Code
SAC	Sustained Authorization Codes
SAC	Session Admission Control
SAG	Session Agent Group
SAN	Storage Area Network
SAP	Service Access Point
SBC	Session Border Control
SCA	Selective Call Acceptance
SCA	Shared Call Appearance
SCAN	Single Client Access Name
SCC	Service Centralization and Continuity
SCCF	Subscriber Content Charging Function
SCCP	Signaling Connection Control Part
SCCP	Simple Conference Control Protocol
SCCP	Skinny Call Control Protocol
SCE	Service Creation Environment

SCF	Selective Call Forwarding
SCF	Session Continuity Function
SCIM	Service Capability Interaction Manager
SCP	Service Control Point
SCP	Simple Control Protocol
SCP	Secure Copy
SCR	Selective Call Rejection
SCRL	Service Center Routing List
S-CSCF	Serving – Call Session Control Function
SCTP	Stream Control Transmission Protocol
SCTP/IP	Stream Control Transmission Protocol/Internet Protocol
SCUR	Session Charging with Unit Reservation
SDH	Synchronous Digital Hierarchy
SDK	Software Development Kit
SDLC	Synchronous Data Link Control
SDP	Session Definition Protocol
SDP	Session Description Protocol
SDR	Session Data Replication
SET	Secure Electronic Transaction
SFTP	Secure File Transfer Protocol
SGML	Standard Generalized Markup Language
SGW	Signaling Gateway
Sh	The interface between an IP Multimedia Subsystem (IMS) Application Server (AS) and an IMS Home Subscriber Server (HSS)
SHA	Secure Hash Algorithm
SHLR	Smart Home Location Register
S-HTTP	Secure Hypertext Transfer Protocol
SID	Silence Indicator
Sigtran	Signaling transport
SIMPLE	Session Initiation Messaging and Presence Leveraging Enhancements
SIP	Session Initiation Protocol
SISR	Semantic Interpretation for Speech Recognition
SIT	Special Information Tone
SIU	Signaling Interface Unit
SLA	Service Level Agreement
SLF	Subscription Locator Functional
SLIP	Serial Line Internet Protocol
SMAP	Software Management Application Protocol
SMB	Small Medium Business
SMC	Short Message Service Short Code

SMC	Standard Management Committee
SMDI	Simplified Message Desk Interface
SMDR	Station Management Server
SME	Small to Medium-sized Enterprises
SMI	Structure of Management Information
S-MIME	Secure Multipurpose Internet Mail Extension
SMPP	Short Message Peer-to-Peer Protocol
SMS	Short Message Service
SMSC	Short Message Service Center
SMS-C	Short Message Service Center
SMTP	Simple Mail Transfer Protocol
SN	Significant Numbers
SNA	System Network Architecture
SNA	Subscribe-Notifications-Answer
SNAP	Subnetwork Access Protocol
SNMP	Simple Network Management Protocol
SNR	Subscribe-Notifications-Request
SNTP	Simple Network Time Protocol
SOA	Start of Authority
SOAP	Simple Object Access Protocol
SOHO	Small-Office/Home-Office
SONET	Synchronous Optical Network
SP	Service Provider
SP	Server Process
SPAN	Services and Protocols for Advanced Networks
SPE	Service Price Enquiry
SPE	Service Provider Equipment
SPI	Security Parameter Index
SQCIF	Sub-Quarter Common Interchange Format
SQL	Structured Query Language
SR	Selective Router
SRGS	Speech Recognition Grammar Specification
SRT	Setup Response Time
SRTP	Secure Real-time Transport Protocol
SRV	Service Locator
SS7	Signaling System 7
SSAP	Source Service Access Point
SSF	Service Switching Function
SSH	Secure Shell

SSHA	Salted SHA1
SSL	Secure Sockets Layer
SSN	Sub-System Number
SSO	Single Sign-On
SSP	Switch-to-Switch Protocol
SSRC	Synchronization Source
STNC	Station Code
STP	Signal Transfer Point
STUN	Simple Traversal of UDP through NAT
SUT	System Under Test
SVC	Switched Virtual Circuit
SW	Software
T1	Trunk level 1
TAC	Technical Assistance Center
TAPI	Telephony API
TB	Terabyte
TC	Total Calls
TCAP	Transactional Capabilities Application Part
TCC	Trunking Call Capacity
TCP	Transmission Control Protocol
TCP/IP	Transmission Control Protocol/Internet Protocol
TCSPI	Telephony Control Service Provider Interface
TDM	Time Division Multiplexing
TDMA	Time Division Multiple Access
TF	Toll Free
TFTP	Trivial File Transfer Protocol
TGID	Trunk Group ID
TGRP	Trunk Group
TIAS	Transport Independent Application Specific
TIP	Terminating Identity Presentation
TIPHON	Telecommunications and Internet Protocol Harmonization Over Networks
TIR	Terminating Identity Restriction
TISPAN	Telecommunications and Internet Converged Services and Protocols for Advanced Networking
TLDN	Temporary Location Directory Number
TLPB	Transport-Layer Protocol Boundary
TLS	Transport Layer Security
TMN	Telecommunications Management Network
TO	Toll

TON	Type of Network Information
TOS	Type of Service
TPA	Telephony Presence Adapter
TPS	Transactions Per Second
TPS	Toll Premium Services
TPVM	Third-Party Voice Mail
TR	Terminating Redirection
TRD	Transit Routing Domain
TRMT	Treatment
TSD	Two-Stage Dialing
TT	Termination Treatment
TT	TimesTen
TTL	Time to Live
TTRep	TimesTen Replication
TTS	Text-to-Speech
TUI	Telephony User Interface
TZ	Time zone
UA	User Agent
UAC	User Access Control
UAC	User Agent Client
uaCSTA	User Agent Computer Supported Telecommunications Applications
UAS	User Agent Server
UC	Unified Communications
UCD	Uniform Call Distribution
UDA	User-Data-Answer
UDP	User Datagram Protocol
UDPTL	User Datagram Protocol Transport Layer
UDR	User-Data-Request
UE	Unit Equipment
UE	User Equipment
UG	User Get
UI	User Interface
UID	Unique Identifier
Uid	Unique Identifier
UIQ	User Interface Quartz
uLaw	North American Standard for Analog to Digital Audio Data Conversion
UM	Unified Messaging
UMP	User Managed Privacy
UNDT	Undetermined Destination

UO	User Originating
URI	Uniform Resource Identifier
URL	Uniform Resource Locator
US	User Set
USB	Universal Serial Bus
USM	User-based Security Model
UT	Universal Time
UTC	Coordinated Universal Time
UUID	Universally Unique Identifier
UUS	User-to-User
V&H	Vertical and Horizontal
VACM	View-Based Access Control Model
VAD	Voice Activity Detection
VAIL	VoIP Application Interface Layer
VAO	Video Add-On
VAR	Value-Added Reseller
VC	Virtual Circuit
vCard	Virtual (business) Card
VCC	Voice Call Continuity
VCPU	Virtual Central Processing Unit
VDB	Validation Database
VDN	VCC Domain Transfer Number
VFS	Virtual File System
VGA	Video Graphics Array
VIP	Virtual IP
VLAN	Virtual Local Area Network
VLS	Virtual Licensing Server
VM	Virtual Machine
VM	Voice Mail
VM	Voice Messaging
VMD	Voice Mail Deposit
VMR	Voice Mail Retrieval
VMR	Violation Monitoring and Removal
VMS	Voice Mail System
VoIP	Voice over Internet Protocol
VON	Virtual On-Net
VP	Voice Portal
VPB	Virtual Patch Bundle
VPC	Voice Portal Calling

VPC	VoIP Positioning Center
VPN	Virtual Private Network
VRML	Virtual Reality Modeling Language
VRRP	Virtual Router Redundancy Protocol
VSA	Vendor-specific Attributes
VSP	Voice over IP Service Provider
VSP	Virtual System Partition
Vsubs	Virtual Subscribers
VTAM	Virtual Telecommunications Access Method
VTR	Verify Translation and Routing
VTRI	Verify Translation and Routing Input
VXML	Voice Extensible Markup Language
W3C	World Wide Web Consortium
WAN	Wide Area Network
WAP	Wireless Application Protocol
WAR	Web Application ARchive
WAS	Web-based Authentication Server
WAV	Wave (file extension)
Webapp	Web Application
WebDAV	Web-based Distributed Authoring and Versioning
WIFI	Wireless Fidelity
WIN	Wireless Intelligent Network
WIX	Windows Installer XML
WLAN	Wireless Local Area Network
WLSS	WebLogic SIP Server
WPA	Warning Prompt Announcement
WPF	Warning Prompt Final
WS	Web Server
WSDL	Web Service Description Language
WSP	Wireless Session Protocol
WSP	Wholesale Protocol
WTS	Windows Terminal Services
WWW	World Wide Web
X.25	CCITT Packet Switching Standard
X.400	CCITT and ISO Message-handling Service Standard
X.500	ITU and ISO Directory Service Standard
X.509	ITU and ISO Digital Certificate Standard
X11	X Window System Version 11
XA	Execution Application

XAS	eXternal *Database* Application Server
XCAP	XML Configuration Access Protocol
Xdp	Xtended Developer Program
xDSL	External Digital Subscriber Line
XLA	Transaction Log API (TimesTen term)
XLS	Excel File Format
XML	eXtensible Markup Language
XMPP	Extensible Messaging and Presence Protocol
XOIP	X-Origin-IP
XSD	XML Schema Definition
Xsi	Xtended Services Interface
XSL	eXtensible Stylesheet Language
Xsp	Xtended Services Platform
XWF	Xtended Widget Framework

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