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### 3 Interactive help

Clicking the Help link will open a description related to the active window in a new browser window. The help text briefly describes the meaning and use of the respective function.

### 4 Use of selected functions

An example of configuring several most frequently used functions. Other functions of the Personal Web Portal are configured identically. Go through the menu and select your optimum personal settings.

#### 4.1 Profile – Groups

This function allows you to add and manage user groups. Clicking **Search** opens a list on currently created groups. To modify them, click **Edit**. Here you can configure services and settings of individual groups.









**Name** – SIP telephone number

**First name and last name** – as displayed in the list

**ID of the caller, first name and last name** – as displayed during an inbound call

**Language** – language of the web interface and of the user’s telephone set

### Assigning services to users

**Profile -> Users -> Search -> Edit -> Profile -> Assign services**

This service enables you to assign and remove service packages or individual services. **ATTENTION** – if a service is removed, its configuration will be deleted. Short descriptions of the individual services can be found in **Resources -> Services** in the administrator interface.

## 4.3 Voice portal

### Voice Portal

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

The screenshot shows a configuration form for a Voice Portal. At the top, there are three buttons: 'OK', 'Apply', and 'Cancel'. The form contains the following fields and options:

- Voice Portal:**  On  Off
- Voice Portal ID:** 133095335\_VMR@cz.in.gtsce.com (with a link: [Change User ID \(Also saves current screen data\)](#))
- \* Name:** Voice Portal
- Phone Number:** None (dropdown)
- Extension:** 999
- \* Calling Line ID Last Name:** Voice Portal
- \* Calling Line ID First Name:** Voice Portal
- Language:** Czech (dropdown)
- Time Zone:** (GMT+01:00) Czech Republic/Prague (dropdown)
- Network Class of Service:** None (dropdown)
- Aliases - sip:** Three input fields, each followed by a dropdown menu showing '@ cz.in.gtsce.com'.
- Allow Phone Numbers or Voice Mail Aliases on login in addition to Extensions
- Use Voice Portal Wizard
- Home Zone:** None (dropdown)
- [Assign Communication Barring Profile](#)
- Reset Administrator Password:** A section with two input fields: 'Type Password:' and 'Re-type Password:'.

At the bottom of the form, there are three buttons: 'OK', 'Apply', and 'Cancel'.

**Telephone number** – number for calling from outside

**Extension** – line number for internal calls to the portal







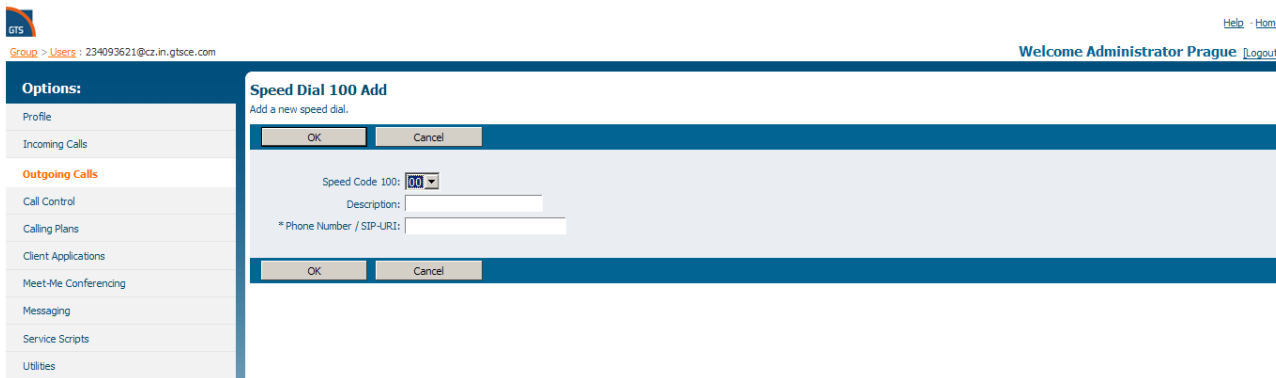




Assignment via the phone keypad – press \*74 and then the key and the number you wish to assign to it – e.g. \*74 2 123456789 – will assign the number 123456789 to key 2. Then you can dial the respective number at any time by pressing 2#.

### Speed dial 100

Speed dial 100 is a function allowing you to assign two-digit abbreviations (substitutes) to telephone numbers. In order to dial the required number, just enter the respective abbreviation and confirm by pressing #.



Assignment via the web portal – menu **Outgoing calls** -> **Speed dial 100**

Select the two-digit substitute under which the respective telephone number is to be stored and enter it.

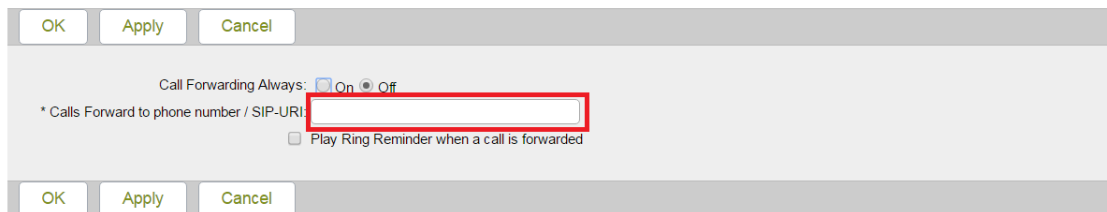
Assignment via the phone keypad – press \*75 and then the two-digit substitute and the telephone number you wish to assign to it – e.g. \*75 99 123456789 – will assign the number 123456789 to the two-digit substitute 99. Then you can dial the respective number at any time by pressing 99#.

## 4.6 Call Forwarding Selective

This function enables you to forward inbound calls to a pre-defined number according to pre-defined rules. Such pre-defined rules may include e.g. time or a day of the week.

### Call Forwarding Always

Call Forwarding Always allows you to forward all your incoming calls to a different phone number or SIP-URI, such as your home office or cell phone. You can also make your primary phone emit a short ring burst to inform you if you are next to your phone when the call is forwarded by using the Ring Reminder. This is important when you have forgotten the service is turned on and you are at your primary phone waiting to receive calls. Note that the address (phone number or SIP-URI) you forward your calls to must be permitted by your outgoing calling plan. You can also set the phone number or SIP-URI to forward to using the voice portal or on the phone using the feature access code.







## 4.8 PICKUP groups

- It allows the user to answer a ringing phone in your group, for example:
  - With a colleague you are members of one group to pick up the phone.
  - You can hear the phone ringing colleagues that he can not lift
  - Answer the call after dialing code to pick up the phone
- A user can be a member of only one group pickup.

In case of the administrator of company, first select the branch. After opening Profile - Branches - Search a list of branches to choose will display. In order to create call pickup groups, open the **HUNT group** item in the **Service** menu. It offers an overview of all created groups, which may be activated / deactivated and also created. Click **Add** to create a group.



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<b>Profile</b>	<b>Services</b>
<b>Resources</b>	<b>Basic</b>
Services	<b>Auto Attendant</b> Serves as an automated receptionist that answers the phone and provides a personalized message to callers. Callers have the option to connect to the operator, dial by name or extension, or connect to configurable extensions.
Call Center	<b>Call Park</b> Enable users to park a call against their call park group and set call park attributes.
Calling Plan	<b>Call Pickup</b> Enable users to answer any ringing line in their call pickup group.
Communication Barring	<b>CommPilot Call Manager</b> Configure the CommPilot Call Manager settings for your group's users.
Meet-Me Conferencing	<b>Exchange Integration</b> Configure the Exchange integration settings for client integration.
Utilities	<b>Hunt Group</b> Automatically process incoming calls received by a single phone number by distributing them among a group of users or agents.
	<b>Integrated IMAP</b> Configure integrated IMAP settings.
	<b>Music/Video on Hold</b> Play an uploaded audio (music) or video file for callers on hold.
	<b>Voice Messaging</b> Enable users to record messages for incoming calls. A message can be recorded when the call is not answered within a certain number of rings, when the user's phone is busy, or when transferred directly to the user's voice mail.
	<b>Voice Portal</b> Allow users to call from any phone so that they can use and configure their user services.
	<b>Advanced</b>
	<b>BroadWorks Anywhere</b> Extends your services so you can make and receive calls from any specified fixed phone, mobile phone or soft client just as if it were your primary device.
	<b>BroadWorks Mobility</b> Extends your services transparently to a mobile phone.
	<b>Custom Ringback Group</b> Define the media ringback to be played to callers to members or services of your group.
	<b>Instant Group Call</b> Enable users to call a group of users, where the users can be part of the same group or can be external users.
	<b>Polycom Phone Services</b> Integrate BroadWorks services with the Polycom family phone services.
	<b>Series Completion</b> Provide key system functionality by hunting through a set of lines according to a pre-arranged order.
	<b>Session Admission Control Group</b> Display, add, modify or remove Session Admission Control groups.
	<b>Third-Party Voice Mail Support</b> Enable users to send busy and unanswered calls to a third-party voice mail system.

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<b>Profile</b>	<b>Call Pickup</b>				
<b>Resources</b>	Create a new call pickup group and manage existing call pickup groups. Defining call pickup groups allows users in these groups to answer any ringing line in their group on their own phone.				
Services	<div style="text-align: center;"> <input type="button" value="OK"/> <input type="button" value="Add"/> <input type="button" value="Cancel"/> </div> <table border="1" style="width: 100%;"> <tr> <td style="width: 80%;">Group Name <input type="text" value="pickup"/></td> <td style="width: 20%; text-align: center;"><input type="button" value="Edit"/></td> </tr> <tr> <td></td> <td style="text-align: center;"><input type="button" value="OK"/> <input type="button" value="Add"/> <input type="button" value="Cancel"/></td> </tr> </table>	Group Name <input type="text" value="pickup"/>	<input type="button" value="Edit"/>		<input type="button" value="OK"/> <input type="button" value="Add"/> <input type="button" value="Cancel"/>
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Call Center					
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