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Clearspan Network Server Web Interface Admin Guide
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2764-006
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1 REVISION HISTORY

The following represents the revision history of this publication.

REVISION NUMBER	DATE COMPLETED	POINT OF CONTACT	DESCRIPTION
2764-006	2/2018	Clearspan Technical Publications	R22.0
2764-005	12/2016		R21.0
2764-004	09/2014		R20.0
2764-003	11/03/13	Bev Marsh	R19.0
2764-002	11/12/08	Danielle Woelfle	R14.0
2764-001	12/17/08	Deb Bechtloff	R14.0

2 SUMMARY OF CHANGES

2.1 CHANGES FOR RELEASE 22.0

The following changes were made to this document in this version:

- Updated section 7.1.3 *List Aliases for a Group* for the Decouple User ID from Client Login Feature Description.
- Updated section 7.7.1 for the Push Notification Support for Calls Feature Description.
- Updated figures.

2.2 CHANGES FOR RELEASE 21.0

The following changes were made to this document in this version:

- Updated the list of feature access codes in section 6.7.1 *Enter Outgoing Numbers for the Support for Number Portability Feature Description*.

2.3 CHANGES FOR RELEASE 20.0

The following change was made to this document in this version:

- Updated the list of feature access codes in section 6.7.1 *Enter Outgoing Numbers*.

2.4 CHANGES FOR RELEASE 19.0

The following changes were made to this document in this version:

- Updated document for Release 19.0.

2.5 CHANGES FOR RELEASE 18.0

The following changes were made to this document in this version:

- Updated section 7.1 *Groups* for the *Trunking Enhancements Feature Description*.
- Updated the list of feature access codes in section 7.7.1 *Enter Outgoing Numbers*.

3 ABOUT THIS GUIDE

The *Clearspan Network Server Enterprise Web Interface Administration Guide* is designed to assist the enterprise administrator who uses the enterprise version of the CommPilot web portal to perform routing and network functions for one or more groups. 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 found on every web page.

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

4 SYSTEM CONVENTIONS

This section describes the conventions used within the system.

4.1 HELP, HOME, AND LOGOUT LINKS

The Help, Home, and Logout links appear on every page.

The Help link displays the *Help* page associated with the current function or page. The *Help* page opens in its own browser window, separate from the Clearspan application. To exit the *Help* page, click **X** in the upper right corner of the browser window.

The Home link displays the *Home* page associated with the role of the current user.

The Logout link displays the *Logout* page.

4.2 NAVIGATION BAR – MENUS AND OPTIONS









Along the left hand side of the page are headings with associated functions in a navigation bar beneath the heading. Clicking the heading, such as System Provider, displays the options below, such as Enterprises. The highlighted list item is the page displayed. On the page below, the highlighted list item and corresponding page is *Enterprises*.



Figure 1 System Provider – Enterprises Navigation Bar

4.3 BUTTONS

There are several icons available on most pages, and each is described in the following list:

 ENTERPRISE	The Enterprise icon allows you to modify the enterprise settings, profile, and routing policies.
 SAVE	Click SAVE to save any changed information on the current page.
 CANCEL	Click CANCEL to revert information on the current page to the last-saved information on that page.
 ADD	Click ADD to display another page, which allows you to add an item to the system, for example, a new instance, or element to a service.
 DELETE	Click DELETE to remove the selected item from the current page. DELETE is used to remove a service instance or element.
 HOME	Click HOME to display the <i>Enterprises</i> page.
 HELP	Click HELP to launch a secondary web page containing information or procedures related to the current screen.
 LOGOUT	The LOGOUT button takes administrators to a page on which they can choose to log in again, either with a new user ID and password, or as the users they are already logged in as. This button is available on every page of the system for administrators. To exit from Clearspan on this page, click X in the corner of the browser window.

5 GETTING STARTED

5.1 SEARCH LIST PAGES

This section describes how to search for specific information on a CommPilot page that contains a list, for example, the *Resources – Numbers* page.

Phone Numbers	Group ID
+1-2407771200 - +1-2407771210	Cleaners1
+1-2407771211 - +1-2407771227	Cleaners2
+1-2407771228 - +1-2407771231	Cleaners3
+1-2407771232 - +1-2407771233	
+1-2407771234 - +1-2407771236	ABCCompany
+1-2407771237	
+1-2407771238 - +1-2407771242	Cleaners4
+1-2407771243	Group1
+1-2407771244	
+1-2407771245 - +1-2407771249	Cleaners3

[page 1 of 2]

Figure 2 Resources – Numbers

CommPilot list pages provide three ways to display the row for the object (for example, phone number or user name) you want. Use one method at a time.

5.1.1 CHANGE SORT ORDER OF COLUMN DATA

Data in columns appear in ascending or descending alphanumeric order. When you click on a column heading, the data on the page is sorted by that column. Clicking on the column heading by which the data is sorted reverses the current sort order (ascending or descending). To change the sort order of the items in a column, click the column heading.

5.1.2 DEFINE SEARCH CRITERIA

To define your search criteria, use the input boxes that appear below the columns of data. The first drop-down list from the left displays the column headings in the list. The second drop-down list provides options for how you want to use the data you enter in the text box on the right. The contents of these three input boxes comprise your search criteria.

- To display only items that meet your search criteria, select or type the criteria and click **FIND**.
- To display all the items in the list, click **FIND ALL**.

5.1.3 DISPLAY ANOTHER PAGE

A page that contains more list data than can be displayed on one page displays buttons that show the first and last pages of data (<< FIRST PAGE and LAST PAGE >> buttons) and the previous and next pages (< PREVIOUS and NEXT > buttons). If a button is shaded, you have reached the beginning or end of the list. To scroll through the pages of a list, click a button.

5.2 MOVE ITEMS FROM ONE COLUMN TO ANOTHER

You move items from one column to another, for example, to assign or unassign services or to add or remove users.

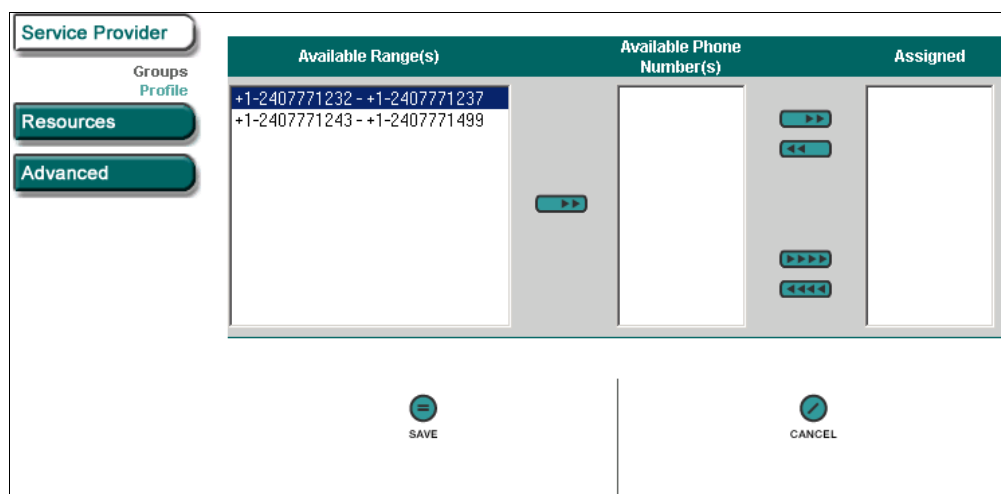


Figure 3 Resources – Add Numbers

Select the items to move. 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 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 move one or more selected items from one box to another, select the items and then click the DOUBLE ARROW button between the boxes.

To move all the items in one box to another box, click the MULTI ARROW button between the boxes.

For example, to move only selected numbers from an available number range, move all the numbers in the *Available Range(s)* box to the *Available Phone Number(s)* box. Then, in the *Available Phone Number(s)* box, select only those numbers you want to assign and move them to the *Assigned* box.

6 NETWORK SERVER INTRODUCTION

The Network Server offers voice services, deployment flexibility of a packet-based network, carrier-grade management capabilities, and service reliability associated with time division multiplexing (TDM). The server is a SIP redirect server that enables network-based services. It integrates multi-site enterprises by supporting private gateways and provides a centralized translation and routing model to system providers.

Enterprise administrators use the Clearspan CommPilot web interface to customize their enterprise translations. The Network Server provides scalability to service providers for their installed base of soft switches, Application Servers, and Media Servers, and maintains the topology of an IP network, including all end users and network gateways. The goal of the Network Server is to provide resolution for on-net routing (within the calling group or enterprise) and off-net routing (outside of the calling group) IP telephony by supporting Private, PSTN, and URL-based dialing.

Features of the Network Server platform are:

- Provides a centralized repository of IP telephony routing information
- Maintains a topology of the network allowing flexible routing policies
- Policy-driven engine to determine destinations: location register, centralized routing, management
- Translations are DN-driven (E.164 encoding is imposed)
- Transaction-based (stateless) SIP redirect server

6.1 NETWORK SERVER FUNCTIONS

The Network Server performs translations and routing functions. To perform translations, the Network Server maps an incoming call's dialed digits to a call type (for example, an emergency call) and performs Calling Area Screening. To perform routing, the Network Server identifies a destination based on the originator or the dialed digits.

The Network Server performs intra- and inter-IP networking for incoming and outgoing PSTN call routing, while applying advanced routing policies. It also provides support for both DN- and URL-dialed calls.

The Network Server performs Media Server selection by locating the closest Media Server to the end user or network gateway.

6.2 ENTERPRISE SERVICES

The Network Server offers telephony services targeted at multi-location and multi-national businesses. With the Voice VPN suite of services, the Network Server extends value to small and medium size enterprises in addition to serving the largest multi-nationals. These services are

further enabled as enterprise services reach users running different customer premises equipment (CPE) such as PBX, key systems, and analog phones.

6.3 NETWORK SERVICES

The Network Server provides carriers with a suite of capabilities to optimize voice service operations on their IP networks. The Network Server manages subscribers across the entire network. For example, system providers can manipulate telephony routing to reduce costs and enhance service integrity. Network services are defined and delivered through policies that are easily configured.

6.4 ENTERPRISE ADMINISTRATOR TASKS AND RESPONSIBILITIES

Enterprise administrators use the Network Server's CommPilot interface to perform these tasks:

- List enterprise groups.
- List enterprise sites.
- View the enterprise profile.
- Enable or disable Enterprise Network Gateway (Ent NGW) Routing for the enterprise as well as add routing list entries and digit manipulation algorithms for outgoing calls.
- Enable or disable Far-End Hop-Off for the enterprise as well as add routing list entries and digit manipulation algorithms for outgoing calls.
- Enable or disable Voice VPN for the enterprise as well as add dial plan entries with location codes and translation rules.
- Verify private policies.
- Add and delete enterprise administrators or modify enterprise administrator information.

7 ENTERPRISE MENU

This chapter contains sections that correspond to each menu item on the navigation pane (left side) on the *Enterprise – Groups* page.

This page is the *Home* page for enterprise administrators and it appears when you log in. To return to this page at any time, click **HOME**.

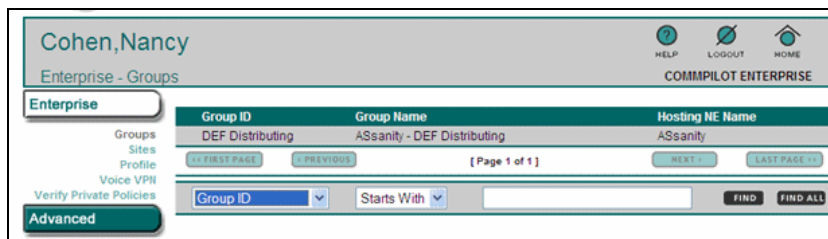


Figure 4 Enterprise – Groups

The *Enterprise – Groups* menu contains these items:

- Groups
- Sites
- Profile
- Ent NGW Routing
- Far-End Hop-Off
- Voice VPN
- Verify Private Policies

7.1 GROUPS

Use this item on the Enterprise menu to:

- List groups
- Modify a group name
- List aliases for a group
- Assign aliases to sites for a group
- List lines/ports for a group
- View a line/port for a group
- List numbers for a group
- List trunk groups for a group

7.1.1 LIST GROUPS

Use the *Enterprise – Groups* page to list all the groups in the enterprise. 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, << **FIRST PAGE** or < **PREVIOUS**. For more information, see section [5.1 Search List Pages](#).

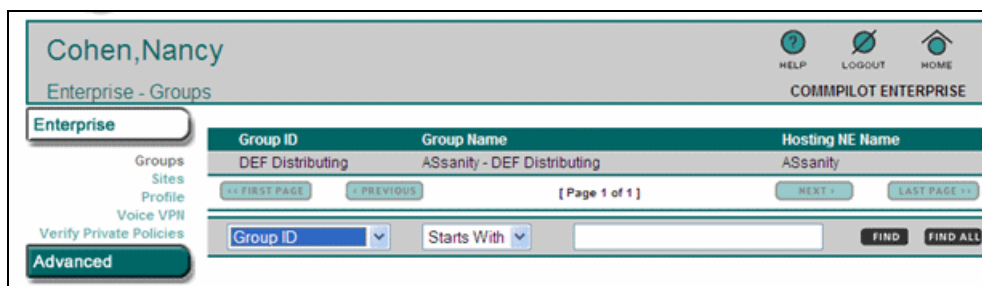


Figure 5 Enterprise – Groups

1. On the Enterprise menu, click Groups. The Enterprise – Groups page appears.
2. To display another page, click a menu option.

7.1.2 MODIFY A GROUP NAME

Use the *Group – Profile* page to change the group name.

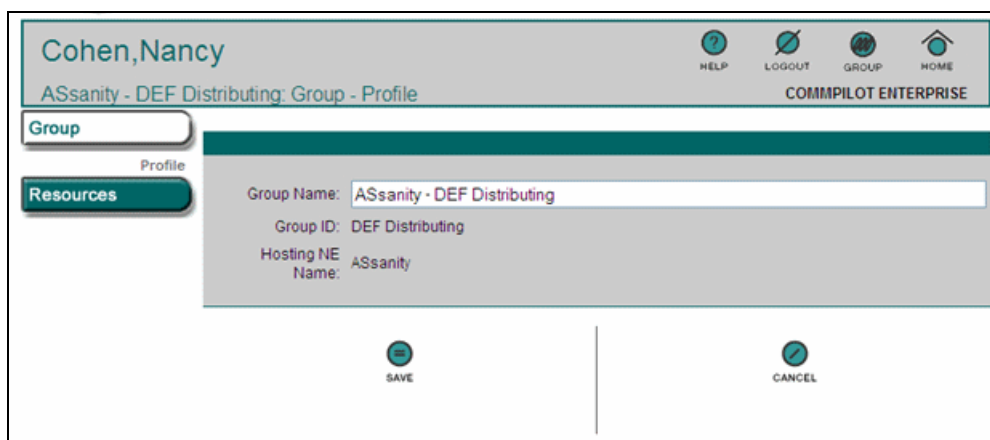


Figure 6 Group – Profile

1. On the Enterprise menu, click **Groups**. The *Enterprise – Groups* 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, << **FIRST PAGE** or < **PREVIOUS**. For more information, see section [5.1 Search List Pages](#).

2. Click any item in the row for the group. The *Group – Profile* page appears.
3. Type the new name for the group.
4. To save your changes, click **SAVE**.

To revert to the original data on the page, click **CANCEL**.

To ignore your changes and display another page, click a menu option.

7.1.3 LIST ALIASES FOR A GROUP

Use the *Group - Resources – Aliases* page to list the aliases for the group. The list includes user IDs, aliases, and alternate user IDs. Similar to user IDs, the alternate user IDs are considered login IDs.

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, << **FIRST PAGE** or < **PREVIOUS**. For more information, see section [5.1 Search List Pages](#).



Note: The Login ID column indicates which aliases also act as login IDs for their users.

Alias	Login ID	Site ID
186683172_VMR@assanity.mtl.broadsoft.com	✓	DFLT_SITE
anitagaribaldi@assanity.mtl.broadsoft.com	✓	DFLT_SITE
antoniomeucci@defdistributing.com	✓	DFLT_SITE
eloiselafleur@defdistributing.com	✓	DFLT_SITE
gabrielohanu@assanity.mtl.broadsoft.com	✓	DFLT_SITE
gracevaldez@defdistributing.com	✓	DFLT_SITE
jakebradshaw@assanity.mtl.broadsoft.com	✓	DFLT_SITE
jeannettepichard@assanity.mtl.broadsoft.com	✓	DFLT_SITE
jorgemandellin@assanity.mtl.broadsoft.com	✓	DFLT_SITE
margaretwyoming@assanity.mtl.broadsoft.com	✓	DFLT_SITE

Figure 7 Group – Resources – Aliases

1. On the Enterprise menu, click **Groups**. The Enterprise – Groups page appears.
2. Click any item in the row for the group. The Group – Profile page appears.
3. Click **Resources**. The Resources menu items for the site appear.
4. Click Aliases. The *Resources –Aliases* page for the group appears.
5. To display another page, click a menu option.

7.1.4 ASSIGN ALIASES TO SITES

Use the *Resources – Assign Aliases to Sites* page to assign aliases to sites for the 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, << **FIRST PAGE** or < **PREVIOUS**. For more information, see section [5.1 Search List Pages](#).

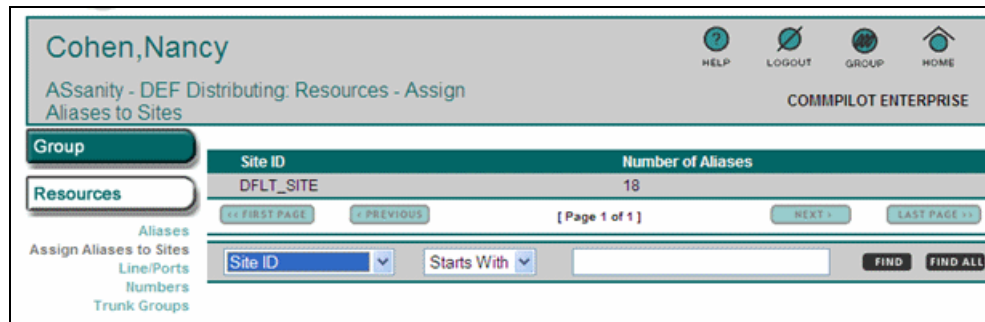


Figure 8 Group – Resources – Assign Aliases to Sites

1. On the Enterprise menu, click **Groups**. The *Enterprise – Groups* page appears.
2. Click any item in the row for the group. The *Group – Profile* page appears.
3. Click **Resources**. The Resources menu appears.
4. Click **Assign Aliases to Sites**. The *Resources – Assign Aliases to Sites* page for the group appears.
5. Click any item in the row for the site. The *Resources – Assign Aliases to Sites Modify* page appears.

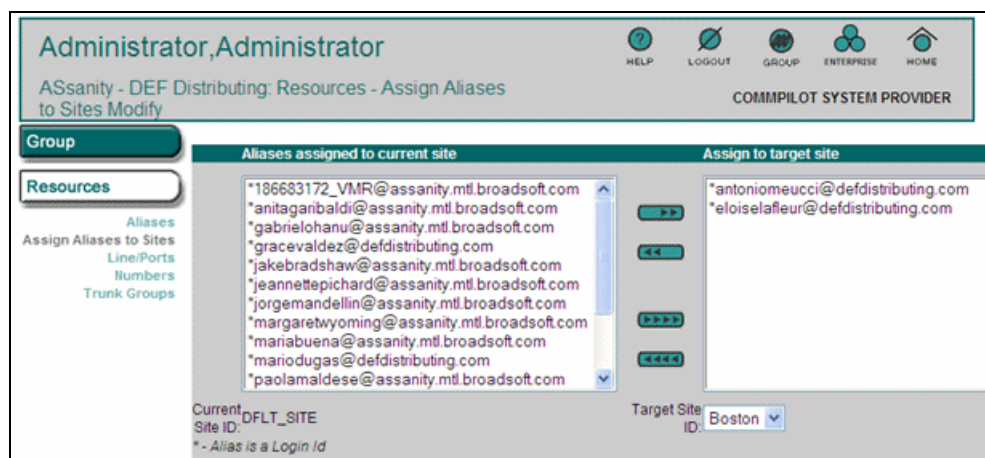


Figure 9 Group – Resources – Assign Aliases to Sites Modify

6. You can move aliases from the current site to a target site, or vice versa. Select the aliases you wish to move and then click the appropriate arrows between the two columns to move data from left to right, or from right to left.
7. Click **SAVE** to save your changes or click **CANCEL** to return to the previous page.

7.1.5 LIST LINE/PORTS FOR A GROUP

Use the *Group – Resources – Line/Ports* page to list the lines/ports for a 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 **FIRST PAGE>>**. For more information, see section [5.1 Search List Pages](#).

Line/Port	Login ID
2025564001@assanity.mtl.broadsoft.com	maribuena@assanity.mtl.broadsoft.com
2025564002@assanity.mtl.broadsoft.com	sherwinjones@assanity.mtl.broadsoft.com
2025564003@assanity.mtl.broadsoft.com	paolamaldese@assanity.mtl.broadsoft.com
2025564004@defdistributing.com	stellasmith@defdistributing.com
2025564005@assanity.mtl.broadsoft.com	mariodugas@defdistributing.com
2025564006@defdistributing.com	gracevaldez@defdistributing.com
2025564007@assanity.mtl.broadsoft.com	jeannettepichard@assanity.mtl.broadsoft.com
2025564008@1.2.4.5	margaretwoming@assanity.mtl.broadsoft.com
2025564009@1.2.4.5	shellycooper@assanity.mtl.broadsoft.com
2025564010@assanity.mtl.broadsoft.com	jakebradshaw@assanity.mtl.broadsoft.com

Figure 10 Group – Resources – Line/Ports

1. On the Enterprise menu, click Groups. The Enterprise – Groups page appears.
2. Click any item in the row for the group. The Group – Profile page appears.
3. Click Resources. The Resources menu appears.
4. Click Line/Ports. The Group – Resources – Line/Ports page for the group appears.
5. To view information for a line/port, click any item in the row for the line/port. The Group – Resources – Line/Ports – Line/Port page appears. For more information, see section 7.1.6 View a Line/Port for a Group.
6. To display another page, click a menu option.

7.1.6 VIEW A LINE/PORT FOR A GROUP

Use the *Group – Resources – Line/Ports – Line/Ports* page to view a particular line/port for the group.

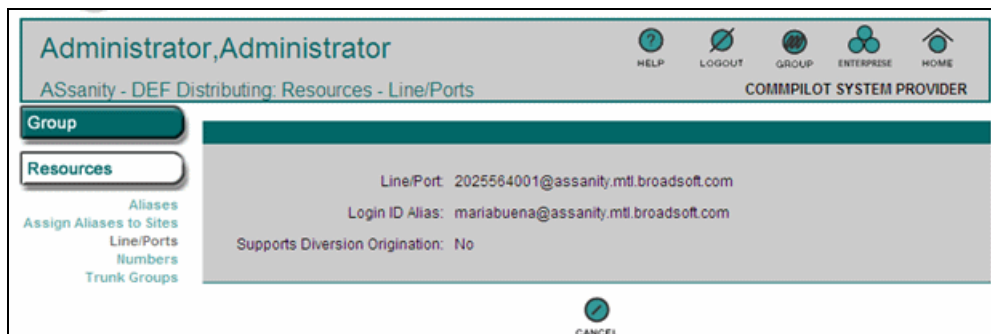


Figure 11 Group – Resources – Line/Ports – Line/Port

1. On the Enterprise menu, click Groups. The Enterprise – Groups page appears.
2. Click item in the row for the group. The Group – Profile page appears.
3. Click Resources. The Resources menu appears.
4. Click Line/Ports. The Group – Resources – Line/Ports page for the group appears.
5. Click any item in the row for the line/port. The Group – Resources – Line/Ports – Line/Ports page appears.
6. To revert to the previous page, click **CANCEL**.

To display another page, click a menu option.

7.1.7 LIST NUMBERS FOR A GROUP

Use the *Group – Resources – Numbers* page to list the numbers for the 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, << **FIRST PAGE** or < **PREVIOUS**. For more information, see section [5.1 Search List Pages](#).

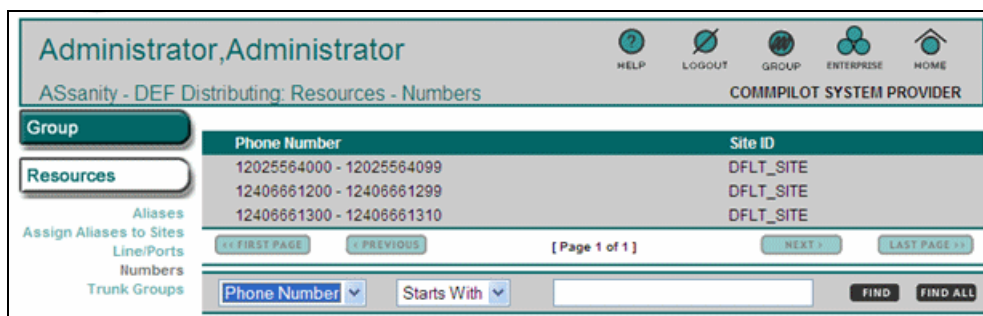


Figure 12 Group – Resources – Numbers

1. On the Enterprise menu, click Groups. The Enterprise – Groups page appears.
2. Click any item in the row for the group. The Group – Profile page appears.
3. Click Resources. The Resources menu appears.
4. Click Numbers. The Group - Resources – Numbers page for the group appears.
5. To display another page, click a menu option.

7.1.8 LIST TRUNK GROUPS FOR A GROUP

Use the *Group – Resources – Trunk Groups* page to list the trunk groups for the 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 following input boxes for the data to specify search criteria, or click the page links, for example, << **FIRST PAGE** or < **PREVIOUS**. For more information, see section [5.1 Search List Pages](#).

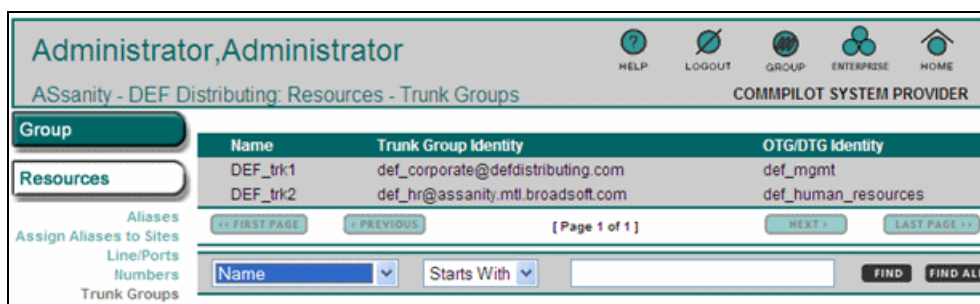


Figure 13 Group – Resources – Trunk Groups

1. Under the Enterprise service link, click **Groups**. The *Enterprise – Groups* page appears.
2. Click any item in the row for the group. The *Group – Profile* page appears.
3. Click **Resources**. The Resources menu appears.
4. Click **Trunk Groups**. The *Group – Resources – Trunk Groups* page for the group appears.
5. To display another page, click a menu option.

7.2 SITES

Use this item on the Enterprise menu to:

- List Sites
- Modify Site Description
- List Aliases for Site
- List Numbers for Site

7.2.1 LIST SITES

Use the *Enterprise – Sites* page to view the sites in your enterprise. 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, << **FIRST PAGE** or < **PREVIOUS**. For more information, see section [5.1 Search List Pages](#).

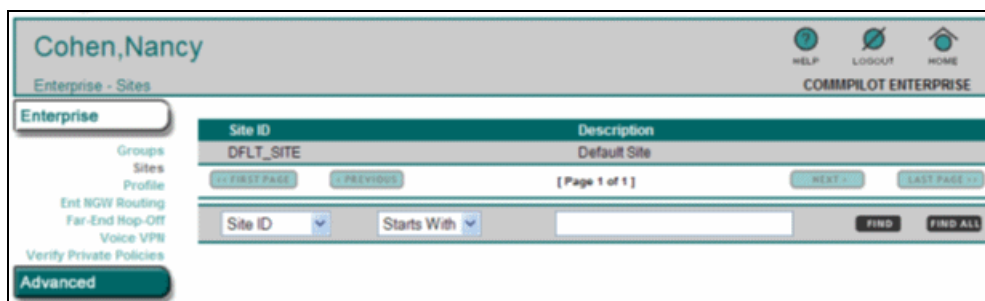


Figure 14 Enterprise – Sites

1. On the Enterprise menu, click **Sites**. The *Enterprise – Sites* page appears.
2. To display another page, select a menu option.

7.2.2 MODIFY SITE DESCRIPTION

Use the *Group – Site – Profile* page to modify the description of a site.

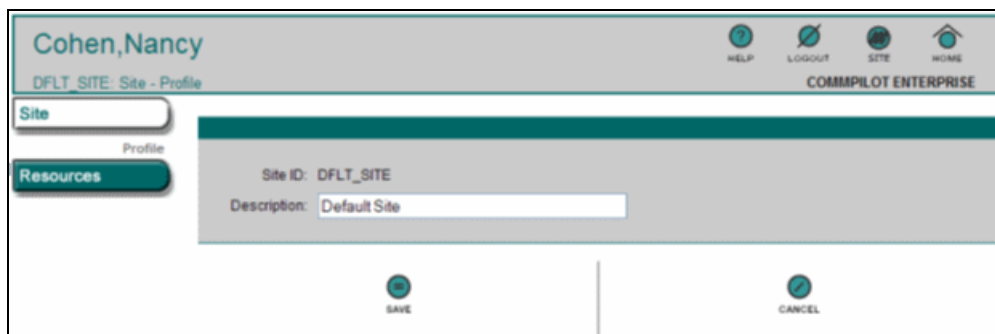


Figure 15 Group – Site – Profile

1. On the Enterprise menu, click Sites. The *Enterprise – Sites* page appears.
2. Click any item in the row for the site. The *Site – Profile* page appears.
3. Modify the description of the site.
4. To save your changes, click **SAVE**.

To revert to the original data on the page, click **CANCEL** or click a menu option to ignore your changes and display another page.

7.2.2.1 List Aliases for Site

Use the *Site – Resources – Aliases* page to list the aliases for a site.

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, << **FIRST PAGE** or < **PREVIOUS**. For more information, see section [5.1 Search List Pages](#).



Note: The Login ID column indicates which site IDs (aliases) also act as login IDs for their users.

Alias	Login ID	Site ID
HuntGrp1@assanity.mfl.broadsoft.com	✓	DFLT_SITE
181402860_VMR@assanity.mfl.broadsoft.com	✓	DFLT_SITE
mariobueno@assanity.mfl.broadsoft.com	✓	DFLT_SITE
shirleyjones@assanity.mfl.broadsoft.com	✓	DFLT_SITE
paolomaldini@assanity.mfl.broadsoft.com	✓	DFLT_SITE
stansmith@assanity.mfl.broadsoft.com	✓	DFLT_SITE
mariedumas@abcdistributing.com	✓	DFLT_SITE
gregoriovaldez@abcdistributing.com	✓	DFLT_SITE
jeanrichard@assanity.mfl.broadsoft.com	✓	DFLT_SITE
madolinewyoming@assanity.mfl.broadsoft.com	✓	DFLT_SITE

Figure 16 Site – Resources – Aliases

1. On the Enterprise menu, click Sites. The Enterprise – Sites page appears.
2. Click any item in the row for the site. The Site – Profile page appears.
3. Click Resources. The Resources menu items for the site appear.
4. Click Aliases. The Site – Resources – Aliases page appears.
5. To display another page, select a menu option.

7.2.2.2 *Modify Site Aliases*

Use the Group – Resources – Assign Aliases to Sites Modify page to modify the aliases for a site.



Figure 17 Group – Resources – Assign Aliases to Sites Modify

1. On the Enterprise menu, click **Groups**.
2. Click to select a group in the group list. The *Group – Profile* page appears.
3. Click to select the Resources menu option. The Resources menu items for the group appear.
4. Select **Assign Aliases to Sites**. The *Resources – Assign Aliases to Sites* page appears.
5. Click to select a Site ID (alias.) The *Resources – Assign Aliases to Sites Modify* page appears.
6. You can move aliases from the current site to a target site, or vice versa. Select the aliases you wish to move and then click the appropriate arrows between the two columns to move data from left to right, or from right to left.
7. To save your changes, click **SAVE**.

To exit without saving, click **CANCEL** or click a menu option to display another page.

7.2.2.3 List Numbers for Site

Use the *Site - Resources – Numbers* page to list the numbers for the site. 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, << **FIRST PAGE** or < **PREVIOUS**. For more information, see section [5.1 Search List Pages](#).



Figure 18 Site – Resources – Numbers

1. On the Enterprise menu, click Sites. The Enterprise – Sites page appears.
2. Click any item in the row for the site. The Site – Profile page appears.
3. Click the Resources menu option. The Resources menu items for the site appear.
4. Click Numbers. The Site – Resources – Numbers page appears.
5. To display another page, select a menu option.

7.3 PROFILE

Use this item on the Enterprise menu to change the description of the enterprise.

7.3.1 CHANGE ENTERPRISE DESCRIPTION

Use the *Enterprise – Profile* page to change the description of the enterprise.

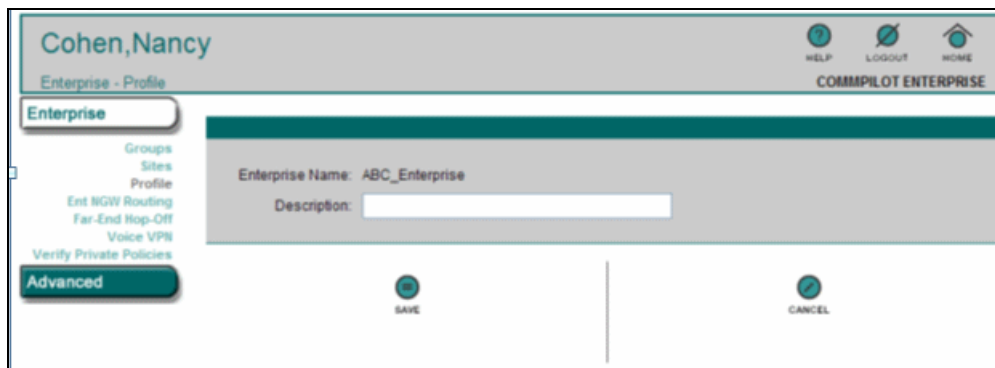


Figure 19 Enterprise – Profile

1. On the Enterprise menu, click **Profile**. The Enterprise – Profile page appears.
2. Type the new description for the enterprise.
3. To save your changes, click **SAVE**.

To revert to the original data on the page, click CANCEL.

To display another page, click a menu option.

7.4 ENT NGW ROUTING

Use this item from the Enterprise menu to:

- List NGW routing policy settings and entries
- Modify routing policy settings
- Add an entry
- Delete or modify an entry

The Network Server's Enterprise Network Gateway Routing policy supports private gateways by allowing enterprises to use their own facilities to terminate public calls for users located at specified sites and/or for specified call types. This policy allows an enterprise to identify site-dependent and call type-dependent routes that are used to terminate public calls.

7.4.1 LIST NGW ROUTING POLICY SETTINGS AND ENTRIES

Use the *Enterprise – Ent NGW Routing Modify* page to list the Ent NGW Routing policy and entries for Site IDs and Call Types. 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, see section [5.1 Search List Pages](#).

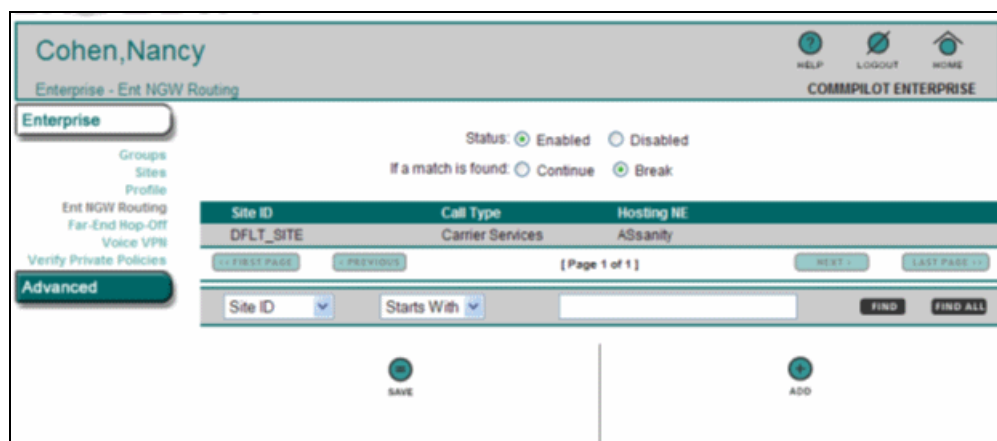


Figure 20 Enterprise – Ent NGW Routing

1. On the Enterprise menu, click Ent NGW Routing. The Enterprise – Ent NGW Routing page appears.
2. To display another page, select another menu option.

7.4.2 MODIFY ROUTING POLICY SETTINGS

Use the *Enterprise – Ent NGW Routing* page to change the NGW routing policy settings of the enterprise.

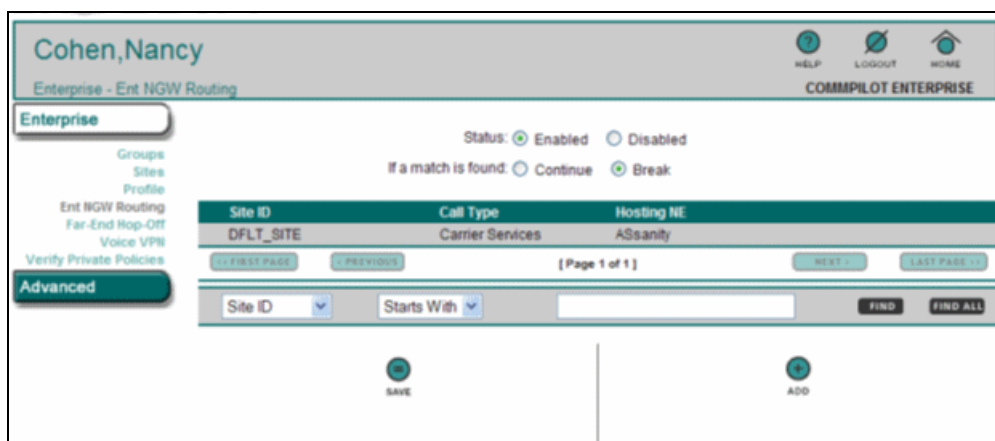


Figure 21 Enterprise – Ent NGW Routing

1. On the Enterprise menu, click Ent NGW Routing. The Enterprise – Ent NGW Routing page appears.
2. To enable or disable routing, click “Enabled” or “Disabled”.

When enabled, this policy instance is active and you can use your own facilities to terminate public calls for specified sites and call types. When disabled, this instance is not active.

3. Select “Continue” or “Break”.

Click “Continue” to have call processing continue if this service finds routing results. Click “Break” if you do not want additional routing results from other policies. The default for this service option is “Continue”. If no results are found, processing always continues to other policies.

4. To save your changes, click **SAVE**.

To exit without saving, click **CANCEL** or click a menu option to display another page.

7.4.3 ADD AN ENTRY

Use the *Enterprise – Ent NGW Routing Add* page to add an NGW Routing entry.

The screenshot displays the 'Enterprise - Ent NGW Routing Add' page. The top navigation bar includes the user name 'Cohen, Nancy', 'HELP', 'LOGOUT', and 'HOME' icons, along with the 'COMMPILOT ENTERPRISE' logo. The left sidebar shows a menu with 'Enterprise' selected, and sub-items: 'Groups', 'Sites', 'Profile', 'Ent NGW Routing', 'Far-End Hop-Off', 'Voice VPN', 'Verify Private Policies', and 'Advanced'. The main content area contains the following form fields:

- * Site ID: [Dropdown menu]
- * Call Type: Carrier Services [Dropdown menu]
- * Hosting NE: ASsanity [Dropdown menu]
- * Cost: 1 [Dropdown menu]
- * Weight: 50 [Dropdown menu]
- Digit Manipulation 1: None [Dropdown menu]
- Digit Manipulation 2: None [Dropdown menu]
- Digit Manipulation 3: None [Dropdown menu]
- Digit Manipulation 4: None [Dropdown menu]
- Digit Manipulation 5: None [Dropdown menu]
- Digit Manipulation 6: None [Dropdown menu]
- Digit Manipulation 7: None [Dropdown menu]
- Digit Manipulation 8: None [Dropdown menu]

At the bottom of the form, there are two buttons: 'SAVE' and 'CANCEL'.

Figure 22 Enterprise – Ent NGW Routing Add

1. On the Enterprise menu, click **Ent NGW Routing**. The *Enterprise – Ent NGW Routing* 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, see section [5.1 Search List Pages](#).

2. Click **ADD**. The Enterprise - Ent NGW Routing Add page appears.
3. Type or select the data: Site ID, Call Type, Hosting NE (the network element to be used for Ent NGW Routing policy routing), Cost (relative cost of the entry), Weight, and up to eight digit manipulation algorithms.
4. For each selected digit manipulation algorithm, enter a value in the Value text box.
5. To save your changes, click **SAVE**.

To exit without saving, click **CANCEL** or click a menu option to display another page.

7.4.4 DELETE OR MODIFY AN ENTRY

Use the *Enterprise - Ent NGW Routing Modify* page to delete an Ent NGW Routing entry or to modify the cost, weight, and digit manipulation algorithms associated with an Ent NGW Routing entry.

Figure 23 Enterprise – Ent NGW Routing Modify

1. On the Enterprise menu, click **Ent NGW Routing**. The *Enterprise – Ent NGW Routing* 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, see section [5.1 Search List Pages](#).

2. Find the row for the site and click the ID on the *Site ID* column. The *Enterprise – Ent NGW Routing Modify* page for the site ID appears.
3. To delete the entry, click **DELETE**. In the confirmation dialog box, click OK. The previous page appears.
4. To edit the entry, select the new values for the entry (Cost, Weight, and digit manipulation algorithms).

For each selected digit manipulation algorithm, enter a value in the *Value* field.

5. To save your changes, click **SAVE**.

To exit without saving, click **CANCEL** or click a menu option to display another page.

7.5 FAR-END HOP-OFF

Use this item from the Enterprise menu to:

- List routing policy settings and entries
- Modify routing policy settings
- Add an entry
- Delete or modify an entry

The Far-End Hop-Off routing policy extends the support of private gateways by the Network Server to allow enterprises to use their own facilities to terminate public calls. This policy allows an enterprise to identify routes to be used to terminate public calls. This can be seen as a way for an enterprise to perform “toll bypass”.

The Far-End Hop-Off policy allows the entry of routing lists and authorized hosts for the specified enterprises. This allows the administrator to define a subset of all the hosting network elements configured in the Network Server for each enterprise and policy type. Therefore, a private policy for an enterprise is only allowed to use the hosting NEs that have been previously authorized.

7.5.1 LIST ROUTING POLICY SETTINGS AND ENTRIES

Use the *Enterprise – Far-End Hop-Off* page to list the routing policy and Far-End Hop-Off entries for Private Routing NEs. 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, see section [5.1 Search List Pages](#).

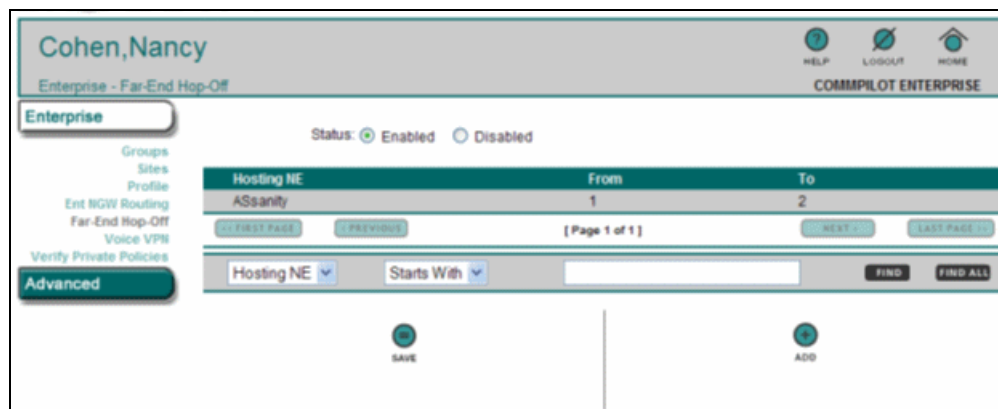


Figure 24 Enterprise – Far-End Hop-Off

1. On the Enterprise menu, click **Far-End Hop-Off**. The *Enterprise – Far-End Hop-Off* page appears.
2. To display another page, select another menu option.

7.5.2 MODIFY ROUTING POLICY SETTINGS

Use the *Enterprise – Far-End Hop-Off* page to change the Far-End Hop-Off routing policy settings of the enterprise.

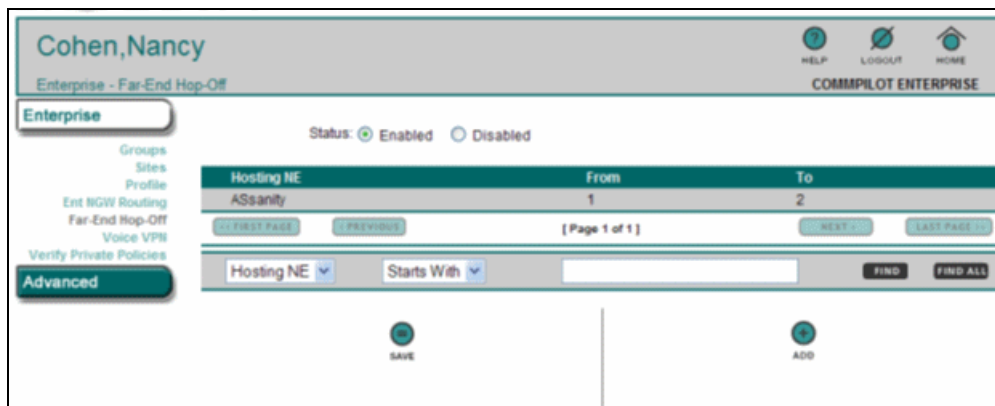


Figure 25 Enterprise – Far-End Hop-Off

1. On the Enterprise menu, click **Far-End Hop-Off**. The Enterprise – Far-End Hop-Off page appears.
2. To enable or disable routing, click “Enabled” or “Disabled”.

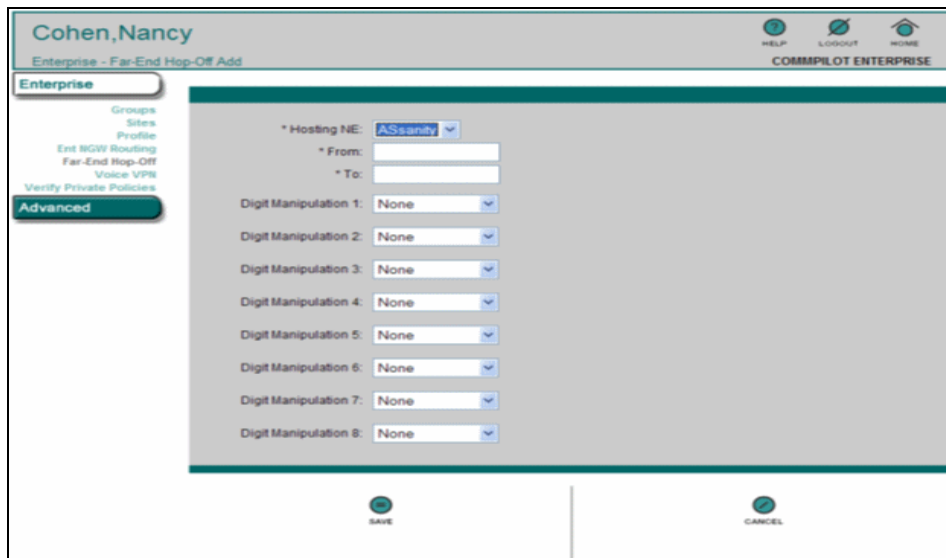
When “Enabled”, this instance is active and you can use your own facilities to terminate public calls at specified NEs. When “Disabled” this instance is not active.

3. To save your changes, click **SAVE**. The previous page appears.

To exit without saving, click **CANCEL** or click a menu option to display another page.

7.5.3 ADD AN ENTRY

Use the Enterprise – Far-End Hop-Off Add page to add an entry.



The screenshot displays the 'Enterprise - Far-End Hop-Off Add' page. The page header includes the user name 'Cohen, Nancy' and the title 'Enterprise - Far-End Hop-Off Add'. The main content area contains the following fields:

- * Hosting NE: ASsandy (dropdown menu)
- * From: (text box)
- * To: (text box)
- Digit Manipulation 1: None (dropdown menu)
- Digit Manipulation 2: None (dropdown menu)
- Digit Manipulation 3: None (dropdown menu)
- Digit Manipulation 4: None (dropdown menu)
- Digit Manipulation 5: None (dropdown menu)
- Digit Manipulation 6: None (dropdown menu)
- Digit Manipulation 7: None (dropdown menu)
- Digit Manipulation 8: None (dropdown menu)

At the bottom of the form, there are two buttons: 'SAVE' and 'CANCEL'.

Figure 26 Enterprise – Far-End Hop-Off Add

1. On the Enterprise menu, click **Far-End Hop-Off**. The Enterprise – Far-End Hop-Off page appears.
2. Click **ADD**. The Enterprise – Far-End Hop-Off Add page appears.
3. Type or select the data: From, To, and up to eight digit manipulation algorithms. The From and To text boxes identify the range of E.164 numbers for the NE.
4. For each selected digit manipulation algorithm, enter a value in the Value text box.
5. To save your changes, click **SAVE**. The previous page appears.

To exit without saving, click **CANCEL** or click a menu option to display another page.

7.5.4 DELETE OR MODIFY AN ENTRY

Use the *Enterprise – Far-End Hop-Off Modify* page to delete a Far-End Hop-Off entry or to modify the digit manipulation algorithms associated with the entry.

The screenshot shows the 'Enterprise - Far-End Hop-Off Modify' page. The user is logged in as 'Cohen, Nancy'. The page title is 'Enterprise - Far-End Hop-Off Modify'. The sidebar on the left includes 'Enterprise' and 'Advanced' buttons, along with a list of navigation options: Groups, Sites, Profile, Ent NGW Routing, Far-End Hop-Off, Voice VPN, and Verify Private Policies. The main content area displays 'Hosting NE: ASsanity', 'From: 1', and 'To: 2'. Below this are eight 'Digit Manipulation' fields, each with a dropdown menu set to 'None'. At the bottom, there are three buttons: SAVE, DELETE, and CANCEL.

Figure 27 Enterprise – Far-End Hop-Off Modify

1. On the Enterprise menu, click **Far-End Hop-Off**. The *Enterprise – Far-End Hop-Off* 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, see section [5.1 Search List Pages](#).

2. Click any item in the row for the entry. The *Enterprise – Far-End Hop-Off Modify* page appears.
3. To delete the entry, click **DELETE**. In the confirmation dialog box, click **OK**. The previous page appears.
4. To edit the entry, edit the data for up to eight digit manipulation algorithms.
5. For each selected digit manipulation algorithm, enter a value in the Value text box.
6. To save your changes, click **SAVE**. The previous page appears.

To exit without saving, click **CANCEL** or click a menu option to display another page.

7.6 VOICE VPN

Use this item on the Enterprise menu to:

- List Routing Policy Settings and Entries
- Modify Routing Policy Settings
- Add an Entry
- List, Delete, or Modify an Entry

The Voice VPN (Virtual Private Network) routing policy is used for a VPN where extension dialing is available between sites. This policy is also used to enter enterprise dial plans and to set Voice VPN-wide properties.

7.6.1 LIST ROUTING POLICY SETTINGS AND ENTRIES

Use the *Enterprise – Voice VPN* page to list the policy settings and VPN entries. 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, see section [5.1 Search List Pages](#).

The screenshot shows the 'Enterprise - Voice VPN' configuration page. At the top, the user 'Borden, Kathleen' is logged in. The page title is 'Enterprise - Voice VPN' and the logo 'COMPILOT ENTERPRISE' is visible. On the left, there is a navigation menu with options: Enterprise, Groups, Sites, Profile, Voice VPN, Verify Private Policies, and Advanced. The main content area displays several settings with radio buttons: Status (Enabled/Disabled), Default selector (Public/Private), Selector for non-matching E164 numbers (Public/Default selector), and Do routing using (Called number only/Called number and phone-context). Below these settings is a table with the following data:

Location Code	Min Extension Length	Max Extension Length	Selector
20	2	3	Public
21	0	0	Route

Below the table are pagination controls: [FIRST PAGE], [PREVIOUS], [Page 1 of 1], [NEXT], [LAST PAGE]. At the bottom, there are search filters for 'Location Code' and 'Starts With', along with 'FIND' and 'FIND ALL' buttons. At the very bottom, there are 'SAVE' and 'ADD' buttons.

Figure 28 Enterprise – Voice VPN

1. On the Enterprise menu, click Voice VPN. The Enterprise – Voice VPN page appears.
2. To display another page, select another menu option.

7.6.2 MODIFY ROUTING POLICY SETTINGS

Use the *Enterprise – Voice VPN* page to change the routing policy settings of the enterprise.

The screenshot shows the 'Enterprise - Voice VPN' configuration page. The user is logged in as 'Borden, Kathleen'. The page has a sidebar with 'Enterprise' selected and 'Advanced' highlighted. The main content area contains the following settings:

- Status: Enabled Disabled
- Default selector: Public Private
- Selector for non-matching E164 numbers: Public Default selector
- Do routing using: Called number only Called number and phone-context

Below the settings is a table with the following data:

Location Code	Min Extension Length	Max Extension Length	Selector
20	2	3	Public
21	0	0	Route

At the bottom of the page, there are 'SAVE' and 'ADD' buttons.

Figure 29 Enterprise – Voice VPN

1. On the Enterprise menu, click Voice VPN. The Enterprise – Voice VPN page appears.
2. To enable or disable routing, click “Enabled” or “Disabled”.

When Enabled, this instance is active and you can use your own facilities to terminate public calls at specified NEs. When disabled, this instance is not active.

3. For Default selector, click “Public” or “Private” to select the default behavior of routing if no Voice VPN entry matches the digits dialed.
4. For Selector for non-matching E164 numbers, click “Public” or “Default selector” to select the default behavior of routing if no Voice VPN entry matches the digits dialed.
5. For Do routing using, click “Called number only” or “Called number and phone-context”. Select the “Called number and phone-context” option if it is required by the VoiceVPN policy. (Voice VPN without DMI requires that the phone-context parameter be returned, with the service name and group name included.)
6. To save your changes, click **SAVE**.

To exit without saving, click **CANCEL** or click a menu option to display another page.

7.6.3 ADD AN ENTRY

Use the *Enterprise – Voice VPN* page to add a VPN entry.

The screenshot shows the 'Enterprise - Voice VPN Add' page. The user is logged in as 'Cohen, Nancy'. The page has a sidebar menu with 'Enterprise' selected, and a main form area. The form includes the following fields and options:

- * Location Code: [Text Input]
- * Min Extension Length: [0] (dropdown)
- * Max Extension Length: [0] (dropdown)
- Description: [Text Input]
- * Selector: Private Public Route Treatment
- Digit Manipulation Operations:
 - Digit Manipulation 1: [None] (dropdown)
 - Digit Manipulation 2: [None] (dropdown)
 - Digit Manipulation 3: [None] (dropdown)
 - Digit Manipulation 4: [None] (dropdown)
 - Digit Manipulation 5: [None] (dropdown)
 - Digit Manipulation 6: [None] (dropdown)
 - Digit Manipulation 7: [None] (dropdown)
 - Digit Manipulation 8: [None] (dropdown)

At the bottom of the form are 'SAVE' and 'CANCEL' buttons.

Figure 30 Enterprise – Voice VPN Add

This close-up shows the 'Route' selector selected. The 'Routing Information' section includes:

- * Selector: Private Public Route Treatment
- * Group Name: [ASsanity - mt1000] (dropdown)

The 'Digit Manipulation Operations' section shows:

- Digit Manipulation 1: [None] (dropdown)

Figure 31 Enterprise – Voice VPN Add – Section on Page for Route Selector

This close-up shows the 'Treatment' selector selected. The 'Treatment Information' section includes:

- * Selector: Private Public Route Treatment
- * Treatment: [No forwarding address] (dropdown)

At the bottom of the form are 'SAVE' and 'CANCEL' buttons.

Figure 32 Enterprise – Voice VPN Add – Section on Page for Treatment Selector

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

3. Type the location code.
4. Select the Min Extension Length (minimum amount of digits for an extension).
5. Select the Max Extension Length (maximum amount of digits for an extension).
6. Type the Dial Plan Description.
7. Select the Policy *Selector*.

Private – Use only private policies to process calls.

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

Route – Route calls with redirect.

Treatment – Treat calls using the corresponding treatment.

8. According to the Selector you select, do one of the following steps:
 - If you select “Private” or “Public”, select and type information for the digit manipulation input boxes, and go to the next step.
 - If you select “Route”, in the Routing Information section, select the group name, select and type information for the digit manipulation input boxes, and go to the next step.
 - If you select “Treatment”, in the *Treatment Information* section, select the treatment, and go to the next step.
9. To save your changes, click **SAVE**.

To exit without saving, click **CANCEL** or click a menu option to display another page.

7.6.4 LIST, DELETE, OR MODIFY AN ENTRY

Use the *Enterprise – Voice VPN Modify* page to view the information for an entry, delete an entry, or to modify an entry.

Figure 33 Enterprise – Voice VPN Modify

Figure 34 Enterprise – Voice VPN Modify – Section on Page for Route Selector

Figure 35 Enterprise – Voice VPN Modify – Section on Page for Treatment Selector

1. On the Enterprise menu, click **Voice VPN**. The *Enterprise – Voice VPN* 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, see section [5.1 Search List Pages](#).

2. Find the row for the entry and click any item in the row. The *Enterprise – Voice VPN Modify* page appears.
3. Do one of the following steps:
 - To delete an entry, click the *Selector* for the entry to be deleted and click **DELETE**. In the confirmation dialog box, click **OK**. The previous page appears.
 - To modify an entry, go to the next step.
4. Select the Min Extension Length (minimum amount of digits for an extension).
5. Select the Max Extension Length (maximum amount of digits for an extension).
6. Type the Dial Plan Description.
7. Select the Policy *Selector*:
 - Private – Use only private policies to process calls.
 - Public – Continue through all available policies starting with private policies first, and then public ones.
 - Route – Route calls with redirect.
 - Treatment – Treat calls using the corresponding treatment.
8. According to the Selector you choose, perform one of the following steps:
 - If you select “Private” or “Public”, select and type information for the digit manipulation input boxes, and go to the next step.
 - If you select “Route”, in the Routing Information section, select the group name, select and type information for the digit manipulation input boxes, and go to the next step.

- If you select “Treatment”, in the Treatment Information section, select the treatment, and go to the next step.
9. To save your changes, click **SAVE**. The previous page appears.

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

7.7 VERIFY PRIVATE POLICIES

Use the *Verify Private Policies* page to verify private policies for an enterprise.

Translation results are verified using this command. This command allows you to debug any problems between the originating DN (the caller) and the terminating DN (the called party) as it emulates the Network Server as it connects these two DNs. A detailed report appears showing information, warnings, and errors.

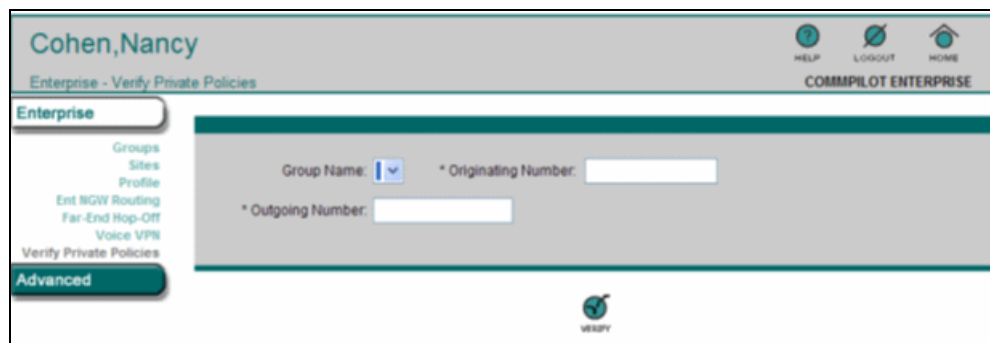


Figure 36 Enterprise – Verify Private Policies Page

1. On the *Group – Enterprise* page, click **Verify Private Policies**. The *Verify Private Policies* page appears.
2. To select an originating number that does not belong to a group, do not select a group name, type the originating number and outgoing numbers in the text boxes. For more information about entering outgoing numbers, see section 7.7.1 Enter Outgoing Numbers.
3. To select an outgoing number assigned to a group, select the group in the Group Name input box. Next select the outgoing number from the Outgoing Number input box, and then type the originating number in the text box. For more information about entering outgoing numbers, see section 7.7.1 Enter Outgoing Numbers.
4. Click **VERIFY**.

Verification results appear, as shown in the following figure.

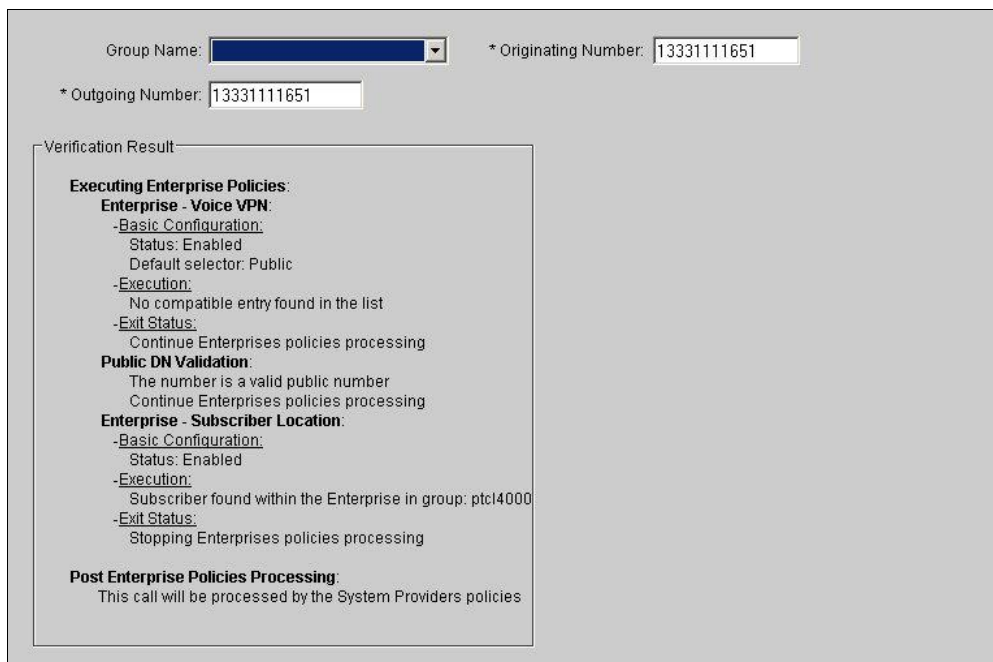


Figure 37 Enterprise – Verify Private Policies Page – Verification Sample

7.7.1 ENTER OUTGOING NUMBERS

You can enter digits as well as feature access codes in the *Outgoing Number* text box. The *Outgoing Number* text box accepts the following characters in any position: *, #, and +. The Network Server accepts the following format for feature access codes:

[* #][digits][* #][+]digits[# *]

Where [] indicates an optional parameter.

The Network Server recognizes all DNs with this format. For example, a DN entered as: *56#+15143401001 is a valid DN.

A DN that has a *, or #, or both, is recognized as a feature access code, whereas a DN that is terminated with a # is not recognized as a feature access code.

A DN with many plus signs (+) is recognized as a URL. Also, a DN with only one + (without a # or *) in a digit string is recognized as a URL.

The following table shows the default feature access codes.

CODE	FEATURE
*34	Advice Of Charge Activation
*77	Anonymous Call Rejection Activation

CODE	FEATURE
*87	Anonymous Call Rejection Deactivation
52	Anonymous Call Rejection Interrogation
#8	Automatic Callback Deactivation
#9	Automatic Callback Menu Access
14	Clearspan Anywhere E.164 Dialing
*15	Call Bridge
*72	Call Forwarding Always Activation
*73	Call Forwarding Always Deactivation
21	Call Forwarding Always Interrogation
*21	Call Forwarding Always to Voice Mail Activation
#21	Call Forwarding Always to Voice Mail Deactivation
*90	Call Forwarding Busy Activation
*91	Call Forwarding Busy Deactivation
67	Call Forwarding Busy Interrogation
*40	Call Forwarding Busy To Voice Mail Activation
#40	Call Forwarding Busy To Voice Mail Deactivation
*92	Call Forwarding No Answer Activation
*93	Call Forwarding No Answer Deactivation
61	Call Forwarding No Answer Interrogation
*41	Call Forwarding No Answer to Voice Mail Activation
#41	Call Forwarding No Answer to Voice Mail Deactivation
*94	Call Forwarding Not Reachable Activation
*95	Call Forwarding Not Reachable Deactivation
63	Call Forwarding Not Reachable Interrogation
#76	Call Forwarding Selective Activation
#77	Call Forwarding Selective Deactivation
*31	Calling Line ID Delivery Blocking Activation

CODE	FEATURE
#31	Calling Line ID Delivery Blocking Deactivation
54	Calling Line ID Delivery Blocking Interrogation
*67	Calling Line ID Delivery Blocking per Call
*65	Calling Line ID Delivery per Call
*68	Call Park
*88	Call Park Retrieve
*98	Call Pickup
*44	Call Recording – Start
*45	Call Recording – Stop
*11	Call Retrieve
*69	Call Return
#92#	Call Return Number Deletion
53	Call Waiting Interrogation
*43	Call Waiting Persistent Activation
#43	Call Waiting Persistent Deactivation
*70	Cancel Call Waiting
*99	Clear Voice Message Waiting Indicator
33	Communication Barring User-Control Activation
#33*	Communication Barring User-Control Deactivation
*#33#	Communication Barring User-Control Query
56	Connected Line Identification Restriction Interrogation
*57	Customer Originated Trace
*97	Directed Call Pickup
*33	Directed Call Pickup with Barge-in
*55	Direct Voice Mail Transfer
*80	Diversion Inhibitor
*78	Do Not Disturb Activation

CODE	FEATURE
*79	Do Not Disturb Deactivation
#83	Escalate Call Supervision
#63	Executive-Assistant Call Push
#64	Executive-Assistant Initiate Call
#65	Executive-Assistant Opt-in
#66	Executive-Assistant Opt-out
#61	Executive Call Filtering Activation
#62	Executive Call Filtering Deactivation
*26	Find-me/Follow-me Call Push
*22	Flash Call Hold
#72	Forced Forwarding Activation
#73	Forced Forwarding Deactivation
#58	Group Call Park
#51	Hunt Group Busy Activation
#52	Hunt Group Busy Deactivation
#53	Hunt Group Busy Interrogation
#82	Initiate Silent Monitoring
*66	Last Number Redial
*96	Legacy Automatic Callback Invocation
#96	Legacy Automatic Callback Cancelation
*12	Location Control Activation
*13	Location Control Deactivation
#80	Make Outgoing Call as Call Center
#81	Make Personal Outgoing Call
#23	Mobility Call Anchoring Activation
*23	Mobility Call Anchoring Activation Per Call
#24	Mobility Call Anchoring Deactivation

CODE	FEATURE
*24	Mobility Call Anchoring Deactivation Per Call
#28	Mobility Calling Line ID Activation
*28	Mobility Calling Line ID Activation Per Call
#29	Mobility Calling Line ID Deactivation
*29	Mobility Calling Line ID Deactivation Per Call
#84	Monitoring Next Call
*60	Music On Hold Per-call Deactivation
#70	Night Service Activation Manual Override
*84	Number Portability Announcement Activation
*85	Number Portability Announcement Deactivation
#71	Night Service Deactivation Manual Override
*610	No Answer Timer
#0322	Push Notification Retrieval
*71	Per-Call Account Code
*50	Push to Talk
51	Selective Call Rejection Interrogation
*75	Speed Dial 100
*74	Speed Dial 8
*47	Sustained Authorization Code activation (call unlocking)
*37	Sustained Authorization Code activation (call locking)
*86	Voice Mail Retrieval
*62	Voice Portal Access

8 ADVANCED MENU

This chapter contains sections that correspond to each menu item on the navigation pane (left side) on the *Advanced – Administrators* page.

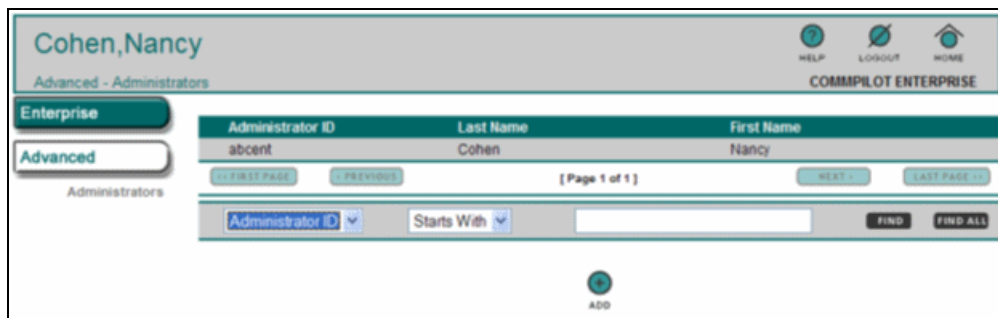


Figure 38 Advanced – Administrators

The *Advanced* menu contains the Administrators menu item.

8.1 ADMINISTRATORS

Use this item on the Advanced menu to:

- List Administrators
- Add an Administrator
- Delete or Modify an Administrator

8.1.1 LIST ADMINISTRATORS

You use the *Advanced – Administrators* page to view the list of enterprise administrators. From this page, you add, modify, or delete administrators. 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, see section [5.1 Search List Pages](#).

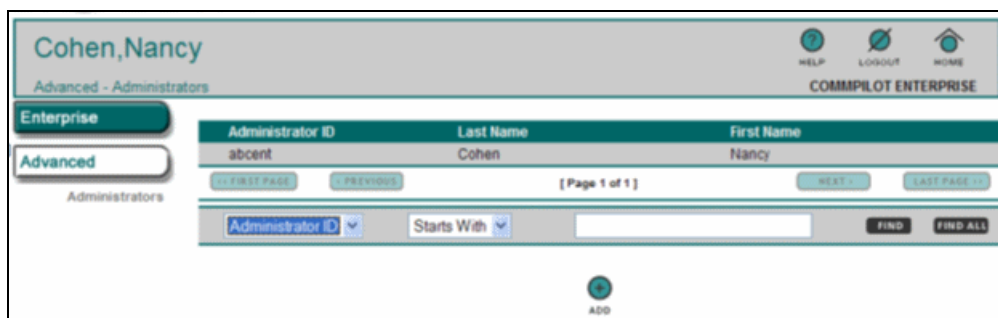


Figure 39 Advanced – Administrators

1. On your Home page, click **Advanced**. The Advanced – Administrators page appears.
2. To display another page, select a menu option.

8.1.2 ADD AN ADMINISTRATOR

You use the *Advanced – Administrators Add* page to add an enterprise administrator.

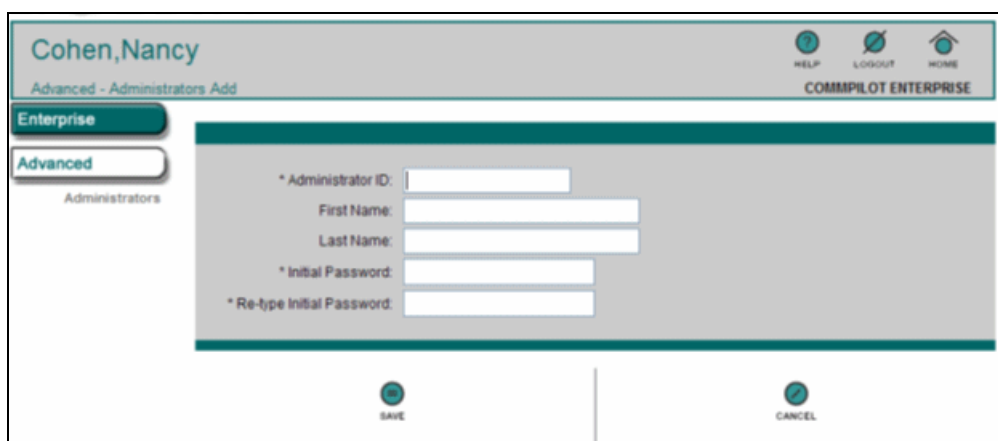


Figure 40 Advanced – Administrators Add

1. On your Home page, click **Advanced**. The Advanced – Administrators page appears.
2. Click **ADD**. The Advanced – Administrators Add page appears.
3. In the Administrator ID text box, type the Administrator ID for logging in to the system.
4. In the First Name text box, type the administrator first name.

5. In the Last Name text box, type in the administrator last name.
6. Type the administrator password in both password text boxes.
7. To save your changes, click **SAVE**.

To ignore your changes and display the previous page click **CANCEL** or click a menu option to display another page.

8.1.3 DELETE OR MODIFY AN ADMINISTRATOR

You use the *Advanced – Administrators Modify* page to delete an administrator or to modify the data for an 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, see section [5.1 Search List Pages](#).

The screenshot displays the 'Advanced - Administrators Modify' page. At the top, the user's name 'Cohen, Nancy' is shown, along with navigation links for HELP, LOGOUT, and HOME, and the text 'COMMPILOT ENTERPRISE'. A sidebar on the left contains 'Enterprise' and 'Advanced' buttons, with 'Administrators' listed below. The main content area shows the administrator's details: Administrator ID: abcent, First Name: Nancy, Last Name: Cohen, Current Password, Reset Password, and Re-type new password. At the bottom, there are three buttons: SAVE, DELETE, and CANCEL.

Figure 41 Advanced – Administrators Modify

1. On your Home page, click **Advanced**. The Advanced – Administrators page appears.
2. Click on any item in the row for the administrator. The Advanced – Administrators Modify page appears.
3. To delete the administrator, click **DELETE** and click **OK** in the confirmation dialog box. The previous page appears.
4. To edit the input boxes for the administrator, type information for the administrator first name, last name, and password.
5. To save your changes, click **SAVE**.

To ignore your changes and display the previous page click **CANCEL** or click a menu option to display another page.

9 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
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
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
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
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 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
BSS	Business SIP Services
BW	Clearspan
BWAMS	Clearspan Assistant–Mobile Service
BWAR	Clearspan Application aRchive
BWCCA	Clearspan Call Center Agent
BWCCS	Clearspan Call Center Supervisor
BWECCR	Clearspan Enhanced Call Center Reporting
BWTCSPI	Clearspan Sametime Telephony Control Service Provider Interface
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
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
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
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
CLID	Calling Line ID
CLIO	Calling Line ID Blocking Override

CLIP	Calling Line ID Delivery
CLIR	Calling Line ID Delivery Blocking
CLIR	Connected 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 (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
CPL	Call Processing Language
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
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	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
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
EACD	Enhanced Automatic Call Distribution
ECCR	Enhanced Call Center Reporting
ECF	Event Charging Function (used for on-line 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
EMS	Element Management System
eMTA	Embedded Media Terminal Adapters
EOCP	Enhanced Outgoing Calling Plan
EOL	End of Line
EP	Emergency Patch
ERDB	ESZ Routing Database
ERP	Enterprise Resource Planning
ESCA	Enhanced Shared Call Appearance
ESGW	Emergency Service Gateway
ESN	Emergency Service Number
ESP	Encapsulating Security Payload
ESPOSREQ	Emergency Positioning Request
ESQK	Emergency Services Query Key
ESRN	Emergency Services Routing Number
ESZ	Emergency Service Zone
ETSI	European Telecommunications Standards Institute
EWM	Estimated Wait Message
EWS	External Web Server
FA	Flexible Alerting
FAC	Feature Access Codes
FAN	Fast Application Notification
FAQ	Frequently Asked Questions
FCAPS	Fault, Configuration, Accounting, Performance, and Security
FCC	Federal Communications Commission
FCF	Fast Connection Failover
FCOF	Forwarding Counter Override feature
FDDI	Fiber Distributed Data Interface
FE	Front End (server)
FEC	Front-End Clipping
FIFO	First In, First Out
FM	Simultaneous Ringing/Sequential Ringing
FMC	Fixed-mobile Convergence
FP	Fixpack

fps	Frames per Second
FPU	Floating Point Unit
FQDN	Fully Qualified Domain Name
FR	Failure Rate
FR	Frame Relay
FR	Feature Request
FS	Functional Specification
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
GIF	Graphics Interchange Format
GMT	Greenwich Mean Time
GOP	Group of Pictures
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
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
HTTDP	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
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
I-Frame	Intra-Frame
IGC	Instant Group Call
IGMP	Internet Group Management Protocol
IGP	Interior Gateway Protocol
IIOB	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
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
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
JASS	JumpStart Architecture and Security Scripts
JDBC	Java Database Connection
JDBC	Java Database Connectivity
JDK	Java Development Toolkit
JIT	Java Just-in-Time Compiler
JMAPI	Java Management API
JNLP	Java Network Launch Protocol
JPEG	Joint Photographic Experts Group
JRE	Java Runtime Environment
JSP	Java Server 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
LDCAE	Long Duration Call Accounting Events
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
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
MHz	Megahertz
MIB	Management Information Base
MIME	Multipurpose Internet Mail Extensions
MIN	Mobile Identification Number
MLD	Multicast Listener Discovery
MLHG	Multi-Line Hunt Group
MMS	Multimedia Messaging Service
MMTel	Multimedia Telephony
MNC	Mobile Network Code
MO	Managed Object
MOH	Music On Hold
MOSPF	Multicast Open Shortest Path First
MP	Maintenance Patch
MP	Play-Collect Category
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
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
NNTTP	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
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
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
OZA	Office Zone Announcement
PA	Provisioning Application
PAD	Packet Assembler/Disassembler
PAI	P-Asserted-Identity
PAID	P-Asserted-Identity
PAM	Presence and Availability Management
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
PDP	Private Dial Plan
PDSN	Packet Data Serving Node
PDU	Protocol Data Unit
PE	Phone Editor
P-Frame	Predicted-Frame
P-Frame	Predicted-Frame
PI	Protocol Interpreter
PIC	Points In Call
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 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
PTT	Push To Talk
PUIs	Public User Identities
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
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
RDP	Remote Desktop Protocol
REST	Representational State Transfer
REXEC	Remote Execution Command Protocol
RFC	Request for Comments
RFN	Rating Function Application
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	Registration Request
RS	Redirect Server
RS	Reporting Service
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
RW	Read Write
SA	System Administrator
SA	Security Association
SA	Subscriber Agent
SaaS	Software as a Service
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
SCCF	Subscriber Content Charging Function
SCCP	Signaling Connection Control Part
SCCP	Simple Conference Control Protocol
	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
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
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
SORM	Russian acronym for Lawful Intercept (LI)
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
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
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
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
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	Timezone
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
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
WAS	Web-based Authentication Server
WAV	Wave (file extension)
Webapp	Web Application
WebDAV	Web-based Distributed Authoring and Versioning

WIFI	Wireless Fidelity
WIX	Windows Installer XML
WLAN	Wireless Local Area Network
WLSS	WebLogic SIP Server
WS	Web Server
WSDL	Web Service Description Language
WSP	Wireless Session Protocol
WSP	Wholesale Protocol
WTS	Windows Terminal Services
WWW	World Wide Web
X.25	CCITT Packet Switching Standard
X.400	CCITT and ISO Message-handling Service Standard
X.500	ITU and ISO Directory Service Standard
X.509	ITU and ISO Digital Certificate Standard
X11	X Window System Version 11
XA	Execution Application
XAS	eXternal <i>Database</i> Application Server
XCAP	XML Configuration Access Protocol
Xdp	Xtended Developer Program
xDSL	External Digital Subscriber Line
XLA	Transaction Log API (TimesTen term)
XLS	Excel File Format
XML	eXtensible Markup Language
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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