

Clearspan® OpEasy® Advanced Provisioning Guide

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Overview

OpEasy is a suite of web applications that helps an administrator quickly and easily integrate select models of AudioCodes, Clearspan, Media5, Mitel, Poly/Polycom, Panasonic, Cisco, Grandstream and ` phone devices within an Enterprise on the Clearspan Voice over IP (VoIP) platform and have it ready for use by a specific user. When an administrator sets up a phone using profiles and templates in OpEasy, and then designates a user for that phone, a unique configuration file is generated and made available for download when the phone starts up. The configuration file defines the phone number/extensions and features that are enabled on the phone. Although this file is generated and stored on the Clearspan system, OpEasy controls the content of this file when an OpEasy template is assigned.

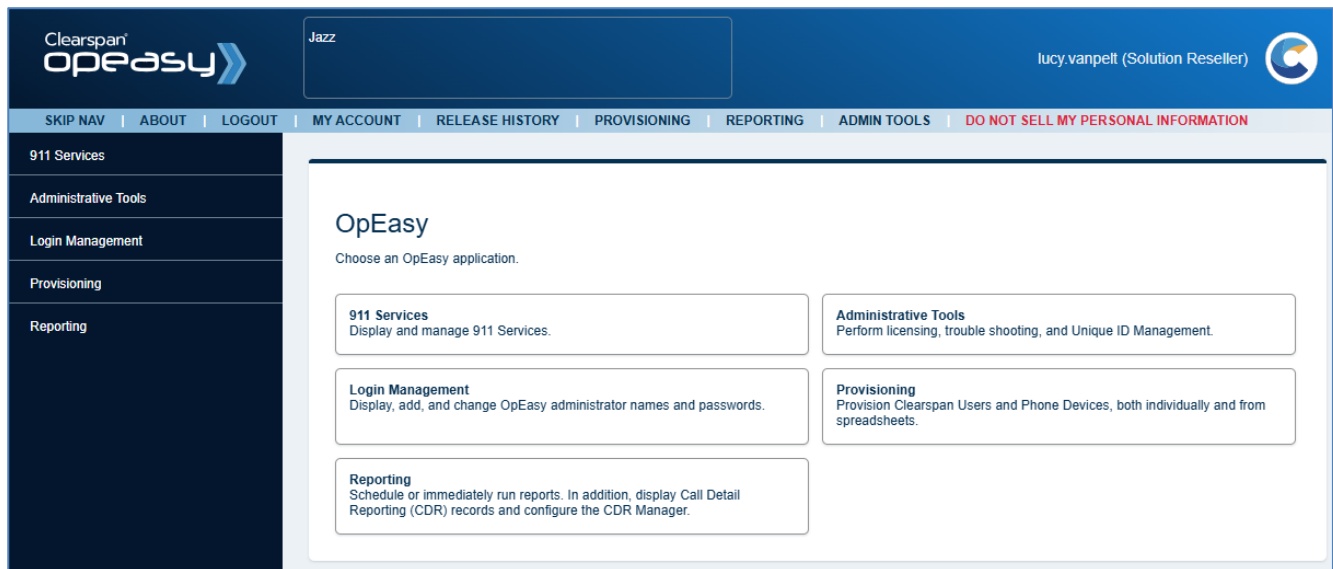
An OpEasy administrator's ability to access certain settings depends on the administrator's login level and assigned privileges.

This document provides instructions about performing the following functions, which are generally available to Group Administrators (GA), Enterprise Administrators (EAs), and those with higher levels of access privileges:

- Users—Add, Modify, Delete, or Search for Users.
- Virtual Users—Add a new virtual user or search for, and edit or delete virtual users, including Auto Attendants, Call Centers, and Hunt Groups.
- Import—Use spreadsheets to create users and administer user features in bulk.
- Export—Export user and phone device data to a spreadsheet.
- Phone Management—Add, Modify, Delete, or Search for Phone Devices. A list of devices can be exported to a spreadsheet. Device Types must be created before User Profiles are created.
- Phone Templates—Add, Modify, Delete, Copy, or Search for phone templates. Templates must be created before creating User Profiles.
- User Profiles—Add, Modify, Delete, or Search for User Profiles. The User Profile is a set of rules that is applied to a User. The User Profile must be created before the Basic OpEasy Admin can create Users.
- Enterprise Settings—Add or Modify departments, phone numbers, or service packs for an Enterprise.
- Group Settings—Configure authorization codes, call pickup groups, departments, custom device type tags, night forwarding, phone directory management, or phone numbers for groups.

OPEASY MAIN PAGE

The OpEasy main page displays after you log in.



OpEasy Main Page for Solution Resellers

Several links appear below the OpEasy logo.

- The Skip Nav link is available on all OpEasy pages for rapid navigation without the use of a mouse. This is a WCAG/ADA compliance function.
 - When the Skip Nav link is clicked, the cursor focus is navigated past all the navigation links that exist across the top of the page and down the left side of the page.
 - When an administrator enters a page, they need only to hit the tab key to bring focus to the Skip Nav link then hit return to skip past all navigation links. The administrator can use the tab key to navigate the page content beginning at the OK button.
- Use the About link to see the OpEasy version number and the server's name associated with your current connection to OpEasy.
- Use the Logout link to exit the OpEasy session.
- Use the My Account link to manage the password and two-factor authentication options for the user name to which you are currently logged on.
- Use the Release History link to see the list of changes made for the current and previous releases.
- Use the Provisioning link to get to the Provisioning menu.
- Use the Reporting link to get to the Reporting menu.
- Use the Admin Tools link to get to the Admin Tools menu.
- Do not Sell My Personal Information: When the '**Do Not Sell Link**' check box is enabled in the System Settings by an administrator. It displays the "**Do Not Sell My**

Personal Information” link on all the OpEasy page headers to support CCPA compliance.

The name of the OpEasy administrator who is logged on to this session, as well as that administrator’s account type in parentheses, is displayed in the top right corner next to the Clearspan logo.

The main OpEasy page displays the list of OpEasy applications that are available to the administrator who is logged in, depending on licensing that has been applied at the system and enterprise levels as well as the privileges that have been assigned at the individual administrator level. You can return to the page at any time by clicking Main Menu in the top left corner.

ADMINISTRATOR ACCOUNT TYPES

The account type identifies which applications are accessible, which Clearspan users will be accessible via Provisioning and Reporting and which OpEasy administrators will be accessible via Login Management. The five account types exist in a hierarchy; the System Administrator (SA) has the most authority and the Department Administrator (DA) has the least authority.

Account Types / Capabilities:

- System Administrator (SA)
 - Has access to all applications licensed at the system level.
 - Has access to all enterprises and their underlying groups and departments.
 - Is able to set an enterprise license to “Exempt” (to exempt billing for Pilots)
 - Is able to create and modify any type of OpEasy administrator.
- Solution Reseller (SR)
 - Has access to Login Management, Provisioning and Reporting applications and limited access to Administrative Tools (Licensing only)
 - Has access to all enterprises and their underlying groups and departments.
 - Is able to create and modify OpEasy administrators that are of type EA, GA and DA
- Enterprise Administrator (EA)
 - Has access to Login Management, Provisioning and Reporting applications.
 - Has access to one or more enterprises and their underlying groups and departments.
 - Is able to create and modify OpEasy administrators that are of type GA or DA
- Group Administrator (GA)
 - Has access to Login Management, Provisioning and Reporting applications.
 - Has access to one or more groups within a specific enterprise.
 - Is able to create and modify OpEasy administrators that are of type DA.
- Department Administrator (DA)
 - Has access to Reporting and limited access to Provisioning.
 - Has access to one or more departments, which must be within a group.

- Is not able to create or modify OpEasy administrators.



Notes:

- 'Account types' are synonymous with 'login levels' throughout this document.
- Basic provisioning functions such as adding, modifying, and removing users, generally available to Department Administrators (DAs), are covered in the Clearspan OpEasy Basic Provisioning Guide.
- Mitel 6800 series phones also include the phones formerly known as Aastra 6800 phones.

Initial System-Level Setup

Using the customer's requirements for features and functionality, OpEasy comes set up with an Enterprise, one or more User Groups within the Enterprise, Global Settings for SIP phone devices, and Service Packs (groups of user services) to be used across the Enterprise. An Enterprise is the highest-level organization in OpEasy, typically representing an institution or business. At least one Group must exist within an Enterprise. Individual Users are assigned to Groups. Global Settings are set at the System, Enterprise, and Group levels for a specified phone device family or manufacturer. Clearspan creates the phone device types that OpEasy administrators can provision and assign to users on the Clearspan platform. A 'device type' typically equates to a phone model, such as the Mitel 6869i SIP phone.

Clearspan and OpEasy administrators may work together to define the Service Packs that will be used within an Enterprise. Service Packs include features, some of which are licensed on a per-user cost basis. Administrators should become familiar with the details of Enterprise Settings, Global Settings, Groups, and Service Packs configured, so that they can set up devices and users appropriately.

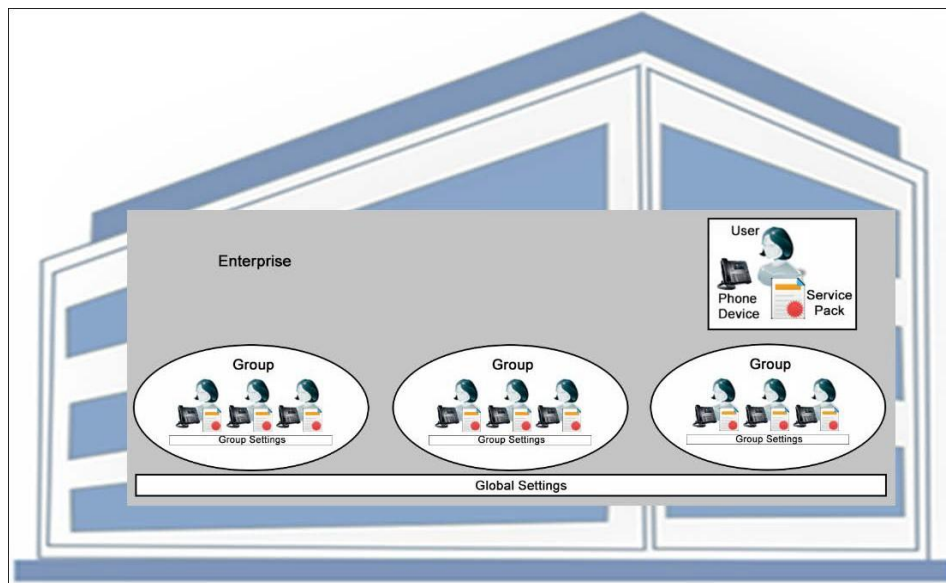


Figure 1 - Provisioning Hierarchy

Setting Up Users with Phones

After the system-level and global settings have been configured and you are ready to set up a phone for someone, create a user in OpEasy with an associated phone device. The typical steps for creating a user and a phone for that user in OpEasy are as follows:

1. Choose or create a phone Template Definition. Templates define a reusable set of features for a specific type of phone. They control the behavior of each button and softkey; the ring tones, how items are displayed on the screen, and so on. For more information, see the [Phone Templates](#) section.

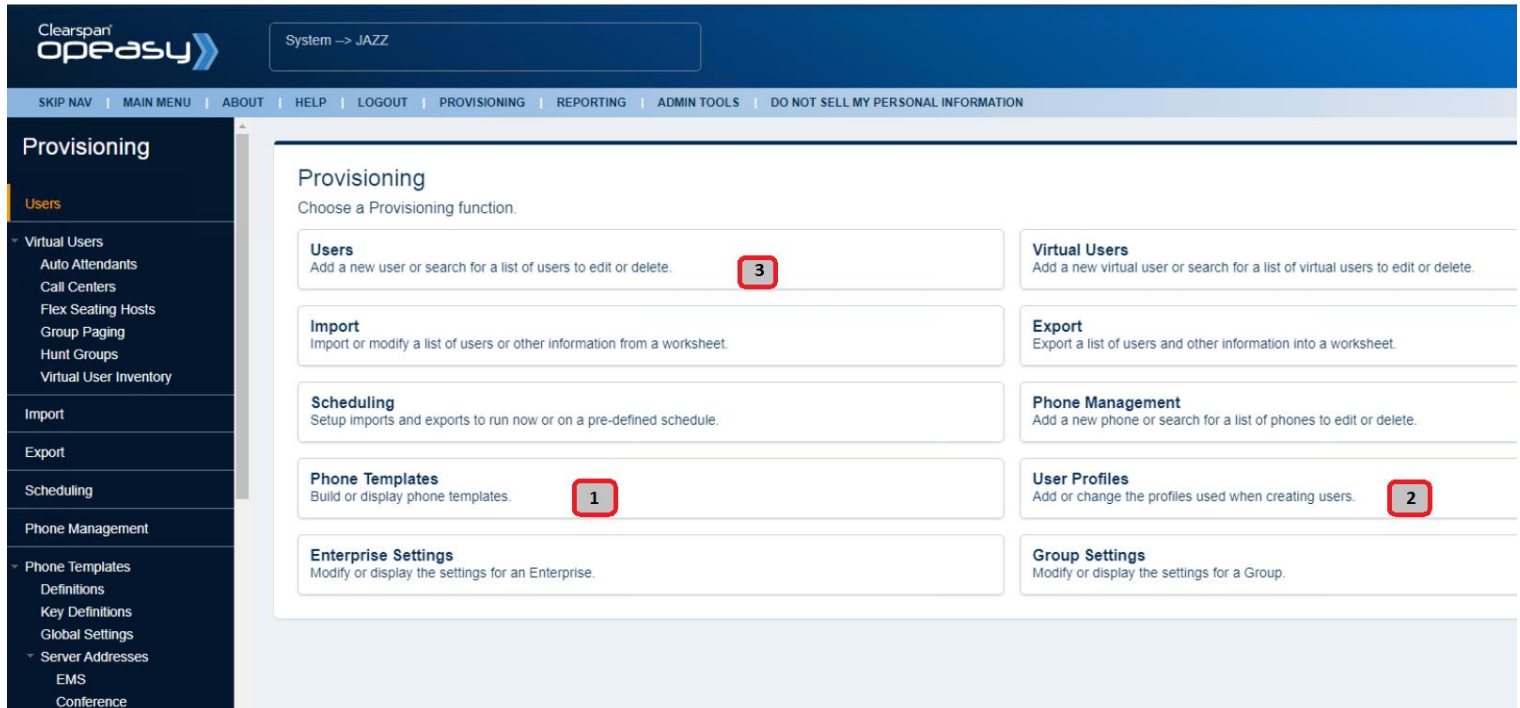


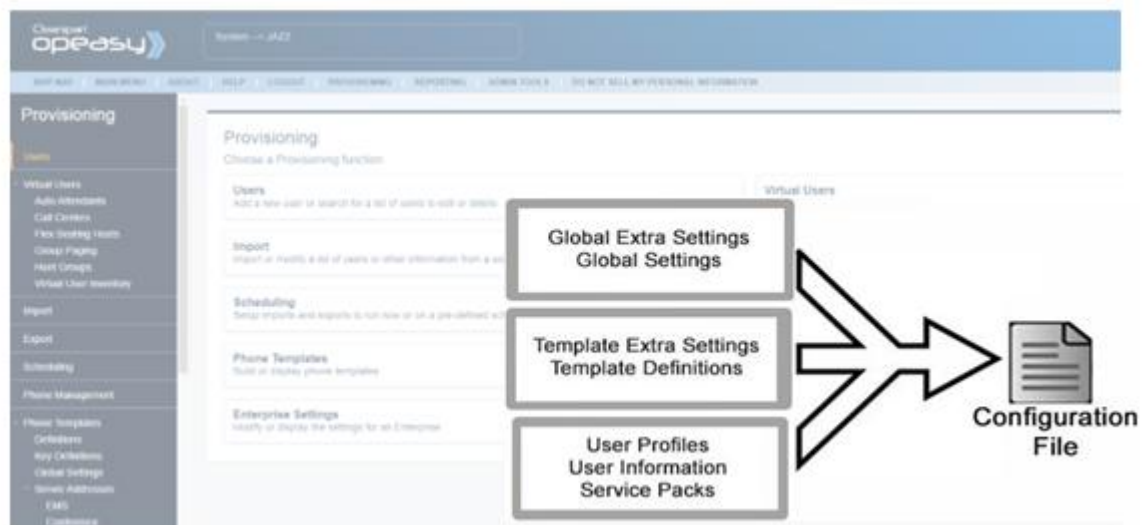
Figure 2: Provisioning Menu

2. Choose or create a User Profile. User Profiles are reusable sets of rules to be applied when new users are created. User Profiles contain information such as which phone template to use, which Service Packs to assign, what phone number to assign, the Voice Mail settings to use, and so on. For more information, see the [User Profiles](#) section.
3. Create a User in OpEasy for each person who will be using a phone. User information includes first name and last name, email, passwords, phone numbers, phone assignments, location, optional services configuration, and so on. Choosing a User Profile while creating a User simplifies the configuration requirements by automatically filling in many of the details. For more information, see the [Users](#) section.
OpEasy allows you to create a primary Phone Device for a User as part of creating the User. Creating a Phone Device includes identifying information such as the brand and model of phone, associated Phone Template, number of lines/ports, MAC address, assigned phone number or extension, and so on.
You can create one user at a time in the Users section of OpEasy, or you can create multiple users at once using the OpEasy Import feature. For more information, see the [Import](#) section.
4. After a User and an associated Phone Device are created, OpEasy sends setup instructions to

-
- the user's Email. New User E-mail Notifications are configured in General Settings under Users.
5. OpEasy also generates a phone configuration file based on device, profile, template, and user information. For more information about how these settings are combined, see the [Viewing or Editing Global Settings](#) section.
 6. Install the phone at the user's location. When a phone is connected to the network and started up, it prompts you for a Device ID or for device credentials depending on the device type, to apply the appropriate configuration file. For more information, refer to the [Set Up a New Phone for a New User](#) section.
 7. The phone is ready to use.

Phone Templates

The Phone Templates function allows you to manage device configuration files for phones, by creating and assigning a phone template to each phone. The Clearspan system uses the assigned template when building or rebuilding the configuration files for the associated phone. The Provisioning application of OpEasy allows editing, deleting, and copying of templates. The following illustration shows a graphical representation of a phone template.



Build the Templates before configuring the Phone Management, User Profiles, and Users. Building a phone template consists of configuring the following:

- Definitions (Templates)—Creates the phone template definitions.
- Key Definitions—Displays and configures system-wide or Enterprise-wide definitions for keys.
- Global Settings—Displays and changes the global Clearspan settings for a specified Phone Manufacturer.
- EMS Addresses—Displays the list of EMS Server addresses (host names/IP addresses). The EMS server is used by the phone soft keys.

Notes:

- All the Aastra phone models are now referred to as Mitel phones.
- As new versions of OpEasy are released, new settings may be added to Templates and Global Settings. These new settings are typically presented to an administrator with the default value of “Unspecified.” The “Unspecified” value indicates that no value has ever been set. As such, any pre-existing Global Extra Settings that correspond to the new setting continue to be used. However, once a new setting has been changed from the “Unspecified” value, then OpEasy generates configuration file fields for the setting from then on. These values then override any Global Extra Settings for that setting. Finally, once a value is selected to replace the “Unspecified” value, the ‘Unspecified’ setting is no longer an option.

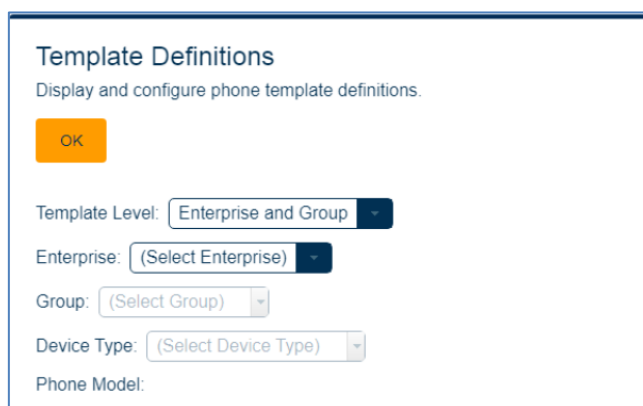


Viewing Phone Template Definitions

Phone Templates are displayed and configured from the Template Definitions page. There can be many templates for the same device or phone type, depending upon the needs of an organization.

To view a phone template definition:

1. From the main menu, select **Provisioning**, and then select **Phone Templates**.
2. Click **Definitions** in the menu tree or click **Definitions** in the Phone Templates menu. The Template Definitions page opens.



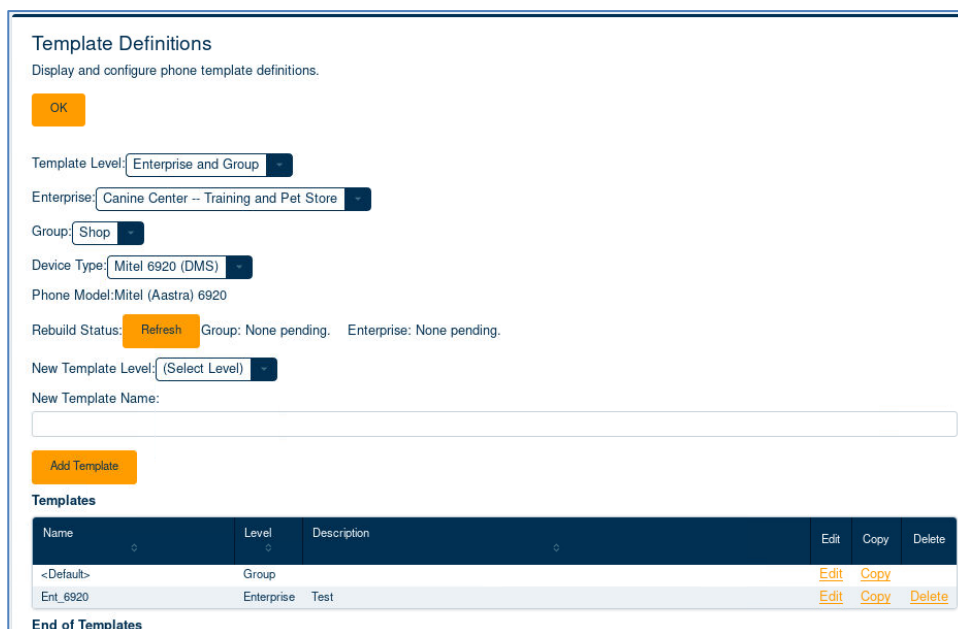
The screenshot shows the 'Template Definitions' page with the following elements:

- Template Definitions** header with the subtitle 'Display and configure phone template definitions.'
- An orange **OK** button.
- Template Level:** A dropdown menu currently showing 'Enterprise and Group'.
- Enterprise:** A dropdown menu currently showing '(Select Enterprise)'.
- Group:** A dropdown menu currently showing '(Select Group)'.
- Device Type:** A dropdown menu currently showing '(Select Device Type)'.
- Phone Model:** A text input field.

Figure 3 - Template Definition Selection

Choose the **Template Level** from the drop-down list.

3. Select the **Enterprise** and **Group** from the respective drop-down lists, if needed.
4. Select the **Device Type** (phone type) from the drop-down list. All existing templates, including the default for this phone type under this Template Level, display in the list. As soon as you select the device type, the remaining part of the page opens.



The screenshot shows the 'Template Definitions' page with the following elements:

- Template Definitions** header with the subtitle 'Display and configure phone template definitions.'
- An orange **OK** button.
- Template Level:** A dropdown menu currently showing 'Enterprise and Group'.
- Enterprise:** A dropdown menu currently showing 'Canine Center -- Training and Pet Store'.
- Group:** A dropdown menu currently showing 'Shop'.
- Device Type:** A dropdown menu currently showing 'Mitel 6920 (DMS)'.
- Phone Model:** A text input field containing 'Mitel (Aastra) 6920'.
- Rebuild Status:** A section with a 'Refresh' button and status indicators: 'Group: None pending.' and 'Enterprise: None pending.'
- New Template Level:** A dropdown menu currently showing '(Select Level)'.
- New Template Name:** A text input field.
- An orange **Add Template** button.
- Templates** section containing a table:

| Name | Level | Description | Edit | Copy | Delete |
|-----------|------------|-------------|------|------|--------|
| <Default> | Group | | Edit | Copy | |
| Ent_6920 | Enterprise | Test | Edit | Copy | Delete |

End of Templates

Figure 4 - Template Definitions - Device Type Selected

Viewing, Adding, or Editing Key Definitions

There may be times when a new key must be added to a template to access new applications, speed dials, and so on. The Key Definitions page allows you to add additional feature keys to the default list that will be used when building phone templates. All the defined feature keys display in the Key Definitions page.

Each key added requires a label that will appear on the phone key and a value, which can be a URL, an XML application, a feature access code, a number, blank, and so on. The value is the action taken when the key is pressed.



Note: The default feature codes for Clearspan are described in the Feature Access Codes Quick Reference Guide, which is available on the Clearspan Technical Publications website.

1. From the main menu in OpEasy, select **Provisioning**, and then select **Phone Templates**.
2. From the **Phone Templates** page, click **Key Definitions** from the menu tree, or click **Key Definitions** in the Phone Templates menu.
3. Select an **Enterprise** to view key definitions for a specific Enterprise or select **(System Keys)** to view key definitions for all Enterprises in the system.
4. Select one of the following options from the **Template Keys** drop-down list:
 - Both System and Enterprise Keys
 - System Keys Only
 - Enterprise Keys Only



Note: You can modify an existing Key Definition or add a new one.

The Template Keys selection determines the keys Administrators will be able to use while creating templates. The admins can configure the use of only System defined keys, only EnterpriseKeys or the System and Enterprise Defined Keys.

5. Select the **Phone Manufacturer**, if necessary. The available manufacturers depend on the device types configured for the Enterprise. The Key Definitions page opens, as shown in the following figure.

Key Definitions
Display and configure system and per enterprise keys.

Enterprise: (System Keys) ▾

Phone Manufacturer: Mitel (Aastra) ▾

Rebuild Status: System: None pending.

Key Definitions

| Type | Label | Value | Idle | Connect | Incoming | Outgoing | Busy | Delete |
|----------------|------------|--------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------|
| BLF/List | BLF List | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Delete |
| Call Forward | Call Fwd | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Delete |
| Callers | Call Log | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Delete |
| XML | Call Mark | http://%CS_SOFT_KEY_URI% | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Delete |
| Speeddial | Call Park | %BWFAC-CALL-PARK-1% | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Delete |
| Speeddial | Call Pull | %BWFAC-CALL-RETRIEVE-1 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Delete |
| Speeddial | Call Rtrn | %BWFAC-CALL-RETURN-1% | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Delete |
| XML | Callers | http://%CS_SOFT_KEY_URI% | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Delete |
| Speeddial | CLID Block | %BWFAC-CLID-DELIVERY-B | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Delete |
| Speeddial | COT | %BWFAC-COT-1% | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Delete |
| Speeddial | Dir Pickup | %BWFAC-DIRECTED-CALL-F | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Delete |
| Do Not Disturb | DND | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Delete |

Figure 5 - Key Definitions Page - Keys

- To add a new Key Definition, click **Add**. A new row is added at the top of the list, and its type is "None" as in the following example.

Key Definitions

(1-24 of 24)

| Type | Label | Value | Idle | Connect | Incoming | Outgoing | Busy | Delete |
|----------|----------|-------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------|
| None | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Delete |
| Empty | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Delete |
| BLF/List | BLF List | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Delete |

Figure 6 - Key Definition Row Added

- Select the key type from the drop-down list as shown in the following example.

| Type | Label | Value | Idle | Connect | Incoming | Outgoing |
|------------------------|------------|---------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| Speeddial | AutoDial | | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| BLF/List | BLF List | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| None | Call Fwd | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Auto Call Distribution | Call Log | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| BLF | Call Mark | http://%CS_SOFT_KEY_URI% | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| BLF/List | Call Park | #55 | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| BLF/Other | Call Pull | %BWFAC-CALL-RETRIEVE-1 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Call Forward | Call Rtrn | %BWFAC-CALL-RETURN-1% | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Callers | Call | http://%CS_SOFT_KEY_URI% | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Conference | CLID Block | %BWFAC-CLID-DELIVERY-B | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Directed Call Pickup | COT | %BWFAC-COT-1% | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Directory | Dir Pickup | %BWFAC-DIRECTED-CALL-F | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Do Not Disturb | DND | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Empty | LDAP Dir | http://%CS_SOFT_KEY_URI% | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Flash | Line | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Line | Park Rtrn | %BWFAC-CALL-PARK-RETURN-1 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Mobile | Pickup | %BWFAC-CALL-PICKUP-1 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Park | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Phone Lock | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Pickup | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Services | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Speeddial | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Speeddial/Conf | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Speeddial | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

Figure 7: Key Definitions – Key Type Drop-Down List

- Enter a **Label** for the key. Key labels can be a maximum of 12 characters in length.

9. Enter a **Value**, if applicable. The value is blank by default. However, it can be a link to an application that this key will access, or a link to an Internet news service, and so on. This information should be provided by the system administrator.
10. Select the phone states defining when this key will display on the phone. All states are unchecked by default.

| Type | Label | Value | Idle | Connect | Incoming | Outgoing | Busy | Delete |
|----------|----------|-------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------|
| Speedial | AutoDial | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Delete |
| BLF/List | BLF List | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Delete |

Phone states in which the key will be available

Figure 8 - Softkey State Selection

11. Click **OK** or **Apply**.
12. Click **OK**. Rebuild Status is shown on the Template pages and Global Settings page.

Deleting a Key Definition



CAUTION: Deleting a Key Definition affects all phones using that definition.

You can delete a key definition from the Key Definitions page as in the following examples.

1. From the main menu, select **Provisioning**, and then select **Phone Templates**.
2. From the Phone Templates page, click **Key Definitions** from the menu tree, or click **Key Definitions** in the Phone Templates menu. The Key Definitions page opens.
3. Select an **Enterprise** to remove a key definition at the Enterprise level only or select **(System Keys)** to remove a key definition for the system.
4. Click **Delete** on the far-right side of the row of the key to delete the key definition.

| Type | Label | Value | Use | Connect | Incoming | Outgoing | Busy | Delete |
|--------------|----------|-------|-----|---------|----------|----------|------|--------|
| BLF List | BLF List | | | | | | | |
| Call Forward | Call Fwd | | | | | | | |

Figure 9: Delete Key

5. Click **Yes** in the confirmation dialog box. The key definition is deleted and no longer appears in the list.
6. Click **OK**. The Phone Templates page opens.

Creating a Mitel Phone Template

1. From the main menu, select **Provisioning**, and then select **Phone Templates**.
2. Click **Definitions** in the menu tree or click **Definitions** in the Phone Templates menu. The Template Definitions page opens.
3. Select a **Template Level** from the drop-down list if necessary.
4. Select the **Enterprise** and **Group**, if necessary.
5. Select a **Device Type** from the drop-down list.
6. Select a **New Template Level** from the drop-down list.
7. Enter the name of the template in the **New Template Name** text box.
8. Click **Add Template**. The Template Add page opens. The General tab opens by default.

The screenshot shows the 'Template Definitions' page. At the top, there's a title 'Template Definitions' and a subtitle 'Display and configure phone template definitions.' Below this is an 'OK' button. The page contains several dropdown menus: 'Template Level' (set to 'Enterprise and Group'), 'Enterprise' (set to 'Bulk Provisioning -- Lab Val, Inc'), 'Group' (set to 'Group_G -- Group, Gewel'), and 'Device Type' (set to 'Mitel 6930 (DMS)'). Below these is 'Phone Model' (set to 'Mitel (Astra) 6930') and 'Rebuild Status' (with a 'Refresh' button and text 'Group: None pending. Enterprise: None pending.'). The 'New Template' section is highlighted with a red box; it includes 'New Template Level' (set to 'Enterprise'), 'New Template Name' (text box containing 'Executive 6930'), and an 'Add Template' button. Below this is a table titled 'Templates' with columns: Name, Level, Description, Edit, Copy, and Delete. The table contains four rows: '<Default>' (Group), 'Mitel_6930_Ent' (Enterprise, Test Screen Saver), 'Mitel_6930_Grp' (Group, Test Screen Saver), and 'Mitel_6930_HardKeys' (Enterprise, Hard Keys Configures). Each row has corresponding 'Edit', 'Copy', and 'Delete' links.

Figure 10: Enter New Template Name

9. Configure the general settings, lines, and keys for the new template as described in the following sections, and then click **OK**.

Configuring General Settings

On the Template Add page:

1. Enter a **Description** of the template.
2. If an expansion module is used, select the **Type of Expansion Module**. Choices depend on the phone device type. Also select the number of **Expansion Modules**. The maximum allowed is no more than three, but it depends on the type of phone and expansion module. When expansion modules are specified, new tabs appear to allow assignment of the additional keys.

3. Select the **URI for Soft Keys** from the drop-down list. You cannot save the configuration unless you choose the URI. This entry is used to point to the appropriate EMS server for certain key definitions.

Figure 11: Template Add Page

4. Select the **Time Zone** from the drop-down list. 'Use Global Settings' uses the time zone configured in Global Settings under Phone Templates. **User Time Zone** uses the time zone of the first primary user assigned to the phone. **Use DHCP** uses the time zone from the DHCP server. You can also select a specific time zone.
5. Select **Use VLAN** to add support for configuring phones to use their VLAN capability.



Note: Enabling VLAN may cause some phones to stop operating.

6. Use Global Settings for Outbound Proxy, Outbound Proxy Port (No Encryption) and Outbound Proxy Port (Encryption) or uncheck 'Use Global Settings' check box to enter the **Outbound Proxy Address**, **Outbound Proxy Port (No Encryption)** and **Outbound Proxy Port (Encryption)** used by this phone. These optional fields can contain text up to 256 characters, as well as tags.
7. Select the **Use DNS SRV Lookup** option to use the Outbound Proxy Port (No Encryption) and Outbound Proxy Port (Encryption) of the DNS SRV.
8. Select the setting for Encryption (TLS/SRTP). For the Encryption Certificate File, enter the certificate filename for the device type. Enabling encryption affects both encryption of signaling using Transport Layer Security (TLS) and encryption of the media (voice) using Secure

Real-time Transport Protocol (SRTP). These settings are available for Mitel 6800 and 6900 phone models, AudioCodes MP-11X (DMS) and Media5 devices.

When **Encryption (TLS/SRTP)** is required, the transport protocol is set to TLS. Otherwise, the transport specified by the device (UDP or TCP) is used as the transport protocol.

9. Use Global Settings for subscription time (as-feature-event) or uncheck the '**Use Global Settings**' check box and enter the subscription time in seconds.
10. Enter the location of the Image to be used as the background image on the idle screen of the phone in the **Background Image** field. The Background Image is a text file. The requirements for the file are as follows:
 - 320x240 pixels (Mitel 6867i, 6915, 6920)
 - 480x272 pixels (Mitel 6869i, 6930)
 - 800x480 pixels (Mitel 6873i, 6940)
 - 24 or 32-bit color depth
 - 1MB maximum file size
 - JPG and PNG formats are supported.
 - There should be no frame around the image.



Note: Screen Saver Image and Screen Saver Wait Time setting are supported for Mitel 6867i, Mitel 6869i, Mitel 6873i and Mitel 6900 series phones. This note applies to the following four steps.

11. Set the **Idle Screen Mode** to control the screen display mode when the phone is idle. **Primary Screen Mode** displays the user's name and line number in the top status bar, along with a larger date and time. **Secondary Screen Mode** displays the user's name and phone number or extension. Along with a smaller repositioned date and time.
12. Set the **Idle Screen Font Color** to control the font color used on the idle screen of the phone. The options are Blue (Default setting for System level), White, or Black.
13. Enter the URL location of the Image to be used as the Screen Saver image on the idle screen of the phone, in the **Screen Saver image** field.
14. Enter the number of seconds to activate the screen saver in **Screen Saver Wait Time** field.

Assigning Lines

The Lines tab provides Clearspan Line Position to Phone Key mapping. Lines can be assigned to soft keys, programmable keys, and specific hard keys (for some Mitel phone models such as the 6867i). You can also select the Line Label and Ring Type for a line.

1. On the Template Add page, select the **Lines** tab. The number of lines displayed depends on the number of lines that the phone supports.
2. Change the **BLF Line/User** if necessary. This value applies when the Busy Lamp Field (BLF) feature is assigned. The default of 1 is generally the preferred setting. The value is used to identify which line will be associated with the BLF list URI.
3. Select the **Clearspan Line Position** that you want to assign.

Template Add

Create a new phone template.

OK **Cancel** **Apply**

Template Name: Executive 6930
Template Level: Enterprise
Enterprise: Bulk Provisioning -- Lab Val, Inc
Device Type: Mitel 6930 (DMS)
Rebuild Status: **Refresh** Enterprise: None pending.

☐ Restart Phones **NOTE: If Restart Phones is unchecked, the template will not take effect until a resync or when the phone is rebooted.**

General **Lines** **Soft Keys** **Top Soft Keys** **Hard Keys** **Features** **Extra Settings**

BLF Line / User:

Ring: **Default**

Useful tags for Line Label text: {Ext}, {Number}, {FirstName}, {LastName}

Phone Line to Clearspan Line Position Mapping

| Phone Line | Clearspan Line Position | Phone Key | Line Label | Ring |
|------------|-------------------------|--------------|------------------|----------------|
| 1 | Position 1 | (Unassigned) | Extension | Default |
| 2 | Position 1 | (Unassigned) | Extension | Default |
| 3 | Position 2 | (Unassigned) | Extension | Default |
| 4 | Position 2 | (Unassigned) | Extension | Default |
| 5 | (Unassigned) | (Unassigned) | | |
| 6 | (Unassigned) | (Unassigned) | | |

Figure 12: Phone Line to Clearspan Line Position Mapping

For the Mitel DECT 112 phones

1. Choose the Line Label from the **Line Label** drop-down box. All the handset's lines use the same line label. The Line label drop-down box contains the following options:
 - Extension
 - Phone Number
 - Text
2. Select the **Clearspan Line Position**. Handsets range from 1 to 16.

- Choose the **Line Label**, which determines the label shown on the phone display. Choosing **Text** allows you to enter up to 16 characters of text along with the Extension, represented by the tag {Ext}, or phone number, represented by the tag {Number}. To display a name, set the Text label to "{First Name} {Last Name}" or "{Last Name}, {First Name}".

Template Add

Create a new phone template.

Template Name: Sales Floor DECT
 Template Level: Group
 Enterprise: Bulk Provisioning -- Lab Val, Inc
 Group: Group_G -- Group, Gewel
 Device Type: Mitel DECT 112 (DMS)
 Rebuild Status: Group: None pending.

☐ Restart Phones
 NOTE: If Restart Phones is unchecked, the template will not take effect until a resync or when the phone is rebooted.

General

Lines

Extra Settings

Line Label: Extension

Line Label Text

Useful tags for Line Label text: {Ext}, {Number}, {FirstName}, {LastName}

Handset to Clearspan Line Position Mapping

| Handset | Clearspan Line Position |
|---------|---|
| 1 | Position 1 |
| 2 | Position 2 |

Figure 13: Handsets to Clearspan Line Position Mapping – Mitel DECT 112

- Repeat these steps for every line on the phone that you want to assign.



Note: For information about configuring the ringtone for a line on Polycom or Panasonic phones, refer to the appendixes of this guide.

Configuring Soft Keys

The **Soft Keys**, **Top Soft Keys**, and **Programmable Keys** tabs allow you to assign specific functions to programmable keys on the phone. Top Soft Keys are those located higher on the phone console.

1. On the Template Add page, select the **Soft Keys**, **Top Soft Keys**, or **Programmable Keys** tab. A list of available keys is displayed. The tabs available, the number of lines, and the number of programmable keys depend on the phone.
2. Select a feature or line from the **Label** drop-down list for Key 1. This drop-down list of features is derived from the list of Key Definitions.

Template Add

Create a new phone template.

OK Cancel Apply

Template Name:Executive 6930
Template Level:Group
Enterprise:Canine Center -- Training and Pet Store
Group:Shop
Device Type:Mitel 6930 (DMS)
Rebuild Status: Refresh Group: None pending.
☐ Restart Phones NOTE: If Restart Phones is unchecked, the template will not take effect until a resync or when the phone is rebooted.

General Lines **Soft Keys** Top Soft Keys Hard Keys Features Extra Settings

Soft Keys

| Key | Label | Phone Line |
|-----|-------------------------|------------|
| 1 | Call Fwd (System) | Line 1 |
| 2 | Voice Mail (Enterprise) | Line 1 |

Figure 14: Template Add – Soft Keys Tab

3. Choose a **Phone Line** for the key if presented.
4. Continue configuring the keys until you have assigned all the features desired to the programmable keys in the template.



Note: In addition to the standard Polycom soft keys, some OpEasy-configured soft keys can be assigned to Polycom or Panasonic phones. For more information, refer to the appendixes of this guide.

Configuring Hard Keys

On the Template Add page, select the **Hard Keys** tab. The Hard Keys list appears. The number of lines and keys depends on the phone. For Mitel phones that support reprogrammable hard keys, the **Hard Keys** tab displays the functions for keys that can be reassigned.

Template Add

Create a new phone template.

OK

Cancel

Apply

Template Name:Executive 6930

Template Level:Group

Enterprise:Canine Center -- Training and Pet Store

Group:Shop

Device Type:Mitel 6930 (DMS)

Rebuild Status:

Refresh

Group: None pending.

☐ Restart Phones NOTE: If Restart Phones is unchecked, the template will not take effect until a resync or when the phone is rebooted.

General

Lines

Soft Keys

Top Soft Keys

Hard Keys

Features

Extra Settings

Hard Keys

| Key | Label | Phone Line |
|----------------------|------------------------|------------|
| Hold (hardkey1) | <Manufacturer Default> | |
| Redial (hardkey2) | <Manufacturer Default> | |
| Voicemail (hardkey5) | <Manufacturer Default> | |
| Callers (hardkey6) | <Manufacturer Default> | |
| Directory (hardkey7) | <Manufacturer Default> | |

End of Keys

Figure 15: Template Add – Hard Keys Tab

1. Select a feature from the Label drop-down list for each key.



Note: For some Mitel phone models, selected hard keys (such as Callers List and Redial for the Mitel 6867i) can also be assigned as a Line, BLF, BLF/List, BLF/Xfer, or Auto Call Distribution. Only the selected hard keys can be used as Line keys.

2. Choose a **Phone Line** for the key.
3. Continue configuring the keys until you have assigned all the features you want to the hard keys in the template.

Configuring Features

On the Template Add page, select the **Features** tab. The Features list appears.

Template Add
Create a new phone template.

OK Cancel Apply

Template Name: Executive 6930
Template Level: Enterprise
Enterprise: Bulk Provisioning -- Lab Val, Inc
Device Type: Mitel 6930 (DMS)
Rebuild Status: Refresh Enterprise: None pending.

☐ Restart Phones NOTE: If Restart Phones is unchecked, the template will not take effect until a resync or when the phone is rebooted.

General Lines Soft Keys Top Soft Keys Hard Keys **Features** Extra Settings

Features

☐ Disable Missed Calls Msg
Conference Server: (Use Global Settings) ▼

Clearspan Directory Type

☐ Enterprise
☐ Enterprise Common
☐ Group
☐ Group Common
☐ Personal

Static Call Park/Pickup: (Use Global Setting) ▼

☐ Enable Mobile Link Directory
Name for Directory:

Figure 16 - Template Add - Features Tab

1. Select **Disable Missed Calls Message** to disable the Missed Calls message from displaying on Mitel phones.
2. Select the Conference Server from the **Conference Server** drop-down box.
3. Select the **Clearspan Directory Type**. You can select multiple directory types from the following list:
 - Enterprise
 - Enterprise Common
 - Group
 - Group Common
 - Personal



Note: The **Clearspan Directory Type** option is supported only for 6800 and 6900 series phones.

4. Enable **Static Call Park/Pickup** if you want Park and Pickup keys to appear on the phone automatically, without the need to specifically define a Park or Pickup key. If you enable this setting when those keys are also defined, then two Park/Pickup keys appear on the phone. This setting appears only for phone models that support display of these keys.
5. Select the **Enable Mobile Link Dir** check box to enable the mobile contacts to be synced to the phone and displayed as a directory on the desk phone.
6. Enter the desired name for the mobile directory on the desk phone in the **Name for Directory** field.



Notes: The **Enable Mobile Link Dir** and **Name for Directory** fields are available for Mitel 6930 and Mitel 6940 phones.

7. Click **OK** or **Apply**.



Notes: For information about Features Settings for templates specific to Poly/Polycom or Panasonic phones, refer to the appendixes of this guide.

Configuring MiVoice Conference Phone Applications

Templates for the Mitel MiVoice Conference Phone (UC360 Collaboration Point) include an Applications tab. Select the box beside an application to enable it on the phone: MiCollab Conference, Browser, Smart Office 2, Cisco WebEx Meetings, Join.me, Remote RDP, and Remote VNC.

Configuring Extra Settings

Template Add Extra Settings:

1. On the Template Add page, select the **Extra Settings** tab to view or change configuration information. The Extra Settings tab allows entry of additional configuration file information that is specific to this template, as shown in the following example.

The screenshot shows the 'Template Add' page with the 'Extra Settings' tab selected. The page displays the following information:

- Create a new phone template.** (Buttons: OK, Cancel, Apply)
- Template Name: Executive 6930
- Template Level: Enterprise
- Enterprise: Bulk Provisioning -- Lab Val, Inc
- Device Type: Mitel 6930 (DMS)
- Rebuild Status: Refresh (button) Enterprise: None pending.
- ☐ Restart Phones (NOTE: If Restart Phones is unchecked, the template will not take effect until a resync or when the phone is rebooted.)
- Navigation tabs: General, Lines, Soft Keys, Top Soft Keys, Hard Keys, Features, Extra Settings (selected).
- Text area containing: sip srx failover enabled: 2
- Buttons: Choose File to Upload Extra Settings Content, Upload File

Figure 17: Template Extra Settings Tab

2. Click **Browse** to choose a configuration settings file that was previously created, if necessary, and use the **Upload File** button to access the file. You can create a text file that contains extra settings that apply to many templates. The text file can be uploaded using this field to reduce the risk of typos and provide consistency of content.



Note: For information about configuring items for Polycom or Panasonic phone templates on phone template tabs, refer to the appendices of this guide.

OpEasy analyzes the Template Extra Settings to determine whether there are any parameters in the Extra Settings that are being overridden by the Template settings. If parameters that correspond to any of the Template settings are found in the Extra Settings, then the **Template Definitions: Extra Settings Audit Results** page is displayed, indicating the extra settings parameters that conflict with the Template settings configuration.

Template Definitions: Extra Settings Audit Results

Display of the results of an audit of the Extra Settings to determine if any content configured in Extra Settings is in conflict with settings configured in the Template Settings:

OK

Enterprise: SystemValidation
 Template Name: Logistics 6930
 Template Level: Enterprise
 Device Type: Mitel 6930 (DMS)

The following Template Extra Settings content is OVERRIDING the Template configuration settings. The specified content should be removed from the Template Extra Settings:

Extra Settings Audit Conflicts

idle screen mode: 1

Figure 18: Template Definitions: Extra Settings Audit Results Page



Notes: This only applies to Group and Enterprise and does not display for System Settings.

Editing a Mitel Phone Template

1. From the main menu, select **Provisioning**, and then select **Phone Templates**.
2. Click **Definitions** in the menu tree or click **Definitions** in the Phone Templates menu. The Template Definitions page opens.
3. Choose the **Template Level** from the drop-down list.
4. Choose the desired Enterprise from the drop-down list.
5. Choose the **Group** from the drop-down list.
6. Choose the **Device Type** from the drop-down list. A list of templates that were created for this device type is displayed.
7. For the template you want to edit, click the **Edit** link in the row or click anywhere on the template you want to modify. The Template Modify page opens.
8. Follow the procedures in the [Creating a New Phone Template](#) section to make any changes by using the Template Modify tabs.
9. Click **OK** or **Apply**.
10. On the Rebuild Configuration Files page that appears, click **Save and Rebuild** to save the changes and start the configuration file rebuild process, or click **Cancel** to discard the changes.

Rebuild Status is shown on the Template pages and the Global Settings page.

Template Modify: Rebuild Configuration Files

All devices in the Group that use this Template are affected by modifying the template. Click "Save and Rebuild" to save the Template changes and rebuild all configuration files using this template. Click "Cancel" to return without saving or rebuilding.

The following areas may require Phone Device configuration files to be rebuilt as a result of this change:

Template Name: Jazz 6865i
Template Level: Group
Device Type: Aastra 6865i (DMS)
Enterprise: SystemValidation -- System Validation
Group: JazzTest -- JazzTest

Figure 19: Template Modify: Rebuild Configuration Files Page

Searching for Template Users

1. From the main menu, select **Provisioning**, and then select **Phone Templates**.
2. Click **Definitions** in the menu tree or click **Definitions** in the Phone Templates menu. The Template Definitions page opens.
3. Click the **Edit** link in the row or click anywhere on the template you want to modify. The Template Modify page opens.
4. Select the **Template Users** tab.
5. Select **Usage Displayed By** for a list of users or devices that use the template.

Template Modify

Change an existing phone template.

OK

Cancel

Apply

Template Name:Jazz 6867i

Template Level:Group

Enterprise:SystemValidation -- System Validation

Group:JazzTest -- JazzTest

Device Type:Aastra 6867i (DMS)

Rebuild Status:

Refresh

Group: None pending.

☐ Restart Phones

NOTE: If Restart Phones is unchecked, the template will not take effect until a resync or when the phone is rebooted.

General

Lines

Soft Keys

Top Soft Keys

Hard Keys

Features

Extra Settings

Template Users

Usage Displayed By:

☐ User

☒ Device

Enter Search Criteria:

(All Template Assignments)

Contains:

-

+


Search

Template Devices

| Device | Device Level | MAC Address |
|-------------------------|--------------|--------------|
| 6867i_x5007 | Group | 00085D4341FE |
| Aastra6867DMS-5015site1 | Group | 000000005015 |
| Aastra6867DMS-5017site1 | Group | 000000005017 |
| Aastra6867DMS-5019site1 | Group | 000000005019 |

Figure 20: Searching for Template Users

6. Click **Search** or enter Search parameters to view all the Template Users.



Notes:

- If you select **All Template Assignments**, both the **Template Users** table and the **Template User Profiles** table are displayed.
- If you select **All User Profiles**, only the **Template User Profiles** table is displayed.
- If you select any other option, only the **Template Users** table is displayed.

For Clearspan Communicators:

- The **MAC Address** column is not displayed in the **Template Users** table.

Renaming a Phone Template

1. From the main menu, select **Provisioning**, and then select **Phone Templates**.
2. Click **Definitions** in the menu tree or click **Definitions** in the Phone Templates menu. The Template Definitions page opens.
3. Click the **Edit** link in the row or click anywhere on the template you want to modify. The Template Modify page opens.

Template Modify
Change an existing phone template.

OK Cancel Apply

Template Name: Mitel_6930_Grp
Template Level: Group
Enterprise: Bulk Provisioning -- Lab Val, Inc
Group: Group_G -- Group, Gewel
Device Type: Mitel 6930 (DMS)
Rebuild Status: Refresh Group: None pending.

☐ Restart Phones NOTE: If Restart Phones is unchecked, the template will not take effect until a resync or when the phone is rebooted.

General Lines Soft Keys Top Soft Keys Hard Keys Features Extra Settings Template Users

Name: Mitel_6930_Grp
Description: Test Screen Saver

General Settings
Type of Expansion Module: None
Expansion Modules: 0

Figure 21: Renaming a Template

4. Change the **Name** on the Template Modify page.
5. Click **OK**. The template may appear in the list with “(Rename Pending)” next to the template name to indicate that OpEasy is searching for user profiles or devices that use the template. While the rename operation is pending, the template cannot be assigned, edited, or copied.

The search for template usage may take several minutes. Refresh the page to view the status updates. If OpEasy confirms that the template is not in use, it is renamed. However, if any references are found, “(Rename Failed: Template In Use)” appears next to the template name.

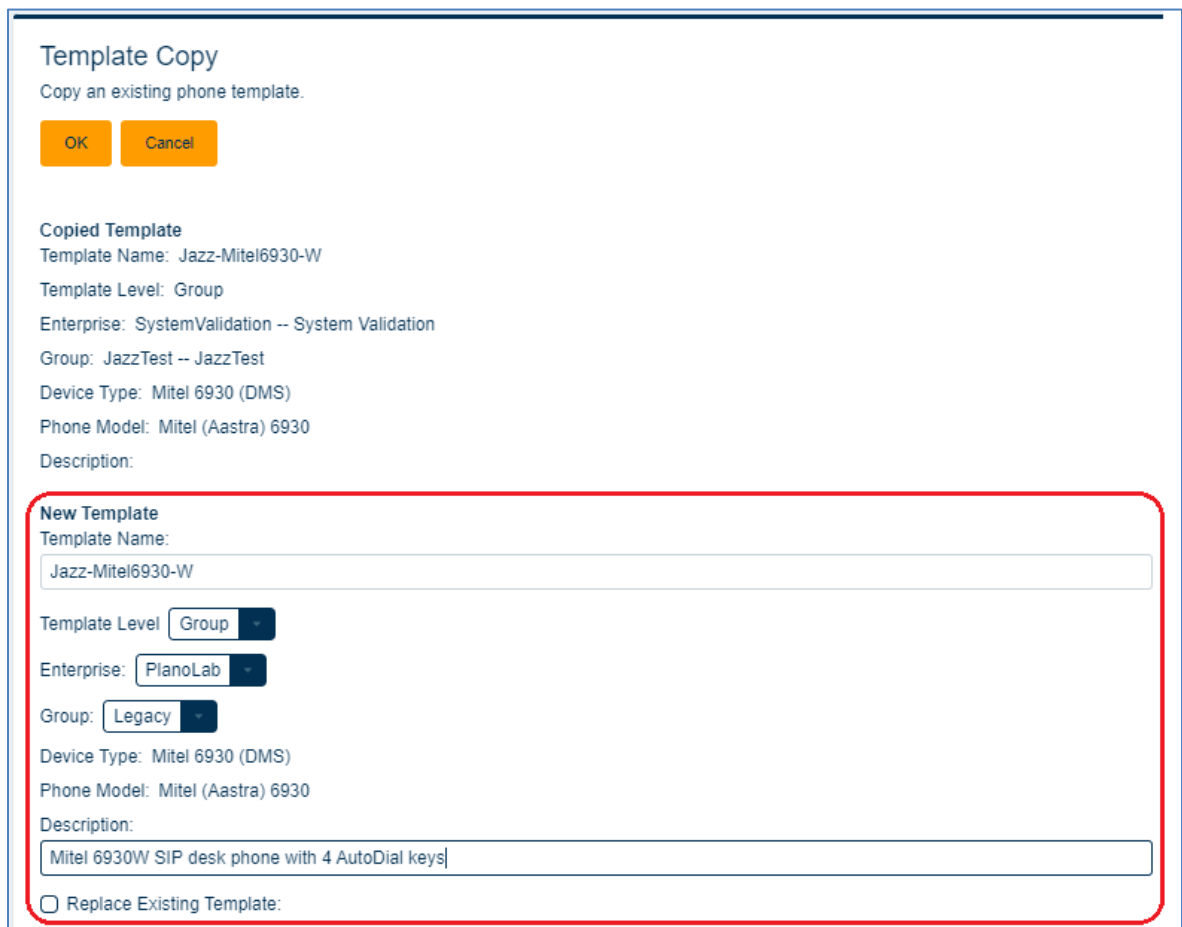
| Name | Level | Description | Edit | Copy | Delete |
|--|-------|-------------|------|------|--------|
| <Default> | Group | | Edit | Copy | |
| Jazz 68671--(Rename Failed: Template In-Use) | Group | | Edit | Copy | Delete |

Figure 22: Template Rename Failed: Template in Use

6. If you still want to rename the template, edit the associated users or devices to remove the template from their configuration, and then try again. The “(Rename Failed: Template In-Use)” message remains for 24 hours or until you modify the template (if a change is made or saved).

Copying a Phone Template

1. From the main menu, select Provisioning, and then select Phone Templates.
2. Click **Definitions** in the menu tree or click **Definitions** in the Phone Templates menu. The Template Definitions page opens.
3. Choose the **Template Level** from the drop-down list.
4. Choose the desired Enterprise from the drop-down list.
5. Choose the **Group** from the drop-down list.
6. Choose the **Device Type** from the drop-down list. A list of Templates that were created for this device type is displayed.
7. For the template you want to copy, click the **Copy** link. The Template Copy page opens.



The screenshot shows the 'Template Copy' page. At the top, it says 'Copy an existing phone template.' Below this are 'OK' and 'Cancel' buttons. A section titled 'Copied Template' lists the following details: Template Name: Jazz-Mitel6930-W, Template Level: Group, Enterprise: SystemValidation -- System Validation, Group: JazzTest -- JazzTest, Device Type: Mitel 6930 (DMS), Phone Model: Mitel (Aastra) 6930, and Description: (empty). Below this is the 'New Template' section, which is highlighted with a red border. It contains a 'Template Name' field with 'Jazz-Mitel6930-W', 'Template Level' dropdown set to 'Group', 'Enterprise' dropdown set to 'PlanoLab', 'Group' dropdown set to 'Legacy', 'Device Type' dropdown set to 'Mitel 6930 (DMS)', 'Phone Model' dropdown set to 'Mitel (Aastra) 6930', and a 'Description' field with 'Mitel 6930W SIP desk phone with 4 AutoDial keys'. At the bottom of the 'New Template' section is a checkbox labeled 'Replace Existing Template:'.

Figure 23: Template Copy Page – New Template Section

8. In the **New Template** section of the Template Copy page, select the target **Template Level**.
9. Select the target **Enterprise** and **Group** from the drop-down lists, if necessary.
10. Enter a **Name** and **Description** for the copied template.
11. If there is already a template in the target Enterprise/Group with the same name, the newly copied template can replace the existing template by checking the **Replace Existing Template** box.

12. Click **OK** to save the changes. The Template Definitions page opens, and the copied template appears in the list.



Note: Templates can only be copied to another Enterprise, if both the Enterprises have Template Keys set to System.

Deleting a Phone Template

1. From the main menu, select **Provisioning**, and then select **Phone Templates**.
2. Click **Definitions** in the menu tree or click **Definitions** in the Phone Templates menu. The Template Definitions page opens.
3. Click the **Delete** link to delete the Phone Template selected.

Templates

| Name | Level | Description | Edit | Copy | Delete |
|-----------|------------|-------------|----------------------|----------------------|------------------------|
| <Default> | Group | | Edit | Copy | |
| Ent_67i | Enterprise | Test | Edit | Copy | Delete |
| Grp_67i | Group | Test | Edit | Copy | Delete |

End of Templates

Figure 24: Template Selected to Delete

4. Click **Delete** on the Template Delete page. A confirmation dialog opens.
5. Click **Yes**. The template is marked for deletion with “(Delete Pending)” beside the template nameto indicate that OpEasy is searching for user profiles or devices that use the template. While the delete operation is pending, the template cannot be assigned, edited, or copied. The search for template usage may take several minutes. Refresh the page to view the status updates.

Templates

| Name | Level | Description | Edit | Copy | Delete |
|---------------------------------------|------------|-------------|----------------------|----------------------|------------------------|
| <Default> | Group | | Edit | Copy | |
| 2901 example | Enterprise | | Edit | Copy | Delete |
| Operations - Mobile--(Delete Pending) | Group | | | | |
| polyd230_2 | Group | st2 | Edit | Copy | Delete |

End of Templates

Figure 25 - Template - Delete Pending

Template Definitions

Display and configure phone template definitions.

OK

Template Level: Enterprise and Group

Enterprise: Canine Center -- Training and Pet Store

Group: Shop

Device Type: Aastra 6867i (DMS)

Phone Model: Mitel (Aastra) 6867i

Rebuild Status: Refresh Group: None pending. Enterprise: None pending.

New Template Level: (Select Level)

New Template Name:

Add Template

Templates

| Name | Level | Description | Edit | Copy | Delete |
|---|------------|-------------|------|------|--------|
| <Default> | Group | | Edit | Copy | |
| Ent_67i | Enterprise | Test | Edit | Copy | Delete |
| Grp_67i--(Delete Failed: Template In-Use) | Group | Test | Edit | Copy | Delete |

End of Templates

Figure 26: Template Delete Failed: Template in Use

- If OpEasy confirms that the template is not in use, it is deleted. However, if any references are found, “(Delete Failed: Template In Use)” appears beside the template name, with a link to the Template Usage page.
- If you still want to delete the template, edit the associated users or devices to remove the template from their configuration, and then try again. The “(Delete Failed: Template In-Use)” message remains for 24 hours or until you modify the template (whether or not a change is made or saved).

Template Modify

Change an existing phone template.

OK Cancel Apply

Template Name: Jazz 6867i

Template Level: Group

Enterprise: SystemValidation -- System Validation

Group: JazzTest -- JazzTest

Device Type: Aastra 6867i (DMS)

Rebuild Status: Refresh Group: None pending.

☐ Restart Phones NOTE: If Restart Phones is unchecked, the template will not take effect until a resync or when the phone is rebooted.

General
Lines
Soft Keys
Top Soft Keys
Hard Keys
Features
Extra Settings
Template Users

Usage Displayed By:

☐ User

☒ Device

Enter Search Criteria:

(All Template Assignments) Contains: Search

Template Devices

| Device | Device Level | MAC Address |
|-------------------------|--------------|--------------|
| 6867i_x5007 | Group | 00085D4341FE |
| Aastra6867DMS-5015site1 | Group | 000000005015 |
| Aastra6867DMS-5017site1 | Group | 000000005017 |
| Aastra6867DMS-5019site1 | Group | 000000005019 |

Figure 27: Template Usage Page

Creating or Editing an AudioCodes Template

1. From the main menu, select **Provisioning**, and then select **Phone Templates**.
2. Click **Definitions** in the menu tree or click **Definitions** in the Phone Templates menu. The Template Definitions page opens.

Template Add

Create a new phone template.

Template Name:Elevator MP112
Template Level:Enterprise
Enterprise:SystemValidation -- System Validation
Device Type:AudioCodes MP112FXS (DMS)
Rebuild Status: Enterprise: None pending.

☐Restart Phones NOTE: If Restart Phones is unchecked, the template will not take effect until a resync or when the phone is rebooted.

| General | Ports | Groups | Extra Settings |
|---------|-------|--------|----------------|
|---------|-------|--------|----------------|

Name:

Description:

General Settings

Time Zone:

Encryption (TLS/SRTP):

WARNING: Configure encryption in the network before setting Encryption to Required.

Encryption Certificate File:

AudioCodes Settings

☐Survivable Mode:

☒3-Way Conference:

Conference Server:

☒Message Waiting Indicator:

☐FAX Support:

☐Voice Quality Monitoring:

External Proxy:
☒External Proxy Use Global Settings

Use Global Settings
Proxy Address

Port (No Encryption):

Port (Encryption):

Figure 28: Template Add – General for AudioCodes

3. Select a **Template Level** from the drop-down list.

4. Select the **Enterprise** and **Group**, if necessary.
5. For the **Device Type**, choose an AudioCodes device.
6. Select a New Template Level.
7. Enter the name of the template in the **New Template Name** text box.
8. Enter the **New Template Name** and click **Add Template**. The Template Add page opens. On the General tab:
9. Enter the **Description** of the template.
10. Select the **Time Zone** from the drop-down list.
11. Select the Encryption Settings from the **Encryption (TLS/SRTP)** drop-down list.



Note: An error is displayed when the number of ports exceeds the maximum number of encryption ports supported when the Encryption Settings is set to Required or Use Global Settings, where the Global Settings encryption is set to Required.

Maximum number of AudioCodes ports supported when encryption is used is listed in the following table:

| DEVICE TYPE | NUMBER OF PORTS | MAXIMUM ENCRYPTION PORTS |
|--------------------|-----------------|--------------------------|
| AudioCodes MP 112 | 2 | 2 |
| AudioCodes MP 114 | 4 | 3 |
| AudioCodes MP 118 | 8 | 6 |
| AudioCodes MP 124 | 24 | 18 |
| AudioCodes MP 124E | 24 | 16 |
| AudioCodes MP 1288 | 288 | 288 |

12. Enter the certificate filename in the **Encryption Certificate File** for the device type. Contact your administrator for the Encryption Certificate File name.
13. Select the **AudioCodes Settings** that you want to enable.
 - Survivable Mode: Enables the AudioCodes device for survivability. When this box is selected, Stand-Alone Survivability is enabled using the configuration in the AudioCodes Global Settings.
 - 3-Way Conference: Enables 3-way conferencing. Select the Conference Server from the from the Conference Server drop-down list or choose Use Global Settings.
 - Message Waiting Indicator: Enables the Message Waiting Indicator (MWI).
 - FAX Support: Enables FAX support.
 - Voice Quality Monitoring: Enables voice quality monitoring. When this box is selected, Voice Quality Monitoring is enabled using the configuration information in the AudioCodes Global Settings.
14. Select **'Use Global Settings'** to use the global settings for External Proxy, or uncheck **'Use Global Settings'** check box, enter the **External Proxy**, and the **External Proxy Port** with encryption or **External Proxy Port** without encryption, and **External Backup Proxy 1**,

External Backup Proxy 2, External Backup Proxy 3, and External Backup Proxy 4 values. These optional fields can contain text up to 256 characters, as well as tags.

15. In the Ports tab, configure the **Group Number** for each port. The same group may be assigned to more than one port. When creating a template, the Groups tab should be filled out first so you can create the groups referenced on the Ports tab.

Template Add
Create a new phone template.

OK Cancel Apply

Template Name:Elevator MP112
Template Level:Enterprise
Enterprise:SystemValidation -- System Validation
Device Type:AudioCodes MP112FXS (DMS)
Rebuild Status: Refresh Enterprise: None pending.

☐ Restart Phones NOTE: If Restart Phones is unchecked, the template will not take effect until a resync or when the phone is rebooted.

General Ports Groups Extra Settings

Port Definitions

| Port | Type | Group Number | Call Waiting | Caller ID |
|------|------|--------------|-------------------------------------|-------------------------------------|
| 1 | FXS | 1 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 2 | FXS | 1 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

End of Ports

Figure 29: Template Add – Ports for AudioCodes

16. Call Waiting and Caller ID are enabled by default.
 - In the Groups tab, choose the **Channel Select Mode** for each group By Destination Phone Number - The channel is selected according to the called (destination) number. If the number

Template Add
Create a new phone template.

OK Cancel Apply

Template Name:Elevator MP112
Template Level:Enterprise
Enterprise:SystemValidation -- System Validation
Device Type:AudioCodes MP112FXS (DMS)
Rebuild Status: Refresh Enterprise: None pending.

☐ Restart Phones NOTE: If Restart Phones is unchecked, the template will not take effect until a resync or when the phone is rebooted.

General Ports Groups Extra Settings

Group Definitions

| Group | Channel Select Mode | Reverse Polarity | Current Disconnect | Two Stage Dial | Register |
|-------|--------------------------|--------------------------|-------------------------------------|--------------------------|-------------------------------------|
| 1 | Destination Phone Number | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 2 | Destination Phone Number | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

End of Groups

Figure 30: Template Add – Groups for AudioCodes

is not located, the call is released. If the channel is unavailable (busy), the call is put on call waiting (if call waiting is enabled and no other call is on call waiting); otherwise, the call is released.

- **Cyclic Ascending** - The next available channel in the Hunt Group, in ascending cyclic order, is selected. After the device reaches the highest channel number in the Hunt Group, it selects the lowest channel number in the Hunt Group, and then starts ascending again.
- **Ascending** - The lowest available channel in the Hunt Group is selected, and if unavailable, the next higher channel is selected.
- **Cyclic Descending** - The next available channel in descending cyclic order is selected. The next lower channel number in the Hunt Group is always selected. When the device reaches the lowest channel number in the Hunt Group, it selects the highest channel number in the Hunt Group, and then starts descending again.
- **Descending** - The highest available channel in the Hunt Group is selected, and if unavailable, the next lower channel is selected.
- **Destination Number + Cyclic Ascending** - The channel is selected according to the called number. If the called number isn't found, the next available channel in ascending cyclic order is selected.
- **Source Phone Number** - The channel is selected according to the calling number.
- **Ring to Hunt Group** - The device allocates IP-to-Tel calls to all the FXS ports (channels) in the Hunt Group. When a call is received for the Hunt Group, all telephones connected to the FXS ports belonging to the Hunt Group start ringing. The call is eventually received by whichever telephone first answers the call (after which the other phones stop ringing). This option is applicable only to FXS interfaces.
- **Destination Number + Ascending** - The device allocates a channel to incoming IP-to-Tel calls as follows:
 - The device attempts to route the call to the channel that is associated with the destination (called) number. If located, the call is sent to that channel.
 - If the number is not located or the channel is unavailable (busy), the device searches in ascending order for the next available channel in the Trunk Group. If located, the call is sent to that channel.
 - If all the channels are unavailable, the call is released.

17. Select the Group Definitions for each group.

- **Channel Mode:** Destination Phone Number is set by default.
- **Reverse Polarity:** Enables or disables the reverse polarity signaling used by the ports in the group. If enabled the FXS interface changes the line polarity on call answer and then changes it back on call release. The FXO interface sends a 200 OK response when polarity reversal signal is detected (applicable only to one-stage dialing) and releases a call when a second polarity reversal signal is detected. By default, the Reverse Polarity is set to Disabled.
- **Current Disconnect:** Enables or disables the detection of the current disconnect signal by the ports in the group. If enabled the FXO interface releases a call when a current disconnect signal is detected on its port, and the FXS interface generates a 'Current Disconnect Pulse' after a call is released from IP. By default, the Current Disconnect is set to Enabled.
- **Two Stage Dial:** Enables or disables Two Stage Dial for the ports in the group. With Two Stage Dial, the caller is presented with a secondary dial tone and must enter additional digits to reach the destination. By default, the Two Stage Dial is set to Disabled.
- **Register:** Indicates whether the endpoints in the group are to register. By default, Register

is set to Enabled.

18. On the **Extra Settings** tab, enter any custom configuration information for the template.



Note: OpEasy analyzes the Template Extra Settings to determine if there are any parameters in the Extra Settings that are being overridden by the Template settings. If parameters that correspond to any of the Template settings are found in the Extra Settings, then **Template Definitions: Extra Settings Audit Results** page is displayed, indicating the extra settings parameters that conflict with the Template settings configuration.

19. If you are modifying an existing template, select the **Template Users** tab to display a list of users or devices that use this template. Click **OK**.

Creating or Editing an AudioCodes MP-5XX/M500Li Template

1. From the main menu, select **Provisioning**, and then select **Phone Templates**.
2. Click **Definitions** in the menu tree or click **Definitions** in the Phone Templates menu. The Template Definitions page opens.
3. Select a **Template Level** from the drop-down list.
4. Select the **Enterprise** and **Group**, if necessary.
5. For the **Device Type**, choose the target AudioCodes device.
6. Select a New Template Level.
7. Enter the name of the template in the **New Template Name** text box.
8. Enter the **New Template Name** and Click **Add Template**. The Template Add page opens.

Template Add

Create a new phone template.

Template Name: M500Li-8 Small Office
Template Level: Enterprise
Enterprise: SystemValidation – System Validation
Device Type: AudioCodes M500Li-8FXS (DMS)
Rebuild Status: Enterprise: None pending.

☐ Restart Phones NOTE: If Restart Phones is unchecked, the template will not take effect until a resync or when the phone is rebooted.

| General | Ports | Extra Settings |
|--|-------|----------------|
| Name: <input type="text" value="M500Li-8 Small Office"/> | | |
| Description: <input type="text"/> | | |

General Settings

Time Zone:

Outbound Proxy:

☒ Use Global Settings

Outbound Proxy 1

Outbound Proxy 2

Outbound Proxy 3

Outbound Proxy 4

Outbound Proxy 5

Port (No Encryption):

Port (Encryption):

Encryption (TLS/SRTP): WARNING: Configure encryption in the network before setting Encryption to Required.

Encryption Certificate File:

AudioCodes M500Li Settings

Admin Access on LAN Port:

☐ Voice Quality Monitoring

Conference Server:

Firmware Update:

Firmware Update Time:

Firmware Version:

☒ Use Global Settings

Figure 31 - Template Add - AudioCodes

On the General tab:

9. Enter the **Description** of the template.
10. Select the **Time Zone** from the drop-down list.

11. Select **'Use Global Settings'** to use the global settings for **Outbound Proxy**, or clear the check box, and enter the **Outbound Proxy1** address, and the **Outbound Proxy Port** with encryption or **Outbound Proxy Port** without encryption, and **Outbound Backup Proxy 2** address, **Outbound Proxy 3**, **Outbound Proxy 4**, and **Outbound Proxy 5** values. These optional fields can contain text up to 256 characters, as well as tags.
12. Select the Encryption Settings from the **Encryption (TLS/SRTP)** drop-down list.
13. Enter the certificate filename in the **Encryption Certificate File** for the device type. Contact your Supervisor for the Encryption Certificate File name.
14. Select the **AudioCodes MP-5XX/M500Li/M800C Settings** that you want to provision.
 - Conference Server: Select the Conference Server from the Conference Server drop-down list or choose 'Use Global Settings'.
 - Firmware Update: Enable or disable Firmware Update. Firmware Update can be enabled based on the selected Time or Interval and value entered.
 - Firmware Version: Enter a firmware version or check 'Use Global Settings'.
 - Tones File: Enter a Tones File name or check Use Global Settings.
 - Current Disconnect: Enables or disables the current disconnect on FXS ports for call release signaling.
 - Polarity Reversal: Enables or disables polarity reversal signaling for call release.
 - Set OOS (Out Of Service) on Reg(istration) Failure
 - Select Enable or Disable from the **Sys Log** drop-down list to enable/disable the log.
 - Enter the target server host name in the **Syslog Host** text box.
 - Select the sys log level from the **Syslog Level** drop-down list.
 - Select the debug log level from the **Debug Level** drop-down list.

Template Add

Create a new phone template.

OK
Cancel
Apply

Template Name:M500LI-8 Small Office

Template Level:Enterprise

Enterprise:SystemValidation -- System Validation

Device Type:AudioCodes M500LI-8FXS (DMS)

Rebuild Status: Refresh Enterprise: None pending.

☐ Restart Phones
 NOTE: If Restart Phones is unchecked, the template will not take effect until a resync or when the phone is rebooted.

General

Ports

Extra Settings

Port Definitions

| Port | Port | TEL Profile | Call Waiting | Caller ID |
|------|------|-------------|-------------------------------------|-------------------------------------|
| 1 | FXS | Voice | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 2 | FXS | Voice | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 3 | FXS | Voice | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 4 | FXS | Voice | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 5 | FXS | Voice | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 6 | FXS | Voice | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 7 | FXS | Voice | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 8 | FXS | Voice | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

End of Ports

Figure 32 - AudioCodes M500L TEL Profile Assignment

15. In the Ports tab, configure the **TEL Profile** for each port.
16. Call Waiting and Caller ID are enabled by default.
17. On the **Extra Settings** tab, enter any custom configuration information for the template.



Note: OpEasy analyzes the Template Extra Settings to determine if there are any parameters in the Extra Settings that are being overridden by the Template settings. If parameters that correspond to any of the Template settings are found in the Extra Settings, then **Template Definitions: Extra Settings Audit Results** page is displayed, indicating the extra settings parameters that conflict with the Template settings configuration.

18. If you are modifying an existing template, select the **Template Users** tab to display a list of users or devices that use this template. Click **OK**.

Creating or Editing an AudioCodes M800C-MSBR Template

1. From the main menu, select **Provisioning**, and then select **Phone Templates**.
2. Click **Definitions** in the menu tree or click **Definitions** in the Phone Templates menu. The Template Definitions page opens.
3. Select a **Template Level** from the drop-down list.
4. Select the **Enterprise** and **Group**, if necessary.
5. For the **Device Type**, choose “M800C-MSBR-4FXS-1PRI-LTE.”
6. Select a New Template Level.
7. Enter the name of the template in the **New Template Name** text box.
8. Enter the **New Template Name** and Click **Add Template**. The Template Add page opens.

On the **General** tab:

9. Enter the **Description** of the template.
10. Select the **Time Zone** from the drop-down list.
11. Select ‘**Use Global Settings**’ to use the global settings for Outbound Proxy, or clear the check box, and enter the **Outbound Proxy1** address, and the **Outbound Proxy Port** with encryption or **Outbound Proxy Port** without encryption, and **Outbound Backup Proxy 2** address, **Outbound Proxy 3**, **Outbound Proxy 4**, and **Outbound Proxy 5** values. These optional fields can contain text up to 256 characters, as well as tags.
12. Select the Encryption Settings from the **Encryption (TLS/SRTP)** drop-down list.
13. Enter the certificate filename in the **Encryption Certificate File** for the device type. Contact your Supervisor for the Encryption Certificate File name.
14. Select the **AudioCodes M800C Settings** that you want to provision.
 - Conference Server: Select the Conference Server from the Conference Server drop-down list or choose ‘Use Global Settings’.
 - Firmware Update: Enable or disable Firmware Update. Firmware Update can be enabled based on the selected Time or Interval and value entered.
 - Firmware Version: Enter a firmware version or check ‘Use Global Settings’.
 - Tones File: Enter a Tones File name or check Use Global Settings.
 - Set OOS (Out Of Service) on Reg(istration) Failure
 - Current Disconnect: Enables or disables the current disconnect on FXS ports for call release signaling.
 - Polarity Reversal: Enables or disables polarity reversal signaling for call release.
 - Select Enable or Disable from the **Sys Log** drop-down list to enable/disable the log.
 - Enter the target server host name in the **Syslog Host** text box.
 - Select the syslog detail level from the **Syslog Level** drop-down list.
 - Select the debug log detail level from the **Debug Level** drop-down list.

Template Add

Create a new phone template.

OK

Cancel

Apply

Template Name: Lab M800C

Template Level: Enterprise

Enterprise: SystemValidation -- System Validation

Device Type: AudioCodes M800C-MSBR-4FXS-1PRI-LTE(DMS)

Rebuild Status: **Refresh** Enterprise: None pending.

☐ Restart Phones **NOTE: If Restart Phones is unchecked, the template will not take effect until a resync or when the phone is rebooted.**

General

Ports

PRI and Trunk Pilot Settings

Extra Settings

Name: Lab M800C

Description:

General Settings

Time Zone: (Use Global Settings)

Outbound Proxy:

☒ Use Global Settings

Outbound Proxy 1

Outbound Proxy 2

Outbound Proxy 3

Outbound Proxy 4

Outbound Proxy 5

Port (No Encryption):

Port (Encryption):

Encryption (TLS/SRTP): (Use Global Settings) **WARNING: Configure encryption in the network before setting Encryption to Required.**

Encryption Certificate File:

AudioCodes M800C Settings

Admin Access on LAN Port 1: Enabled

Admin Access on LAN Port 2: Enabled

Admin Access on LAN Port 3: Enabled

Admin Access on LAN Port 4: Enabled

☐ Voice Quality Monitoring

Conference Server: (Use Global Settings)

Firmware Update: (Use Global Setting)

Firmware Update Time:

Firmware Version:

☒ Use Global Settings

Tones File:

☒ Use Global Settings

Figure 33 - M800C Template Add

On the **Ports** tab,

15. Configure the **TEL Profile** for each port.

Template Add
Create a new phone template.

OK Cancel Apply

Template Name: Lab M800C
Template Level: Enterprise
Enterprise: System Validation -- System Validation
Device Type: AudioCodes M800C-MSBR-4FXS-1PRI-LTE(DMS)

Rebuild Status: Refresh Enterprise: None pending.

☐ Restart Phones NOTE: If Restart Phones is unchecked, the template will not take effect until a resync or when the phone is rebooted.

General **Ports** PRI and Trunk Pilot Settings Extra Settings

Port Definitions

| Port | TEL Profile | Call Waiting | Caller ID |
|------|-------------|-------------------------------------|-------------------------------------|
| 1 | Voice | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 2 | Voice | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 3 | Voice | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 4 | Voice | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

[End of Ports](#)

Figure 34 AudioCodes M800C TEL Profile Assignment

16. Call Waiting and Caller ID are enabled by default; modify as necessary.

17. On the '**PRI and Trunk Pilot Settings**' tab, provision the **PRI Settings**

- Select the **Channel Select Mode** for outbound calls on the PRI
 - **always-ascending**: The lowest numbered available channel in the Trunk Group is selected, and if unavailable, the next higher numbered channel is selected.
 - **always-descending**: The highest numbered available channel in the Trunk Group is selected, and if unavailable, the next lower numbered channel is selected.
 - **channel-cyclic ascending**: The next available channel in the Trunk Group, in ascending cyclic order is selected. After the device reaches the highest channel number in the Trunk Group, it selects the lowest channel number in the Trunk Group, and then starts ascending again.
 - **cyclic-descending**: The next available channel in descending cyclic order is selected. The next lower channel number in the Trunk Group is always selected. When the device reaches the lowest channel number in the Trunk Group, it selects the highest channel number in the Trunk Group, and then starts descending again.
 - **dst-number-ascending**: The device allocates channels to incoming IP-to-Tel calls as follows:
 - The device attempts to route the call to the channel that is associated with the destination (called) number. If located, the call is sent to that channel.
 - If the number is not located or the channel is unavailable (e.g., busy), the device searches in ascending order for the next available channel in the Trunk Group. If located, the call is

-
- sent to that channel.
- If all channels are unavailable, the call is released
 - **dst-number-cyclic-ascending:** The channel is selected according to the called number. If the called number isn't found, the next available channel in ascending cyclic order is selected.
Note: If the called number is located, but the port associated with the number is busy, the call is released.
 - **dst-phone-number:** The channel is selected according to the called (destination) number. If the number is not located, the call is released. If the channel is unavailable (e.g., busy), the call is put on call waiting (if call waiting is enabled and no other call is on call waiting); otherwise, the call is released.
 - **not-configured:**
 - **src-phone-number:** The channel is selected according to the calling number.
 - **trunk-channel-cyclic-ascending:** The device implements the Trunk Cyclic Ascending and Cyclic Ascending methods to select the channel. This method selects the next physical trunk in the Trunk Group, and then selects the B-channel of this trunk according to the Cyclic Ascending method (i.e., selects the channel after the last allocated channel). For example, if the Trunk Group includes two physical trunks, 0 and 1:
 - For the first incoming call, the first channel of Trunk 0 is selected.
 - For the second incoming call, the first channel of Trunk 1 is selected.
 - For the third incoming call, the second channel of Trunk 0 is selected.
 - **trunk-cyclic-ascending:** The channel from the first channel of the next trunk (adjacent to the trunk from which the previous channel was selected) is selected.
 - Select the **First B-channel**, 1-24. This must match the configuration of the far end.
 - Select the **Last B-channel**, 1-24. This must match the configuration of the far end.
 - Select the **Framing Type**. This must match the configuration of the far end.
 - Select the **Line Code**, **B8ZS** or **AMI**. This must match the configuration of the far end.
 - Select the **NW User Side** setting, Network or User. This determines the signaling posture of the D-channel and **must be the opposite** of the far end.
 - Select the **Protocol Type**. This must match the configuration of the far end.
 - Select the **Clock Mode**, **recovered** if this M800C should treat the incoming PRI bit stream as its synchronization source (default), or **generated** if this M800C should expect the far end to slave its clock frequency to the bit stream generated by this device.
 - Select the **Tel Profile**

- Select the **Clock Source, network** if this PRI should treat the incoming bit stream as its synchronization source (default), or **internal** if this PRI should expect the far end to slave its clock frequency to the bit stream generated by this device.

The screenshot shows the 'PRI and Trunk Pilot Settings' configuration page. The 'PRI Settings' section includes dropdown menus for Channel Select Mode (channel-cyclic-ascending), First B-channel (Channel 1), Last B-channel (Channel 23), Framing Type (t1-framing-esl-crc6), Line Code (b8zs), NW User Side (network-side), Protocol Type (T1 NI2 ISDN), Clock Mode (recovered), Tel Profile (Voice), and Clock Source (network). The 'Trunk Pilot Settings' section includes input fields for Line/Port's User, SIP Auth ID, and SIP Auth Password.

Figure 35-M800C PRI and Trunk Pilot Settings

18. Under Trunk Pilot Settings, configure the RFC 6140 GIN trunk authorization settings. Line/Port's User, SIP Auth ID, and SIP Auth Password must all match the credentials provided by the trunking service provider.

On the **Extra Settings** tab,

19. Enter any custom configuration information for the template.



Note: OpEasy analyzes the Template Extra Settings to determine if there are any parameters in the Extra Settings that are being overridden by the Template settings. If parameters that correspond to any of the Template settings are found in the Extra Settings, then **Template Definitions: Extra Settings Audit Results** page is displayed, indicating the extra settings parameters that conflict with the Template settings configuration.

20. If you are modifying an existing template, select the Template Users tab to display a list of users or devices that use this template. Click OK.

Creating or Editing a Clearspan Communicator/Engage Template

1. From the main menu, select Provisioning, and then select Phone Templates.
2. Click **Definitions** in the menu tree or click **Definitions** in the Phone Templates menu. The Template Definitions page opens.
3. Select a **Template Level** from the drop-down list.
4. Select the **Enterprise** and **Group**, if necessary.
5. Select the **Device Type**:
 - Choose Business Communicator – PC: Clearspan Engage Desktop or Clearspan Communicator Desktop.
 - Choose Business Communicator – Mobile: Clearspan Communicator for iOS or Android clients,
 - Choose Business Communicator – Tablet: Clearspan Communicator for iOS tablets.
6. Select a New Template Level.
7. Enter the name of the template in the **New Template Name** text box.
8. Click **Add Template**. The Template Add page opens. The General tab is displayed by default.

Template Add

Create a new phone template.

OK

Cancel

Apply

Template Name:CSEngage Standard with TLS

Template Level:Group

Enterprise:SystemValidation -- System Validation

Group:JazzTest -- JazzTest

Device Type:Business Communicator - PC

Rebuild Status:

Refresh

 Group: None pending.

General

Features

Extra Settings

Name:

CSEngage Standard with TLS

Description:

General Settings

Outbound Proxy:

☒Outbound Proxy Use Global Settings

Use Global Settings

Outbound Proxy Address

☐Use DNS SRV Lookup

Use DNS SRV LookupPort (No Encryption):

Non Encryption Port

Port (Encryption):

Encryption (TLS/SRTP):

Required

WARNING: Configure encryption in the network before setting Encryption to Required.

Desktop Type

Desktop Type:

☒ Clearspan Engage Desktop ☐ Clearspan Communicator Desktop

Figure 36: Template Add – General for CS Engage Desktop/CS Communicator Desktop

9. Configure General Settings on the General tab.
Choose to **Use Global Settings**, or enter the Outbound Proxy, and Outbound Proxy Port in the **Outbound Proxy Port (No Encryption)** box when encryption is not allowed for the client, or in the **Outbound Proxy Port (Encryption)** box when encryption is required for the client. These optional fields can contain text up to 256 characters, as well as tags.
10. Select the **Encryption (TLS/SRTP)** setting: Required/Not Allowed/Use Global Settings
11. For Device Type, Business Communicator - PC, choose **Desktop Type**:
 - Select **Clearspan Engage Desktop**
 - Click **Apply**. This saves the template. Continue with the **Features** tab.
12. On the **Features** tab, check the corresponding box(es) to enable features for the client.



Note: The corresponding Clearspan service must also be assigned and enabled for the associated user. This menu merely drives the presentation of the feature for management on the soft client interface.

- Call Park
- Call Center
- Call Pickup
 - Call Pickup Blind
 - Call Pickup Directed
- Call Pull
- Call Recording
- Call Transfer
- Conference
 - Max Parties; 4 - 15
 - Show Participant List
- Message Waiting Indicator
- Voicemail
 - Visual Voicemail
- Unified Call History: Enabled/Disabled/Use Global Settings

Also, note the extended menu to allow 'Self Care Portal Access' for the user administration of the following features for which the underlying Clearspan service must also be assigned to the user in order to be presented on the softphone interface.

- Call Forward Always
- Call Forward Busy
- Call Forward No Answer
- Call Forward Not Reachable
- Clearspan Anywhere
- Do Not Disturb
- Anonymous Call Rejection
- Simultaneous Ring Personal

- Sequential Ring
- Automatic Callback
- Call Waiting
- Caller ID Delivery Blocking
- Personal Assistant
- Call Center
- Remote Office
- Voice Messaging

13. On the **Extra Settings** tab, enter any custom configuration information for the template.



Note: OpEasy analyzes the Template Extra Settings to determine if there are any parameters in the Extra Settings that are being overridden by the Template settings. If parameters that correspond to any of the Template settings are found in the Extra Settings, then **Template Definitions: Extra Settings Audit Results** page is displayed, indicating the extra settings parameters that conflict with the Template settings configuration.

14. If you are modifying an existing template, select the Template Users tab to display a list of users or devices that use this template. Click OK.

Creating or Editing a Clearspan EasyPRS Template

1. From the main menu, select **Provisioning**, and then select **Phone Templates**.
2. Click **Definitions** in the menu tree or click **Definitions** in the Phone Templates menu. The Template Definitions page opens.

Template Definitions

Display and configure phone template definitions.

OK

Template Level: **Enterprise and Group**

Enterprise: **SystemValidation -- System Validation**

Group: **JazzTest -- JazzTest**

Device Type: **EasyPRS-4**

Phone Model: MarketSpark EasyPRS-4

Rebuild Status: **Refresh** Group: None pending. Enterprise: None pending.

New Template Level: **(Select Level)**

New Template Name:

Add Template

Templates

| Name | Level | Description | Edit | Copy | Delete |
|-----------|-------|-------------|----------------------|----------------------|--------|
| <Default> | Group | | Edit | Copy | |

End of Templates

Figure 37 - EasyPRS Template Add

3. Select a **Template Level** from the drop-down list.
4. Select the **Enterprise** and **Group**, if necessary.
5. Select the **Device Type**:
 - EasyPRS-4
 - EasyPRS-8
 - EasyPRS-12
 - EasyPRS-16
6. Select a New Template Level
7. Enter the name of the new template in the **New Template Name** text box.
8. Click **Add Template**. The **Template Add** page opens. The **General tab** is displayed by default.

Template Add

Create a new phone template.

Template Name: EasyPRS-4 voiceOnly
 Template Level: Enterprise
 Enterprise: SystemValidation -- System Validation
 Device Type: EasyPRS-4
 Rebuild Status: Enterprise: None pending.

| General | Ports | Extra Settings |
|---|-------|----------------|
| Name: <input type="text" value="EasyPRS-4 voiceOnly"/> Description: <input type="text"/> | | |
| <h3>General Settings</h3> <p>Time Zone: <input type="button" value="(Use Global Settings)"/></p> <p>Outbound Proxy:</p> <p><input checked="" type="checkbox"/> Use Global Settings</p> <p>Primary Proxy <input type="text"/></p> <p>Primary Proxy Port (No Encryption): <input type="text"/></p> <p>Primary Proxy (Encryption): <input type="text"/></p> <p>Backup Proxy <input type="text"/></p> <p>Backup Proxy Port (No Encryption): <input type="text"/></p> <p>Backup Proxy Port (Encryption): <input type="text"/></p> <p>Encryption (TLS/SRTP): <input type="button" value="(Use Global Settings)"/> WARNING: Configure encryption in the network before setting Encryption to Required.</p> <p>SIP Transport: <input type="button" value="(Use Global Setting)"/></p> <p>SIP Keep-Alive: <input type="button" value="(Use Global Setting)"/></p> <p>SIP Keep-Alive Frequency <input type="text" value="30"/></p> <p>Jitter Buffer Type: <input type="button" value="(Use Global Setting)"/></p> <p>Jitter Buffer Length: <input type="button" value="Medium"/></p> <p>User Privacy Header: <input type="button" value="(Use Global Setting)"/></p> <p>Use P-Preferred-Identity Header: <input type="button" value="Disabled"/></p> | | |
| <h3>EasyPRS Settings</h3> <p>Off-Hook Auto Delay:</p> <p><input checked="" type="checkbox"/> Use Global Settings</p> <p><input type="text"/> seconds</p> <p>Conference Server: <input type="button" value="(Use Global Settings)"/></p> <p>Firmware Version:</p> <p><input checked="" type="checkbox"/> Use Global Settings</p> <p><input type="text"/></p> <p>Unreg. Busy Tone: <input type="button" value="(Use Global Setting)"/></p> | | |

Figure 38 - EasyPRS Template

In the **General Settings** section:

1. Enter a freeform template description in the **Description** text box.
2. Configure General Settings on the General tab.
 - Select the appropriate **Time Zone** entry from the drop-down list.
 - Choose to **Use Global Settings**, or enter the **Primary Proxy**, and **Primary Proxy**

Port in the **Primary Proxy Port (No Encryption)** box when encryption is not being used by the client, or in the **Proxy Port (Encryption)** box when encryption is being used by the client. These optional fields can contain text up to 256 characters, as well as tags.

3. Select the **Encryption** (TLS/SRTP) setting.
4. Select the **SIP Transport** setting. When Encryption is set to “Required,” **SIP Transport** is overridden to “TLS.”
5. Select the **SIP Keep-Alive** setting (Intended to maintain a signaling pinhole through a firewall. Usually enabled, but should be disabled if the device is installed behind an on-premise SBC)
6. Accept the default value or adjust the **SIP Keep-Alive Frequency**. This setting is not applicable when **SIP Keep-Alive** is disabled.
7. Select the **Jitter Buffer Type** – Fixed or Adaptive
8. Select the **Jitter Buffer Length**.
9. Select the **User Privacy Header** setting.
10. Select the **Use P-Preferred-Identity Header** setting.

In the **EasyPRS Settings** section:

1. Set a custom **Off-Hook Auto Delay** setting or retain the default setting: “Use Global Settings.” This is the delay time before automatic dialing begins for ports configured as ‘hotlines.’
2. Select the **Conference Server** setting or retain the default setting: “Use Global Settings.”
3. Select the desired firmware version or retain the default setting: “Use Global Settings.”
4. Select the **Unregistered Busy Tone** setting or retain the default setting: “Use Global Settings.”

On the **Ports** tab:

| General | | Ports | | | | | | | Extra Settings | | | |
|---------------------|-----------------------------|-----------------------|-----------------------|-------------------------|-----------------------|-----------------------|-----------------|-----------------|----------------|---------|---------|--|
| Profile Definitions | | | | | | | | | | | | |
| Profile | Profile Type | Disable Call Waiting | Polarity Reversal | Loop Current Disconnect | High Ring Power | Disable Visual MWI | Preferred Codec | Secondary Codec | Tertiary Codec | RX Gain | TX Gain | |
| Profile 1 | Voice or T38 Fax | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | G.711u | G.711u | G.711u | -6 dB | 0 dB | |
| Profile 2 | Modem | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | G.711u | G.711u | G.711u | -6 dB | 0 dB | |
| End of Profiles | | | | | | | | | | | | |
| Port Definitions | | | | | | | | | | | | |
| Port | Profile ID | | | | | | | | | | | |
| 1 | Profile 1: Voice or T38 Fax | | | | | | | | | | | |
| 2 | Profile 1: Voice or T38 Fax | | | | | | | | | | | |
| 3 | Profile 1: Voice or T38 Fax | | | | | | | | | | | |
| 4 | Profile 1: Voice or T38 Fax | | | | | | | | | | | |

Figure 39 - EasyPRS Ports Tab

1. Provision **Profile1** and **Profile 2**
 - a. Select the **Profile Type**
 - b. Choose appropriate settings for:
 - i. **Disable Call Waiting** – Sends a ‘486 Busy here’ back to Clearspan rather than playing a ‘ringing’ tone to the user when on a call and a second call is received.
 - ii. **Polarity Reversal** - Reverses the analog circuit voltage polarity (-48VDC) upon call establishment and termination.
 - iii. **Loop Current Disconnect** - Initiates a short voltage drop on the analog circuit when the remote (VoIP) side disconnects an active call.
 - iv. **High Ring Power** – Amplify the 20 Hz ring signal strength (for long wire runs)
 - v. **Disable Visual MWI** – Prevents EasyPRS from sending FSK signaling to the analog device when a voice message is waiting. Stuttered dial tone played by EasyPRS upon off-hook is the

default MWI signaling mechanism.

- vi. **Preferred Codec**
 - vii. **Secondary Codec**
 - viii. **Tertiary Codec**
 - ix. **RX (Receive) Gain** – Amplify or attenuate the analog signal transmitted to the local analog device from the EasyPRS box.
 - x. **TX (Transmit) Gain** – Amplify or attenuate the analog signal transmitted by the local analog device to the EasyPRS box.
2. Select the appropriate **Profile** for each analog port.

On the **Extra Settings** tab, enter any custom configuration information for the template.



Note: OpEasy analyzes the Template Extra Settings to determine if there are any parameters in the Extra Settings that are being overridden by the Template settings. If parameters that correspond to any of the Template settings are found in the Extra Settings, then **Template Definitions: Extra Settings Audit Results** page is displayed, indicating the extra settings parameters that conflict with the Template settings configuration.

Creating or Editing a Connect Mobile/Tablet Template

1. From the main menu, select **Provisioning**, and then select **Phone Templates**.
2. Click **Definitions** in the menu tree or click **Definitions** in the Phone Templates menu. The Template Definitions page opens.
3. Select a **Template Level** from the drop-down list.
4. Select the **Enterprise** and **Group**, if necessary.
5. Select the **Device Type** (Connect – Mobile) from the drop-down list.
6. Select a **New Template Level** from the drop-down list.
7. Enter the name of the template in the **New Template Name** text box.
8. Click **Add Template**. The **Template Add** page opens. The **General tab** is displayed by default.

The screenshot shows the 'Template Add' page with the 'General' tab selected. The page title is 'Template Add' with a subtitle 'Create a new phone template.' Below this are three buttons: 'OK', 'Cancel', and 'Apply'. A summary section displays the following information: Template Name: CSEngage Mobile Standard, Template Level: Group, Enterprise: SystemValidation -- System Validation, Group: JazzTest -- JazzTest, Device Type: Connect - Mobile, and Rebuild Status: Refresh Group: None pending. Below this is a tabbed interface with 'General', 'Features', and 'Extra Settings' tabs. The 'General' tab contains a 'Name' field with 'CS Mobile Standard', a 'Description' field, and a 'General Settings' section. The 'General Settings' section includes 'Outbound Proxy' with a checked 'Use Global Settings' checkbox and an empty 'Outbound Proxy Address' field, an unchecked 'Use DNS SRV Lookup' checkbox, and two empty fields for 'Port (No Encryption)' and 'Port (Encryption)'. The 'Encryption (TLS/SRTP)' dropdown is set to '(Use Global Settings)'. A yellow warning message states: 'WARNING: Configure encryption in the network before setting Encryption to Required.' Below this is the 'Mobile Type' section with 'Mobile Type' set to 'UC-ONE Connect' (selected) and 'Clearspan Engage' (unselected). At the bottom is the 'Clearspan Settings' section with 'Functionality' set to 'Audio'.

Template Add
Create a new phone template.

OK Cancel Apply

Template Name: CSEngage Mobile Standard
Template Level: Group
Enterprise: SystemValidation -- System Validation
Group: JazzTest -- JazzTest
Device Type: Connect - Mobile
Rebuild Status: Refresh Group: None pending.

General Features Extra Settings

Name:
CS Mobile Standard

Description:

General Settings
Outbound Proxy:
☒ Use Global Settings
Outbound Proxy Address

☐ Use DNS SRV Lookup
Port (No Encryption):

Port (Encryption):

Encryption (TLS/SRTP): (Use Global Settings)

WARNING: Configure encryption in the network before setting Encryption to Required.

Mobile Type
Mobile Type: ☒ UC-ONE Connect ☐ Clearspan Engage

Clearspan Settings
Functionality: Audio

Figure 40: Template Add – General for Clearspan Mobile

-
9. Configure Connect Tablet/Mobile Settings on the General tab.
Choose to **Use Global Settings**, or enter the Outbound Proxy, and Outbound Proxy Port in the **Outbound Proxy Port (No Encryption)** box when encryption is not being used by the client, or in the **Outbound Proxy Port (Encryption)** box when encryption is being used by the client. These optional fields can contain text up to 256 characters, as well as tags.
 10. Select the Encryption (TLS/SRTP) setting.
 11. Select the **Functionality** for the device.
 12. The **VoIP Mode** is enabled by default in the **Default Dialing Method** section. Select the **Default Dialing** mode. Both Call Back and Native Call options are enabled by default, uncheck the box to disable either dialing method.
 13. The Clearspan Directory is enabled in the Contact Search section. The Search Enterprise Directory is enabled by default. Check the box Search Enterprise Common Phone List, Search Group Common Phone List and Search Personal Phone List to enable the list.
 14. The **IM&P** (Chat and Presence) settings are enabled by default. Uncheck the option to disable either setting.
 15. On the **Features** tab, enable the features for the device. All features in the **Enabled Features** and **Side Menu** list are enabled by default.
 16. On the **Extra Settings** tab, enter any custom configuration information for the template.



Note: OpEasy analyzes the Template Extra Settings to determine if there are any parameters in the Extra Settings that are being overridden by the Template settings. If parameters that correspond to any of the Template settings are found in the Extra Settings, then **Template Definitions: Extra Settings Audit Results** page is displayed, indicating the extra settings parameters that conflict with the Template settings configuration.

17. If you are modifying an existing template, select the **Template Users** tab to display a list of users or devices that use this template. Click **OK**.

Creating or Editing a Grandstream ATA Template

1. From the main menu, select **Provisioning**, and then select **Phone Templates**.
2. Click **Definitions** in the menu tree or click **Definitions** in the Phone Templates menu. The Template Definitions page opens.
3. Select a **Template Level** from the drop-down list.
4. Select the **Enterprise** and **Group**, if necessary.
5. Select the **Device Type** Grandstream HT8xx (DMS) from the drop-down list.
6. Select a New Template Level.
7. Enter the name of the template in the **New Template Name** text box.
8. Click **Add Template**. The **Template Add** page opens. The **General tab** is displayed by default.

Template Add

Create a new phone template.

OK **Cancel** **Apply**

Template Name: HT802_02
Template Level: Group
Enterprise: JazzLab
Group: JazzLabBench -- JazzLab Bench
Device Type: Grandstream HT802 (DMS)

Rebuild Status: **Refresh** Group: None pending.

☐ Restart Phones **NOTE: If Restart Phones is unchecked, the template will not take effect until a resync or when the phone is rebooted.**

General **Ports** **Extra Settings**

Name: HT802_02
Description:

General Settings

Time Zone: (Use Global Settings) **▼**

Outbound Proxy:

☒ Use Global Settings

Outbound Proxy 1

Port1 (No Encryption):

Port1 (Encryption):

Outbound Proxy 2

Figure 41 - Template Add - Grandstream ATA

9. Enter the **Description** of the template.
10. Configure General Settings on the General tab
Select the **Time Zone** from the drop-down list.
 - Select the **Time Zone** from the drop-down list.
 - Choose to **Use Global Settings**, or enter the Outbound Proxy, and Outbound Proxy Port in the **Outbound Proxy Port (No Encryption)** box when encryption is not being used by the client, or in the **Outbound Proxy Port (Encryption)** box when encryption is being used by the client. These optional fields can contain text up to 256 characters, as well as tags.
 - Choose the desired **Encryption (TLS/SRTP)** setting.
11. Configure **Grandstream ATA Settings** on the General tab:
 - Choose the desired **Auto-Update** option.
 - **Disabled** for no updated checks by devices with this template

-
- **Daily Time** for a once-a-day check by devices with this template for updates (also enter the time for the update check from 0 – 23)
 - **Interval** for checks by devices with this template every n minutes for updates
- Enter the target firmware version or defer to **Global Settings**
 - Select **Enable**, **Disable**, or defer to **Global Settings** for the **Unreg. Busy Tone** setting. When enabled, busy tone will be played to any analog device when offhook and the device has not successfully completed a SIP registration for the port.
 - Select **Enable**, **Disable**, or defer to **Global Settings** for **Syslog** output from the device.
 - If **Enable** is chosen, also enter an IP address or FQDN of the desired **Syslog Host** target and select **Enable**, **Disable**, or defer to **Global Settings** for **Syslog Level**.
12. On the **Ports** tab, choose the desired operational settings.
- Check the **Disable Call Waiting** box to send a '486 Busy here' back to Clearspan rather than play a 'ring-ping' tone to the user when on a call and a second call is received.
 - Check the **Polarity Reversal** box so the port will use Polarity Reversal for signaling.
 - Check the **Loop Current Disconnect** box so the port will momentarily drop power to the connected analog device to indicate the remote party has disconnected.
 - Check the **High Ring Power** box to increase the ring voltage presented to the connected analog device from 45v RMS to 55v RMS. This may be required for some analog devices with sensitive ringer requirements or for unusually long cable runs.
 - Check the **Disable Visual MWI** box to prevent the ATA from sending FSK signaling to the analog device when a voice message is waiting. Stuttered dial tone played by the ATA upon off-hook is the default MWI signaling mechanism.
 - Choose the codec preference for each port for outbound calls.
13. On the **Extra Settings** tab, enter any custom configuration information for the template.



Note: OpEasy analyzes the Template Extra Settings to determine if there are any parameters in the Extra Settings that are being overridden by the Template settings. If parameters that correspond to any of the Template settings are found in the Extra Settings, then **Template Definitions: Extra Settings Audit Results** page is displayed, indicating the extra settings parameters that conflict with the Template settings configuration.

Creating or Editing a Grandstream WP820 Template

1. From the main menu, select **Provisioning**, and then select **Phone Templates**.
2. Click **Definitions** in the menu tree or click **Definitions** in the Phone Templates menu. The Template Definitions page opens.
3. Select a **Template Level** from the drop-down list.
4. Select the **Enterprise** and **Group**, if necessary.
5. Select the **Device Type** Grandstream WP820 (DMS) from the drop-down list.
6. Select a New Template Level.
7. Enter the name of the template in the **New Template Name** text box.
8. Click **Add Template**. The **Template Add** page opens. The **General tab** is displayed by default.

Template Add
Create a new phone template.

OK Cancel Apply

Template Name:Nurse Stations
Template Level:Group
Enterprise:SystemValidation -- System Validation
Group:JazzTest -- JazzTest
Device Type:Grandstream WP820 (DMS)
Rebuild Status: Refresh Group: None pending.

☐ Restart Phones **NOTE:** If Restart Phones is unchecked, the template will not take effect until a resync or when the phone is rebooted.

General Lines Features Extra Settings

Name:
Nurse Stations

Description:

General Settings
Time Zone: (Use Global Settings)
☐ Use VLAN:
WARNING: Enabling VLAN may cause some phones to stop operating.
Outbound Proxy:
☒ Use Global Setting for Outbound Proxy
Use Global Settings
Outbound Proxy 1

Outbound Proxy 2

Figure 42: General Tab for Grandstream

9. Enter the **Description** of the template.
10. Configure General Settings on the General tab
 - Select the **Time Zone** from the drop-down list.
 - Check the **Use VLAN** check box if the base station will be connected to a switch trunk port.



Note: Enabling VLAN may cause some phones to stop operating.

-
- Choose to **Use Global Settings**, or enter the Outbound Proxy, and Outbound Proxy Port in the **Outbound Proxy Port (No Encryption)** box when encryption is not being used by the client, or in the **Outbound Proxy Port (Encryption)** box when encryption is being used by the client. These optional fields can contain text up to 256 characters, as well as tags.
 - Select the **Encryption (TLS/SRTP)** setting.
11. Configure Grandstream Settings on the General tab:
 - Select any mode from the **Keypad Access Mode**.
 - Select **Enabled** or **Disabled** from the **Sys/Debug Log** drop-down list.
 - Enter the host for the **Sys/Debug Log Host** drop-down list.
 12. On the **Features** tab, select the features to enable the **Clearspan Directory Type**:
 - Enterprise
 - Enterprise Common
 - Group
 - Group Common
 - Personal
 13. On the **Extra Settings** tab, choose the file to Upload the custom configuration information for the template.



Note: OpEasy analyzes the Template Extra Settings to determine if there are any parameters in the Extra Settings that are being overridden by the Template settings. If parameters that correspond to any of the Template settings are found in the Extra Settings, then **Template Definitions: Extra Settings Audit Results** page is displayed, indicating the extra settings parameters that conflict with the Template settings configuration.

14. On the Template Users tab,
 - Select **Usage Displayed by** User or Device from the drop-down list.
 - Click **Search** or enter Search parameters to view the full list.
15. If you are modifying an existing template, select the Template listed in the **Template Definition** page. Click **Edit** to do the required changes and Click **OK** to save the changes.

Creating or Editing a Media5 Template

3. From the main menu, select **Provisioning**, and then select **Phone Templates**.
4. Click **Definitions** in the menu tree or click **Definitions** in the Phone Templates menu. The Template Definitions page opens.
5. Select a **Template Level** from the drop-down list.
6. Select the **Enterprise** and **Group**, if necessary.
7. Select the **Device Type**:
 - Media5 4102
 - Media5 C710
 - Media5 C711
 - Media5 C775
 - Media5 S724
 - Mitel TA7102
 - Mitel TA7104
 - Mitel TA7108
 - Mitel GXGateway24FXS
8. Select a New Template Level.
9. Enter the name of the template in the **New Template Name** text box.
10. Click **Add Template**. The **Template Add** page opens. The **General** tab is displayed by default.

Figure 43 – Media5 Template Add

11. Enter the description in the **Description** text box.
12. Configure General Settings on the General tab.
 - Select the **Time Zone** from the drop-down list.
 - Choose to **Use Global Settings**, or enter the Outbound Proxy, and Outbound Proxy Port in the **Outbound Proxy Port (No Encryption)** box when encryption is not being used by the client, or in the **Outbound Proxy Port (Encryption)** box when encryption is being used by the client. These optional fields can contain text up to 256 characters, as well as tags.
 - Select the **Encryption (TLS/SRTP)** setting.
13. Configure Media5 Settings on the General tab.
 - Select the conference server from the **Conference Server** drop-down list.
 - Select the **Voice Quality Monitoring** check box to enable the voice quality monitoring.
 - Select Enable or Disable from the **Sys/Debug Log** drop-down list to enable/disable the log.
 - Enter the host name in the **Sys/Debug Log Host** text box.
14. Configure Port Definition settings on the Ports tab.
 - By default, the **MWI** is set to Tone and Visual.
 - By default, the **Call Waiting** and **Caller ID** check boxes are all checked.
15. Configure the Media5 on the Extra Settings tab.
 - On the Extra Settings tab, enter any custom configuration information for the template.
 - Click the Choose File button to browse and select the file.
 - Click the Upload File to upload the file.
16. Click **OK**.



Note: OpEasy analyzes the Template Extra Settings to determine if there are any parameters in the Extra Settings that are being overridden by the Template settings. If parameters that correspond to any of the Template settings are found in the Extra Settings, then **Template Definitions: Extra Settings Audit Results** page is displayed, indicating the extra settings parameters that conflict with the Template settings configuration.

Creating or Editing a Mitel DECT 112 Template

1. From the main menu, select **Provisioning**, and then select **Phone Templates**.
2. Click **Definitions** in the menu tree or click **Definitions** in the Phone Templates menu. The Template Definitions page opens.
3. Select a **Template Level** from the drop-down list.
4. Select the **Enterprise** and **Group**, if necessary.
5. Select the Mitel DECT 112 device from the **Device Type** drop-down list.
6. Select a New Template Level.
7. Enter the name of the template in the **New Template Name** text box.
8. Click **Add Template**. The Template Add page opens. The General tab is displayed by default.

Template Add

Create a new phone template.

OK **Cancel** **Apply**

Template Name: Nurse Stations DECT
Template Level: Enterprise
Enterprise: SystemValidation -- System Validation
Device Type: Mitel DECT 112 (DMS)
Rebuild Status: **Refresh** Enterprise: None pending.

☐ Restart Phones **NOTE: If Restart Phones is unchecked, the template will not take effect until a resync or when the phone is rebooted.**

| General | Lines | Extra Settings |
|--|-------|----------------|
| Name: <input type="text" value="Nurse Stations DECT"/> | | |
| Description: <input type="text"/> | | |

General Settings

Time Zone:

☐ Use VLAN: **Warning: Enabling VLAN may cause some phones to stop operating.**

Outbound Proxy:

☒ Use Global Settings

☐ Use DNS SRV Lookup

Port:

Encryption (TLS/SRTP): **WARNING: Configure encryption in the network before setting Encryption to Required.**

DECT 112 Settings

Hotel Mode (Phone Lock):

Repeater 1:

Repeater 2:

Repeater 3:

☐ Use LDAP

Figure 44 - Template Add - General Tab

9. Enter the description in the **Description** text box.
10. Configure General Settings on the General tab.

- Select the **Time Zone** from the drop-down list.
- Select **Use VLAN** to add support for configuring phones to use their VLAN capability.



Note: Enabling VLAN may cause some phones to stop operating.

- Choose to '**Use Global Settings**' or enter the outbound proxy address in the **Outbound Proxy** textbox. Select the **Use DNS SRV Lookup** option to enter the Outbound Proxy Port in the **Port** text box. These optional fields can contain text up to 256 characters, as well as tags.
- Select the **Encryption (TLS/SRTP)** setting.



Note: Configure encryption in the network before setting Encryption to Required.

- Use Global Settings for subscription time (as-feature-event) or uncheck the '**Use Global Settings**' check box and enter the subscription time in seconds.
11. Configure DECT 112 settings on the General tab.
 - Enable or Disable the **Hotel Mode** (Phone Lock).
 - Enable or Disable the **Repeaters**.
 - Select the **Use LDAP** check box to enable the LDAP on the Mitel DECT-112 phone, the option is disabled by default. This applies only to Mitel DECT-112 phones.
 12. Configure Line settings on the Line tab.
 - Choose the Line Label from the **Line Label** drop-down list. All the handset's lines use the same line label.
 - Select the **Clearspan Line Position**. Handsets range from 1 to 16.
 13. Configure Extra settings: The Extra Settings tab views or changes the configuration Information.
 - Click **Browse** to choose a configuration settings file that was previously created, if necessary.
 - Use the **Upload File** button to access the file. You can create a text file that contains extra settings that apply to many templates.



Note: OpEasy analyzes the Template Extra Settings to determine if there are any parameters in the Extra Settings that are being overridden by the Template settings. If parameters that correspond to any of the Template settings are found in the Extra Settings, then **Template Definitions: Extra Settings Audit Results** page is displayed, indicating the extra settings parameters that conflict with the Template settings configuration.

Creating or Editing a Polycom Phone Template

The Polycom SoundPoint IP, VVX, and Poly Edge E phone families share most global and template settings and are described below.

- Global Settings – System, Enterprise, and Group level settings must be configured for Polycom phones.
- Definitions – One or more templates must be created for each type of Polycom phone.

Notes:



- For new settings added to Templates and Global Settings, the '(Unspecified)' selection option or text value is displayed. The '(Unspecified)' value indicates no value has ever been set, causing OpEasy to NOT generate configuration file fields for that new OpEasy setting. As such, any existing Global Extra Settings for that configuration file field continue to be used. However, once a setting has been changed to an actual value (replacing the '(Unspecified)' value), then OpEasy generates configuration file fields for that setting from then on. These actual values then override any Global Extra Settings for that field. After a value is selected to replace the '(Unspecified)' value, the '(Unspecified)' value is no longer an option.
 - You can configure extra settings only if you have the full access privilege to view and edit extra settings.
 - The Polycom VVX 230 DECT phone has a unique set of Global Settings separate from those of the Poly Edge E, the legacy Polycom VVX, and the SoundPoint IP phones.
- User General Settings: – The E-mail message sent to new Polycom phone users will be different than the message sent to Mitel phone users.

Key Definitions for Polycom Phones

Key Definitions

In addition to the Polycom standard soft keys, some OpEasy-configured soft keys may be assigned to Polycom phones.

Key Definitions

Display and configure system and per enterprise keys.

Enterprise: (System Keys)

Phone Manufacturer: Polycom

Rebuild Status: System: None pending.

Key Definitions

| Label | Value | Idle | Connect | Incoming | Outgoing | Dial Tone | Setup | Hold | Delete |
|--------------|---------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|------------------------|
| BLF List | | | | | | | | | |
| Call Park | Call Park | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Delete |
| Call Pickup | \$Changup\$*98\$Tinvite\$ | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Delete |
| Conf | \$FConference\$ | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Delete |
| Dirct Pickup | \$Changup\$*97\$Tinvite\$ | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Delete |
| Favorites | | | | | | | | | |
| Line | | | | | | | | | |
| Paging | %PAGING_EXT%\$Tinvite\$ | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Delete |
| Park | \$Chold\$*68\$Tinvite\$ | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Delete |
| Park Rtrv | \$Changup\$*88\$Tinvite\$ | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Delete |
| Speed 100 | \$Changup\$*75\$Tinvite\$ | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Delete |
| Speed 8 | \$Changup\$*74\$Tinvite\$ | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Delete |

End of Definitions

Figure 45 - Key Definitions for Polycom Phones

The OpEasy soft keys are configured on the Key Definitions page for provisioning Phone Templates. Key Definitions are typically accessible by system administrators only, as they affect keys system-wide.

When Polycom is selected as the Phone Manufacturer on the Key Definitions page, definitions specific to Polycom phones are displayed. In addition, soft keys can be created to dial Clearspan feature codes or specific numbers.

To define a new key, select an Enterprise on the Key Definitions page and click Add. Enter the following in the Key Definition fields.

| FIELD | SETTING |
|--------------|---|
| Label | Enter the label of the new key, as it is to appear on the displayed soft key. |
| Value | Enter the actions to take for the soft key as executed by the Polycom phone. Select the phone states in which this soft key should appear: Idle / Active / Alerting / Proceeding / Dial Tone / Setup / Hold |

The 'Value' may include references to Polycom prompts or macros. This value must conform

to the Polycom macro definitions, explained in the *Polycom UC Software Administrator's Guide*.

Polycom Prompts

From the Key Definitions page for Polycom Phones, click Polycom Prompts to view user input prompts for Polycom key actions. The prompts can be included in a key definition by using syntax "\$P(PromptName)Nn\$", where "PromptName" is the Prompt Name on the Polycom Prompt Definitions page, and "n" is the number of characters to collect.

Prompt Text is the text that appears on the phone's display, Input Type specifies whether the expected response is Numeric or Text, and the Visible check box indicates whether the response is visible on the phone's display or is shown as asterisks.

Polycom Prompt Definitions

Display and configure user input prompts for Polycom key actions. The prompts below may be included in a key definition by using syntax "\$P(PromptName)N2\$" where "PromptName" is from the below "Prompt Name" column (and "2" means collect 2 characters).

OK Cancel Apply Add

| Prompt Name | Prompt Text | Input Type | Visible | Delete |
|-------------------------------|-------------|------------|-------------------------------------|--------|
| \$Chold\$*68\$P5N4\$Tinvite\$ | Extension | Numeric | <input checked="" type="checkbox"/> | Delete |

End of Definitions

Figure 46

For more information about Polycom user prompts, refer to the *Polycom UC Software Administrator's Guide*.

Polycom Macros

From the Key Definitions page for Polycom Phones, click Polycom Macros to view and configure definitions for Polycom key macros. The key macros can be included in key definitions using syntax "\$MName\$" where "Name" is the unique Name defined on the Polycom Macro Definitions page. Label is the text string that appears on any text entry screen, and Action contains the functionality to execute. This action must conform to the Polycom macro definitions, explained in the *Polycom UC Software Administrator's Guide*.

Phone Templates: Definitions for Polycom Phones

As with Mitel phones, Polycom phones can only be created using a phone template. Create templates for Polycom phones as described in the Phone Templates section, with the differences described in the following table and shown in the following figures.



Note: The Soft Keys, Incoming Calls and Outgoing Calls tabs are not available while provisioning Polycom Trio 8800, Polycom Trio 8500, Trio 8300 and Polycom Trio C60 phones, as the Polycom Trio 8800, Polycom Trio 8500, Trio 8300 and Polycom Trio C60 are single line conference phones with no soft keys.

| Tab / Section | Field | Setting |
|-------------------------|--------------------------|---|
| General | | |
| | Name | Template name. |
| | Description | Description of the template. |
| General Settings | | |
| | Type of Expansion Module | If a Polycom expansion module is attached to the phone, select the type of that module. The expansion module choices depend on the Polycom phone device type. |
| | Expansion Modules | Select the number of Polycom expansion modules attached to the phone, from 0 to 3. |
| | URI for Soft Keys | Select the URI for Soft Keys from the drop-down list. You cannot save the configuration unless you choose the URI. This entry is used to point to the appropriate EMS server for key definitions using OpEasy phone applications. |
| | Time Zone | Select the Time Zone from the drop-down list. The 'Use Global Settings' selection uses the time zone from Global Settings in Phone Templates. 'User Time Zone' uses the time zone of the first primary user assigned to the phone. 'Use DHCP' uses the time zone provided from the DHCP server. You can also select a specific time zone. |
| | Use VLAN | Select the "Use VLAN" check box if the phone must be assigned to and use a VLAN. |
| | Outbound Proxy | This is the IP address or FQDN to which all SIP signaling should be sent. Typically, this will be the address of an on-premise SBC or the Clearspan core SBCs. Select ' Use Global Settings ' to defer to the value entered in the OpEasy Global Settings table for this manufacturer. |
| | Use DNS SRV Lookup | Selecting 'Use DNS SRV Lookup' forces the phones to select an Outbound Proxy based on a service lookup from an internal reference on the phone (if present) or on a DNS lookup from the external DNS server address. The benefit of an SRV lookup is that multiple targets can be returned so the phone has failover options in the event that a proxy cannot be reached. |
| | Keep-alive | (Edge B series only) Select this check box to enable periodic messaging designed to keep a firewall pinhole open. |
| | Port (No Encryption) | TCP or UDP port to target when sending unencrypted SIP signaling messages to the Outbound Proxy IP address or FQDN. |
| | Port (Encryption) | TCP port to target when send encrypted (TLS) SIP signaling messages to the Outbound Proxy IP address or FQDN. |
| | Encryption (TLS/SRTP) | Select "Required" to force encrypted signaling. Select "Not Allowed" to force unencrypted signaling. Select "Use Global Settings" to defer the setting to the value entered in the OpEasy Global Settings table for this manufacturer. |

| Tab / Section | Field | Setting |
|-----------------------------------|--|--|
| | Subscription Time: | Select "Use Global Settings" to defer the setting to the value entered in the OpEasy Global Settings table for this manufacturer or clear the checkbox and set the refresh time in seconds for SIP Subscriptions. SIP Subscriptions provide the phone with status updates for system features like Shared Call Appearance, Do Not Disturb, Call Forwarding, Busy Lamp Field and ACD Sign-On/Sign-Off. |
| Poly Edge/Polycom Settings | | |
| | Voice Quality Monitoring | Select this checkbox to enable generation of Voice Quality reports for every call. |
| | Conference Server | Use the pulldown menu to select a specific N-way conference server setting or defer to the value entered in the OpEasy Global Settings table for this manufacturer. |
| | Handset Voice Volume Persistent | (V VX and Edge E series only) Select this checkbox to preserve the handset volume setting for the next call and to preserve the setting after a phone restart. |
| | Headset Voice Volume Persistent | (V VX and Edge E series only) Select this checkbox to preserve the headset volume setting for the next call and to preserve the setting after a phone restart. |
| | Stuttered Dial Tone for Unread Voice Mail Messages | (V VX and Edge E series only) Select this checkbox to provide the user with a 'stuttered dial tone' when a voice message is available. |
| | RTCP Extended Reports Enabled | Select this checkbox to enable generation of Voice Quality reports for every call. |
| | Sticky Auto Line Seize Enabled | (V VX and Edge E series only) Select this checkbox to enable the phone to automatically select the ringing line when the handset is taken off-hook. |
| | Background Image URL | (V VX only) Enter the address and/or name of the image used for the background display on a V VX phone. Supported Image Formats: PNG, JPEG and BMP (Progressive and multi scan JPEG images are not supported). Maximum supported image size – 600 KB. The following is a list of optimal background image size in pixels based on phone models: V VX 250 – 320x24 V VX 300, V VX310 – 208 x 104 V VX 350 – 320x240 V VX 400, V VX 410 – 320 x 240 V VX 450 – 480x272 V VX 500 – 320 x 240 V VX 600 – 480 x 272 |
| | Incoming Rejection Enabled for all SCA Lines | (Edge E series only) Select this checkbox to enable a 'Reject' softkey presentation during incoming calls to SCA lines. |
| | Syslog Host | Enter an IP address or FQDN as a target for Syslog status messages or defer to the value entered in the OpEasy Global Settings table for this manufacturer. |

| Tab / Section | Field | Setting |
|---------------|------------------------|--|
| | Idle Display Image URL | <p>Enter the address and/or name of the image used for the idle display on a SoundPoint or SoundStation phone.</p> <p>Supported Image Formats: PNG and JPEG</p> <p>The following is a list of optimal background image size in pixels based on phone models:</p> <p>SoundPoint IP 32x/33x – 87 x 11</p> <p>SoundPoint IP 430 – 94 x 23</p> <p>SoundPoint IP 450 – 170 x 73</p> <p>SoundPoint IP 550/560/650 – 213 x 111</p> <p>SoundStation IP 5000 – 240 x 32</p> <p>SoundStation IP 6000 – 240 x 32</p> <p>SoundStation IP 7000 – 255 x 75</p> |
| | Idle Display Image URL | This field does not apply to VVX phones. |
| Lines | | |
| | BLF Line/User | <p>Change the BLF Line/User if necessary. This value applies when the Busy Lamp Field (BLF) service is assigned. The default of 1 is generally the preferred setting. The value is used to identify which line will be associated with the BLF list URI.</p> <p>Note: This option is not available when provisioning Trio Conference phone models.</p> |
| | Ring (BLF Line) | <p>Select the ring option to alert the user when a call to a BLF line is presented.</p> <p>Select the maximum number of calls allowed for each phone line. This setting is valid for VVX phones only. The maximum number of concurrent calls supported per line depends on the model:</p> <p>VVX 101/201 = 8</p> <p>VVX 150 = 8</p> <p>VVX 250 = 24</p> |
| | Max Calls Per Line | <p>This is the number of simultaneous calls per phone number to which the phone will respond before returning a 'Busy' response to Clearspan. The count consists of connected, held, and waiting calls.</p> <p>Note: This option is not available while provisioning Trio 8800, Trio 8500, Trio 8300 and Trio C60 phones.</p> |

Template Add

Create a new phone template.

OK
Cancel
Apply

Template Name:Agent VVX 400
 Template Level:Group
 Enterprise:SystemValidation -- System Validation
 Group:JazzTest -- JazzTest
 Device Type:Polycom VVX 400 (DMS)
 Rebuild Status: Refresh Group: None pending.

☐Restart Phones
 NOTE: If Restart Phones is unchecked, the template will not take effect until a resync or when the phone is rebooted.

General
Lines
Phone Keys
Soft Keys
Features
Extra Settings

BLF Line / User:

1

Useful tags for Line Label text: {Ext}, {Number}, {FirstName}, {LastName}

Ring: Default

Max Calls Per Line: 1

Phone Line to Clearspan Line Position Mapping

| Phone Line | Clearspan Line Position | Phone Key | Line Label | Ring | Missed Call Tracking | Call Forward Ring Count |
|------------|-------------------------|--------------|------------------------|----------------------|-------------------------------------|-------------------------|
| 1 | Position 1 | (Unassigned) | Extension | Default | <input checked="" type="checkbox"/> | 4 |
| 2 | Position 1 | (Unassigned) | Extension | Default | <input checked="" type="checkbox"/> | 4 |
| 3 | Position 2 | (Unassigned) | Extension | Default | <input type="checkbox"/> | 4 |
| 4 | Position 2 | (Unassigned) | Extension | Default | <input type="checkbox"/> | 4 |

Figure 47 - Template Add – Lines for Polycom Phones

| Tab / Section | Field | Setting |
|---------------|-------------------------|---|
| | Clearspan Line Position | Select the Clearspan Line Position that you want to assign. This is the Clearspan line to use for the Phone Line . A single Clearspan LinePosition can appear on one or more Phone Lines , which are on separate buttons on the phone. |
| | Line Label | Choose the Line Label, which determines the label shown on the phone display. Choosing Text allows you to enter up to 16 characters of text along with the Extension, represented by the tag {Ext}, or phone number, represented by the tag {Number}. To display a name, set the Text label to "{FirstName} {Last Name}" or "{Last Name}, {FirstName}". |
| | Ring | Select the ring to use for the specified Clearspan Line Position. The ring includes the default rings (1 to 14) and custom rings (15 to 24). The custom rings are setup on the 'Ring' tab. |
| | Missed Call Tracking | Determines whether the phone displays an updated count of missed calls and a Missed Call List. |
| | Call Fwd Ring Count | Select the number of rings to allow before initiating a no-answer call forward. |

Phone Keys

Key Reassignment

Enable Key Reassignment if you want to manually assign keys on the phone and expansion modules. Each key can individually be assigned as a Line, BLF List, or Favorites. At least one Line key must be assigned to the phone on the template Phone Keys tab. Otherwise, leave the setting Disabled to have the phone automatically assign the keys. When keys are automatically assigned, the Line keys are assigned first, followed by the BLF List and Favorites.

Line Keys

On the VVX phones only, select whether Line keys on the phone are used for a BLF List, a Favorite, or a Line.

Template Add

Create a new phone template.

OK

Cancel

Apply

Template Name: Custom VVX450

Template Level: Group

Enterprise: SystemValidation -- System Validation

Group: SmallSatelliteBranch3 -- SSB3 ESBC-HA-NAT

Device Type: Polycom VVX 450 (DMS)

Rebuild Status: Refresh Group: None pending.

☐ Restart Phones **NOTE: If Restart Phones is unchecked, the template will not take effect until a resync or when the phone is rebooted.**

General

Lines

Phone Keys

Soft Keys

Features

Ring

Extra Settings

Key Reassignment:

☐ Enabled Phone Keys and Expansion Module Keys are configurable

☒ Disabled ... Phone Keys and Expansion Module Keys are automatically assigned by the Polycom phone

Figure 48 - Poly Template Add - Phone Keys

| Tab / Section | Field | Setting |
|-----------------------------------|------------------------|--|
| Paging Group (Edge E only) | | |
| | Enable Paging Groups | Select the check box to enable multi-cast paging capability. |
| | Off-Hook Paging | (Edge E only) Select the check box to allow paging messages when the phone is in an active call. |
| | Multicast IP Address | Enter the multicast IP address for sending and receiving paging calls. |
| | Multicast Port | Enter the UDP port number on which the phone should listen for paging calls. |
| | Emergency Paging Group | Select the Paging Group designated for 'Emergency' use. Emergency pages will be delivered over the handset, headset, or speaker regardless of the 'Off-Hook Paging' setting. |
| | Paging Group Enable | Select the 'Enable' check box for each Paging Group to which the phone is to belong |
| | Paging Group Label | Enter a descriptive label to uniquely identify the Paging Group for the user. |
| Soft Keys | | |
| | End Call | When checked, an End Call soft key appears on the phone. |
| | New Call | When checked, a New Call soft key appears on the phone. |
| | Split | When checked, a Split soft key appears on the phone, allowing the user to split a three-way conference into two separate calls. |
| | Join | When checked, a Join soft key appears on the phone, allowing a held call and an active call to be joined into a three-way conference. |
| | Callers | The Callers soft key appears on the phone so the user can see the list of received calls. |
| | Forward | When checked, the Forward soft key appears on the phone, allowing the user to control the different types of forwarding for received calls. |
| | Basic Call Management | On the VVX 500/501 and VVX 600/601 phones only, when this option is checked, standard soft keys will be displayed even if the phone already has a hard key for the same function. Normally, there is no reason to set this option. |
| | Recent Calls | This softkey provides a list of calls that were recently placed, answered, or missed. |
| | Block | This softkey rejects an actively ringing incoming call with a '603 Decline' reason code. |
| | DND | Do Not Disturb immediately redirects incoming calls to the Call Forward Busy destination. |

| | |
|-------------------|---|
| Directories | The Directories soft key appears on the phone so the user can select destination numbers from pre-programmed directories. |
| Soft Key Position | Select the position of a specific soft key within the soft keys displayed on the phone. By selecting Floating – before standard keys or Floating – after standard keys , you can set the order of soft keys to be assigned on the phone automatically, either before or after standard soft keys. Otherwise, select Soft Key 1 to Soft Key 10 to assign the soft key to a specific soft key position. Note that the fixed position soft keys (Soft Key x) are always displayed first, followed by the Floating – before standard keys and, finally, the Floating – after standard keys . |
| Label | The Key Definitions for Polycom phones. Only the keys available to Polycom phones are selectable in the Label drop-down list. |
| Insert | Insert a new Soft Key within the list of Soft Keys, before the key where Insert was clicked. The key where Insert was clicked, and all following keys shift down in the fixed list of Soft Keys to make room for the new keys. You will then need to properly set both the Soft Key Position and Label for the inserted key. |
| Delete | Delete an existing Soft Key within the list of Soft Keys. The key where Delete was clicked is removed and all following keys shifted up in the fixed list of Soft Keys, with a new empty key placed as the last key in the list. |

Template Add

Create a new phone template.

Template Name: Custom VVX450
 Template Level: Group
 Enterprise: SystemValidation -- System Validation
 Group: SmallSatelliteBranch3 -- SSB3 ESBC-HA-NAT
 Device Type: Polycom VVX 450 (DMS)

Rebuild Status: Group: None pending.

☐ Restart Phones
 NOTE: If Restart Phones is unchecked, the template will not take effect until a resync or when the phone is rebooted.

| General | Lines | Phone Keys | Soft Keys | Features | Ring | Extra Settings | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--------------|------------|-----------|----------|------|----------------|-------------------|-------|--------|--------|--------------------------------|--------------|--------|--------|--------------------------------|--------------|--------|--------|--------------------------------|--------------|--------|--------|--------------------------------|--------------|--------|--------|--------------------------------|--------------|--------|--------|
| Standard Soft Keys <div> <input checked="" type="checkbox"/> End Call <input checked="" type="checkbox"/> New Call <input checked="" type="checkbox"/> Split </div> <div> <input checked="" type="checkbox"/> Join <input type="checkbox"/> Callers <input checked="" type="checkbox"/> Forward </div> <input type="checkbox"/> Basic Call Management (Hold, Transfer, Conference soft keys redundant to hard keys) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Soft Keys <table border="1"> <thead> <tr> <th>Soft Key Position</th> <th>Label</th> <th>Insert</th> <th>Delete</th> </tr> </thead> <tbody> <tr> <td>Floating - after standard keys</td> <td>(Select Key)</td> <td>Insert</td> <td>Delete</td> </tr> <tr> <td>Floating - after standard keys</td> <td>(Select Key)</td> <td>Insert</td> <td>Delete</td> </tr> <tr> <td>Floating - after standard keys</td> <td>(Select Key)</td> <td>Insert</td> <td>Delete</td> </tr> <tr> <td>Floating - after standard keys</td> <td>(Select Key)</td> <td>Insert</td> <td>Delete</td> </tr> <tr> <td>Floating - after standard keys</td> <td>(Select Key)</td> <td>Insert</td> <td>Delete</td> </tr> </tbody> </table> | | | | | | | Soft Key Position | Label | Insert | Delete | Floating - after standard keys | (Select Key) | Insert | Delete | Floating - after standard keys | (Select Key) | Insert | Delete | Floating - after standard keys | (Select Key) | Insert | Delete | Floating - after standard keys | (Select Key) | Insert | Delete | Floating - after standard keys | (Select Key) | Insert | Delete |
| Soft Key Position | Label | Insert | Delete | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Floating - after standard keys | (Select Key) | Insert | Delete | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Floating - after standard keys | (Select Key) | Insert | Delete | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Floating - after standard keys | (Select Key) | Insert | Delete | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Floating - after standard keys | (Select Key) | Insert | Delete | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Floating - after standard keys | (Select Key) | Insert | Delete | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Figure 49 - Poly Template Add - Soft Keys

| Tab / Section | Field | Setting |
|-----------------|------------------|--|
| Features | | |
| | ACD Agent | ACD Agent enables the use of Auto Call Distribution (ACD) agent sign in, sign out, available, and unavailable (without reason codes) on the phone. You must select an ACD line. Assignment of a Clearspan Call Center service to the user is also required. Available on SoundPoint® IP, VVX, and Edge E models. |
| | ACD Line | Select the line on the phone to be associated with the ACD feature keys. |
| | Feature Sync ACD | Enables Polycom's premium ACD feature. If not enabled, then only the basic capabilities of sign in, sign out, available, and unavailable (without reason codes) can be used. If enabled, then Agent Unavailable with reason codes, Queue Status Notification (for some phone models), View Incoming Call Center Information, Transfer Call Information to a Supervisor (Dispensation Code, Trace, Emergency Escalate) can be used. Assignment of a Clearspan Call Center service to the user is also required. Available on SoundPoint® IP 320, 321, 330, 331, 335, 450, 550, 560, 650, and 670 desktop phones; VVX 250, VVX 300, VVX 301, VVX 310, VVX 311, VVX 350, VVX 400, VVX 401, VVX 410, VVX 411, VVX 450, VVX 500, VVX 501, VVX600, VVX 601 phones. |

| Tab / Section | Field | Setting |
|---------------|--|---|
| | ACD Agent Unavailable with Reason Code | ACD Agent Unavailable with Reason Codes allows the agent to enter a reason code when becoming Unavailable. The set of reason codes allows the agent to enter is provisioned in the AS at the Enterprise level. Available on: SoundPoint® IP 320, 321, 330, 331, 335, 450, 550, 560, 650, and 670 desktop phones; VVX 250, VVX 300, VVX 301, VVX 310, VVX 311, VVX 350, VVX 400, VVX 401, VVX 410, VVX 411, VVX 450, VVX 500, VVX 501, VVX 600, VVX 601 phones. Also available on Poly Edge E, but at the time of this writing the feature is labeled "ACD Premium Unavailability" |
| | Audio/Video Toggles | On the VVX 500, VVX501 and VVX 600, VVX 601 phones with a camera only, this feature enables the switching of the call between audio and video using a soft key. |
| | Bluetooth | On the VVX 600/601, Trio 8800, Trio 8500, Trio 8300 and Trio C60 phone only, enables Bluetooth operation. |
| | Call List | On Poly and Polycom phones except the SoundPoint IP 321 and 331, 'Call List' enables the display of lists of received, placed, and missed calls using the Call List soft key. |
| | Call Recording | The Call Recording feature enables soft key presentation for Clearspan centralized call recording. Available on VVX phones. The Clearspan Call Recording service must also be assigned to user account(s) assigned to the phone. (The Call Recording feature can also be enabled on Edge E phones by adding the rule: volpProt.SIP.serverFeatureControl.callRecording="1" in the 'Extra Settings' tab) |
| | Corporate (LDAP) Directory | Allows an LDAP directory key to be programmed on Polycom phones. |
| | Local Directory | Enables the display and entry of directory entries into a directory local to the phone using the Directory soft key. |
| | Enterprise Directory | Enables the Enterprise Directory feature. Available on VVX 250, VVX 300, VVX 301, VVX 311, VVX 350, VVX 400, VVX 410, VVX 401, VVX 411, VVX 450, VVX 500, VVX 501, VVX 600 and VVX 601 phones. |
| | Group Directory | Enables the Group Directory feature. Available on VVX 250, VVX 300, VVX 301, VVX 311, VVX 350, VVX 400, VVX 410, VVX 401, VVX 411, VVX 450, VVX 500, VVX 501, VVX 600 and VVX 601 phones. |
| | Personal Directory | Enables the Personal Directory feature. Available on VVX 250, VVX 300, VVX 301, VVX 311, VVX 350, VVX 400, VVX 410, VVX 401, VVX 411, VVX 450, VVX 500, VVX 501, VVX 600 and VVX 601 phones. |
| | Executive Assistant | (Edge E only) Enables soft keys and Clearspan Xsi connectivity associated with the Clearspan Executive-Assistant service (which also must be assigned to users of the phone). |
| | Do Not Disturb | Enables and disables the use of Do Not Disturb (DND) on the phone. When Local to the phone (managed) is enabled, DND is managed locally by the phone. When Local to the phone (managed) is not enabled, DND |

| Tab / Section | Field | Setting |
|---------------|---------------------------------|---|
| | | functionality is managed by the Clearspan server. |
| | Enhanced Call Display | Enables the removal of the protocol "[SIP]" from the calling party identification of received calls. Available on SoundPoint and VVX phone models. |
| | Hoteling | Enables a user to use an available host phone as a guest user by logging in with their credentials. After logging in the user has access to their own profile on the host phone. Using Hoteling in conjunction with the Call Center Agent feature enables the agent to use any available host phone by logging in with agent credentials. After logging in, an agent has access to their own profile and Call Center settings on the host phone. You must select a Hoteling Line. |
| | Last Call Return | Enables a soft key for initiating an outbound call to the phone number of the most recent inbound caller. |
| | Ring Download | Enables download of custom ringtones when the phone restarts. |
| | Conference Management | Enables the conferencing of multiple calls (not just a 3-way conference). To use Clearspan conferencing, select a Conference Server Address. Conference Server Addresses are configured by your administrator. |
| | Use Clearspan Conference Server | Select a Conference Server address or default to Global Settings |
| | Non-volatile Ringer Volume | Enables retaining the ringer volume through restarts of the phone. |
| | Picture Frame | On the VVX 250, VVX 350, VVX 401, VVX 411, VVX 450, VVX 500, VVX 501, VVX 600, VVX 601, Trio 8300, Trio 8500, Trio 8800 and Trio C60 phones only, enables the display of images on the phone when idle. The images are contained in files from a device connected to the phone via a USB connection. |
| | Queue Status Notification | Enables Clearspan Call Center agents to view the queue status for a call center. To use this feature, the Clearspan Premium Call Center service must be assigned to user accounts assigned to the phone. Available on SoundPoint® IP 450, 550, 560, 650, and Trio 8800 desktop phones. |
| | URL Dialing | Enables dialing of calls using a URL, in addition to dialing just using digits. |
| | Video | On the VVX 500/501, VVX 600/601, Trio 8300, Trio 8500, Trio 8800 and Trio C60 phones with a camera only, enables video calls. |

Template Add

Create a new phone template.

OK
Cancel
Apply

Template Name:Agent VVX 400
 Template Level:Group
 Enterprise:SystemValidation -- System Validation
 Group:JazzTest -- JazzTest
 Device Type:Polycom VVX 400 (DMS)
 Rebuild Status:
 Refresh
 Group: None pending.

☐ Restart Phones
 NOTE: If Restart Phones is unchecked, the template will not take effect until a resync or when the phone is rebooted.

| General | Lines | Phone Keys | Soft Keys | Features | Extra Settings |
|--|-------|------------|-----------|----------|----------------|
| Feature Enable Enabled Features: <input type="checkbox"/> ACD Agent ACD Line: (Select Line) ▾ <input type="checkbox"/> Feature Sync ACD <input type="checkbox"/> Agent Unavailable with Reason Codes <input checked="" type="checkbox"/> Call List <input type="checkbox"/> Call Recording <input checked="" type="checkbox"/> Corporate (LDAP) Directory <input checked="" type="checkbox"/> Local Directory <input checked="" type="checkbox"/> Enterprise Directory <input checked="" type="checkbox"/> Group Directory <input checked="" type="checkbox"/> Personal Directory <input checked="" type="checkbox"/> Do Not Disturb <input type="checkbox"/> Local to phone <input type="checkbox"/> Enhanced Call Display <input type="checkbox"/> Hoteling Hoteling Line: (Select Line) ▾ | | | | | |

Figure 50 - Template - Features for Polycom Phones

Template Add

Create a new phone template.

OK
Cancel
Apply

Template Name:Agent VVX 400

Template Level:Group

Enterprise:SystemValidation -- System Validation

Group:JazzTest -- JazzTest

Device Type:Polycom VVX 400 (DMS)

Rebuild Status: Refresh Group: None pending.

☐Restart Phones NOTE: If Restart Phones is unchecked, the template will not take effect until a resync or when the phone is rebooted.

General

Lines

Phone Keys

Soft Keys

Features

Extra Settings

Choose File to Upload Extra Settings Content

Upload File

Figure 51 - Template – Extra Settings for Polycom Phones



Note: OpEasy analyzes the Template Extra Settings to determine if there are any parameters in the Extra Settings that are being overridden by the Template settings or are overriding the Template settings. If parameters that correspond to any of the Template settings are found in the Extra Settings, then **Template Definitions: Extra Settings Audit Results** page is displayed, indicating the extra settings parameters that conflict with the Template settings configuration.

Creating or Editing a Poly Edge-B Phone Template

The Poly Edge-B phone family has global and template settings that are unique to its design and function. These disparate provisioning items are described below. Create templates for Poly Edge-B phones as described in the Phone Templates section, with the differences described in the following table and shown in the following figures.

Template Add

Create a new phone template.

Template Name: Admin Offices B20
Template Level: Enterprise
Enterprise: SystemValidation -- System Validation
Device Type: Poly Edge B20 (DMS)
Rebuild Status: Enterprise: None pending.

☐ Restart Phones NOTE: If Restart Phones is unchecked, the template will not take effect until a resync or when the phone is rebooted.

| General | Lines | Left Line Key Functions | Paging Group | Features | Extra Settings |
|---------|-------|-------------------------|--------------|----------|----------------|
|---------|-------|-------------------------|--------------|----------|----------------|

Name:

Description:

General Settings

Time Zone:

URI for Soft Keys:

☐ Use VLAN: WARNING: Enabling VLAN may cause some phones to stop operating.

Outbound Proxy:

☒ Use Global Settings

☐ Use DNS SRV Lookup

☐ Keep-alive

Port (No Encryption):

Port (Encryption):

Encryption (TLS/SRTP): WARNING: Configure encryption in the network before setting Encryption to Required.

Poly EdgeB Settings

☐ Voice Quality Monitoring

Conference Server:

Firmware Update:

Firmware Update Timing:

Firmware Version:

☒ Use Global Settings

Syslog Host:

☒ Use Global Settings

Figure 52 - Template Add for Poly Edge B Phone

| TAB / SECTION | FIELD | SETTING |
|----------------------------|----------------------------|--|
| General | | |
| | Name | Template Name |
| | Description | Verbose description of the Template |
| General Settings | | |
| | Time Zone | Select the correct Time Zone for the phone's physical location from the drop-down list. 'Use Global Settings' uses the time zone from Global Settings in Phone Templates. User Time Zone uses the time zone of the first primary user assigned to the phone. Use DHCP uses the time zone from the DHCP server. You can also select a specific time zone. |
| | Use VLAN | Select the "Use VLAN" check box if the phone must be assigned to and use a VLAN. |
| | Outbound Proxy | Enter the hostname or IP address of the outbound proxy server used by the Polycom phones. |
| | Use DNS SRV Lookup | Check this box to direct the phones to submit an SRV type query when resolving the Outbound Proxy domain address. |
| | Keep-alive | Check this box to enable 'keep-alive' signaling designed to maintain communication with the outbound proxy when the phone is behind a firewall. |
| | Proxy Port (No Encryption) | Enter the port number on the outbound proxy where SIP messages are to be sent by the phones when establishing an unencrypted connection. <i>This field is not applicable when the 'Use DNS SRV Lookup' box is checked.</i> |
| | Proxy Port (Encryption) | Enter the port number on the outbound proxy where SIP messages are to be sent by the phones when establishing an encrypted (TLS) connection. <i>This field is not applicable when the 'Use DNS SRV Lookup' box is checked.</i> |
| | Encryption (TLS/SRTP) | Select the desired setting for signaling and media encryption. |
| Poly EdgeB Settings | | |
| | Voice Quality Monitoring | Check this box to enable generation of Voice Quality metrics for all phone calls. |
| | Conference Server | Select a specific conference server or default to the Global Settings. |

| | |
|------------------|---|
| Firmware Update | Choose the desired firmware update methodology. Disabled Do not update Periodically Check for update at the provisioned frequency System Start Check for update upon reboot Time of Day Check for update at the provisioned time of day |
| Firmware Version | Enter the desired firmware version. |
| Syslog Host | Enter the IP address of a target syslog server. The phone will send real time operational messages for troubleshooting purposes. |

Template Add

Create a new phone template.

OK
Cancel
Apply

Template Name:Admin Offices B20

Template Level:Group

Enterprise:SystemValidation -- System Validation

Group:JazzTest -- JazzTest

Device Type:Poly Edge B20 (DMS)

Rebuild Status: Refresh Group: None pending.

☐Restart Phones NOTE: If Restart Phones is unchecked, the template will not take effect until a resync or when the phone is rebooted.

General
Lines
Left Line Key Functions
Paging Group
Features
Extra Settings

Phone Line to Clearspan Line Position Mapping

| Phone Line | Clearspan Line Position | Line Label |
|------------|-------------------------|------------|
| 1 | Position 1 | Extension |
| 2 | Position 2 | Extension |
| 3 | Position 3 | Extension |
| 4 | (Unassigned) | Extension |
| 5 | (Unassigned) | Extension |
| 6 | (Unassigned) | Extension |

End of Lines

Figure 53 - Template Modify Lines – Poly Edge B

| TAB / SECTION | FIELD | SETTING |
|--------------------------------|-------------------------|--|
| Lines | | |
| | Clearspan Line Position | Select the Clearspan Line Position to assign. "Position 1" corresponds to the first phone number/user associated with a phone, "Position 2" corresponds to the second phone number associated with a phone, and so on. |
| | Line Label | Choose the Line Label, which determines the label shown on the phone display. Choosing "Text" allows you to enter up to 16 characters of text along with the Extension, represented by the tag {Ext}, or phone number, represented by the tag {Number}. To display a name, set the Text label to "{First Name} {Last Name}" |
| Left Line Key Functions | | |
| | Function | Choose the desired function for the Left Line Keys (1 – 8) |
| | | Auto Answer Intercom ACD Sign On/Off Action URL Add to Conference Blind Transfer Blind Transfer 2 Block Anonymous Call Block Caller ID Busy Lamp Field Call Appearance Call Forward Call Park Monitor Call Waiting Conference Disposition Code Do Not Disturb Do Not Ring Executive Filter On/Off Executive/Assistant Hold Hoteling Line Monitor Next Tab Message Status Page Group 1 Page Group 2 Page Group 3 Page Group 4 Page Group 5 Page Group 6 Page Group 7 Page Group 8 Page Group 9 Page Group 10 Presence Monitor Speed Dial Transfer |

| | |
|--|---|
| Max Calls | Select the maximum number of answered and ringing calls for this call appearance before a busy response is sent. |
| Associated Number/ID | Enter the user part of the BLF URI if the selected function is 'Busy Lamp Field, otherwise leave blank. |
| Service | Enter the associated SIP Line (SP1 – SP6) for the selected function. |
| Paging Group | |
| Join | Check the corresponding box to participate in the multicast paging group. |
| Multicast Address | Enter the multicast IP address for the paging group. |
| Multicast Port | Enter the multicast port number for the paging group. |
| Features | |
| Feature Enable | Check the corresponding box to enable access to the management of Clearspan features from the phone. Note that this page does not assign corresponding Clearspan features to the user account. Service assignment is accomplished by assigning one or more Service Packs to a user account. |
| Extra Settings | |
| Enter extra settings that are to be applied to all phones using this template. The extra settings for the Poly phones must be entered in XML format. | |

Creating or Editing a Poly ROVE Phone Template

The Poly ROVE DECT phone has global and template settings that are unique to its design and function. These disparate provisioning items are described below. Create templates for ROVE DECT phones as described in the Phone Templates section, with the differences described in the following tables and shown in the following figures.

General Tab

Template Add

Create a new phone template.

OK Cancel Apply

Template Name: RoveB2_NurseStn
 Template Level: Group
 Enterprise: JazzLab
 Group: JazzLabBench -- JazzLab Bench
 Device Type: Poly Rove B2 (DMS)
 Rebuild Status: Refresh Group: None pending.

☐ Restart Phones NOTE: If Restart Phones is unchecked, the template will not take effect until a resync or when the phone is rebooted.

General Lines Handsets Features Extra Settings

Name: RoveB2_NurseStn
 Description:

General Settings

Time Zone: (Use Global Settings)

☐ Use VLAN: WARNING: Enabling VLAN may cause some phones to stop operating.

Outbound Proxy:
☒ Use Global Settings

☐ Use DNS SRV Lookup

Port (No Encryption):
 Port (Encryption):

Encryption (TLS/SRTP): (Use Global Settings) WARNING: Configure encryption in the network before setting Encryption to Required.

Polycom Rove B2 Settings

Conference Server: (Use Global Settings)

Sys/Debug Log Host:

Figure 54 - Poly Rove Template Add - General

| TAB / SECTION | FIELD | SETTING |
|-------------------------|-------------|---|
| General | Name | Template Name |
| | Description | Verbose description of the Template |
| General Settings | Time Zone | Select "Use Global Settings" to defer the setting to the value entered in the OpEasy Global Settings table or select the correct Time Zone for the phone's physical location from the drop-down list. User Time Zone uses the time zone of the first primary user assigned to the phone. Use DHCP uses the time zone from the DHCP server. You can also select a specific time zone. |

| | |
|------------------------------|--|
| Use VLAN | Select the "Use VLAN" check box if the phone must be assigned to and use a VLAN. |
| Outbound Proxy | Enter the hostname or IP address of the outbound proxy server to be used by the Rove base station. |
| Use DNS SRV Lookup | Check this box to direct the phones to submit an SRV type query when resolving the Outbound Proxy domain address. |
| Port (No Encryption) | Enter the port number on the outbound proxy where SIP messages are to be sent by the phones when establishing an unencrypted connection. <i>This field is not applicable when the 'Use DNS SRV Lookup' box is checked.</i> |
| Port (Encryption) | Enter the port number on the outbound proxy where SIP messages are to be sent by the phones when establishing an encrypted (TLS) connection. <i>This field is not applicable when the 'Use DNS SRV Lookup' box is checked.</i> |
| Encryption (TLS/SRTP) | Select "Use Global Settings" to defer the setting to the value entered in the OpEasy Global Settings table or select the desired setting for signaling (TLS) and media (SRTP) encryption. |
| Poly Rove B2 Settings | |
| Conference Server | Select a specific conference server or default to the Global Settings. |
| Sys/Debug Log Host | Enter the IP address or FQDN of the target server to which syslogs and/or debug logs should be sent. |

Lines Tab

Template Add

Create a new phone template.

Template Name: RoveB2_NurseStn
 Template Level: Group
 Enterprise: JazzLab
 Group: JazzLabBench -- JazzLab Bench
 Device Type: Poly Rove B2 (DMS)
 Rebuild Status: Group: None pending.

☐ Restart Phones
 NOTE: If Restart Phones is unchecked, the template will not take effect until a resync or when the phone is rebooted.

| General | Lines | Handsets | Features | Extra Settings |
|---------|-------|----------|----------|----------------|
|---------|-------|----------|----------|----------------|

Phone Line to Clearspan Line Position Mapping

| Phone Line | Clearspan Line Position | Line Label |
|------------|-------------------------|------------|
| 1 | Position 1 | Extension |
| 2 | (Unassigned) | Extension |
| 3 | (Unassigned) | Extension |
| 4 | (Unassigned) | Extension |
| 5 | (Unassigned) | Extension |
| 6 | (Unassigned) | Extension |
| 7 | (Unassigned) | Extension |
| 8 | (Unassigned) | Extension |
| 9 | (Unassigned) | Extension |
| 10 | (Unassigned) | Extension |
| 11 | (Unassigned) | Extension |
| 12 | (Unassigned) | Extension |
| 13 | (Unassigned) | Extension |
| 14 | (Unassigned) | Extension |
| 15 | (Unassigned) | Extension |
| 16 | (Unassigned) | Extension |
| 17 | (Unassigned) | Extension |
| 18 | (Unassigned) | Extension |
| 19 | (Unassigned) | Extension |
| 20 | (Unassigned) | Extension |

Figure 55 - Poly Rove Template Add - Lines

| TAB / SECTION | FIELD | SETTING |
|---------------|-------------------------|---|
| Lines | | |
| | Clearspan Line Position | Select the Clearspan Line Position to assign. "Position 1" corresponds to the first phone number/user associated with a base station, "Position 2" corresponds to the second phone number associated with a base station, and so on. |
| | Line Label | Choose the Line Label, which determines the label shown on the phone display. Choosing "Text" allows you to enter up to 16 characters of text along with the Extension, represented by the tag {Ext}, or phone number, represented by the tag {Number}. To display a name, set the Text label to "{First Name} {Last Name}" |

Handsets Tab

The handsets tab provides a matrix for associating lines with handsets. The base station supports up to 20 handsets, each of which can host 20 lines. In practical applications, most handsets will likely only be configured to host 1 – 4 lines.

Template Modify

Change an existing phone template.

Template Name: RoveB2_NurseStn
 Template Level: Group
 Enterprise: JazzLab
 Group: JazzLabBench -- JazzLab Bench
 Device Type: Poly Rove B2 (DMS)

Rebuild Status: Group: None pending
☐ Restart Phones
 NOTE: If Restart Phones is unchecked, the template will not take effect until a resync or when the phone is rebooted.

General

Lines

Handsets

Features

Extra Settings

Template Users

Handsets

| Handset | Line 1 | Line 2 | Line 3 | Line 4 | Line 5 | Line 6 | Line 7 | Line 8 | Line 9 | Line 10 | Line 11 | Line 12 | Line 13 | Line 14 | Line 15 | Line 16 | Line 17 | Line 18 | Line 19 | Line 20 |
|---------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| 1 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 11 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 12 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 13 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 14 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 15 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 16 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 17 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 18 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 19 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 20 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

Figure 56 - Poly Rove Template Add - Handsets

Features Tab

Template Add

Create a new phone template.

OK
Cancel
Apply

Template Name: RoveB2_NurseStn
 Template Level: Group
 Enterprise: JazzLab
 Group: JazzLabBench -- JazzLab Bench
 Device Type: Poly Rove B2 (DMS)
 Rebuild Status: Refresh Group: None pending.

☐ Restart Phones
 NOTE: If Restart Phones is unchecked, the template will not take effect until a resync or when the phone is rebooted.

| General | Lines | Handsets | Features | Extra Settings |
|--|-------|----------|----------|----------------|
| Features Clearspan Directory Type: <input type="radio"/> Enterprise <input type="radio"/> Enterprise Common <input type="radio"/> Group <input type="radio"/> Group Common <input type="radio"/> Personal | | | | |

Figure 57 - Poly Rove Add - Features Tab

The Features tab allows the selection of the scope of Clearspan name/number directories to be queried when a Directory lookup is initiated by a Rove handset.

Creating or Editing a Poly VVX D230 Phone Template

The Poly VVX D230 DECT phone has global and template settings that are unique to its design and function. These disparate provisioning items are described below. Create templates for D230 DECT phones as described in the Phone Templates section, with the differences described in the following table and shown in the following figures.

Template Modify

Change an existing phone template.

OK Cancel Apply

Template Name: polyd230_2
Template Level: Group
Enterprise: SystemValidation -- System Validation
Group: JazzTest -- JazzTest
Device Type: Polycom VVX D230 (DMS)

Rebuild Status: Refresh Group: None pending.

☐ Restart Phones NOTE: If Restart Phones is unchecked, the template will not take effect until a resync or when the phone is rebooted.

| | | | | | | |
|---------|-------|----------------|----------------|----------|----------------|----------------|
| General | Lines | Incoming Calls | Outgoing Calls | Features | Extra Settings | Template Users |
|---------|-------|----------------|----------------|----------|----------------|----------------|

Name:

Description:

General Settings

Time Zone: (Use Global Settings)

☐ Use VLAN: WARNING: Enabling VLAN may cause some phones to stop operating.

Outbound Proxy:
☒ Use Global Setting for Outbound Proxy

Use Global Settings

Outbound Proxy

☐ Use DNS SRV Lookup
☐ Keep-alive

Port (No Encryption):

Port (Encryption):

Encryption (TLS/SRTP): (Use Global Settings)

WARNING: Configure encryption in the network before setting Encryption to Required.

Figure 58 - Template Modify - Poly D230

| TAB / SECTION | FIELD | SETTING |
|------------------------------|----------------------------|---|
| General | | |
| | Name | Template Name |
| | Description | Verbose description of the Template |
| General Settings | | |
| | Time Zone | Select "Use Global Settings" to defer the setting to the value entered in the OpEasy Global Settings table or select the correct Time Zone for the phone's physical location from the drop-down list. User Time Zone uses the time zone of the first primary user assigned to the phone. Use DHCP uses the time zone from the DHCP server. You can also select a specific time zone. |
| | Use VLAN | Select the "Use VLAN" check box if the phone must be assigned to and use a VLAN. |
| | Outbound Proxy | Enter the hostname or IP address of the outbound proxy server used by the Polycom phones. |
| | Use DNS SRV Lookup | Check this box to direct the phones to submit an SRV type query when resolving the Outbound Proxy domain address. |
| | Keep-alive | Check this box to enable 'keep-alive' signaling designed to maintain communication with the outbound proxy when the phone is behind a firewall. |
| | Proxy Port (No Encryption) | Enter the port number on the outbound proxy where SIP messages are to be sent by the phones when establishing an unencrypted connection. <i>This field is not applicable when the 'Use DNS SRV Lookup' box is checked.</i> |
| | Proxy Port (Encryption) | Enter the port number on the outbound proxy where SIP messages are to be sent by the phones when establishing an encrypted (TLS) connection. <i>This field is not applicable when the 'Use DNS SRV Lookup' box is checked.</i> |
| | Encryption (TLS/SRTP) | Select "Use Global Settings" to defer the setting to the value entered in the OpEasy Global Settings table or select the desired setting for signaling and media encryption. |
| | Subscription Time | Select "Use Global Settings" to defer the setting to the value entered in the OpEasy Global Settings table for this manufacturer or clear the checkbox and set the refresh time in seconds for SIP Subscriptions. SIP Subscriptions provide the phone with status updates for system features like Shared Call Appearance, Do Not Disturb, and Call Forwarding. |
| Polycom D230 Settings | | |
| | Conference Server | Select a specific conference server or default to the Global Settings. |

| | |
|------------------------|--|
| Sys/Debug Log Host | Enter the IP address or FQDN of the target server to which syslogs and/or debug logs should be sent. |
| Hand Set Display Names | Select 'Extension,' Phone Number,' or a custom 'Text' entry as a unique identifier for each handset. |

Template Add

Create a new phone template.

Template Name: Mfg-D230 DECT
 Template Level: Enterprise
 Enterprise: SystemValidation -- System Validation
 Device Type: Polycom VVX D230 (DMS)
 Rebuild Status: Enterprise: None pending.

☐ Restart Phones
 NOTE: If Restart Phones is unchecked, the template will not take effect until a resync or when the phone is rebooted.

General

Lines

Incoming Calls

Outgoing Calls

Features

Extra Settings

Phone Line to Clearspan Line Position Mapping

| Phone Line | Clearspan Line Position | Line Label |
|------------|-------------------------|--|
| 1 | Position 1 | Extension |
| 2 | Position 2 | Text <input type="text" value="Main"/> |
| 3 | (Unassigned) | Extension |
| 4 | (Unassigned) | Extension |
| 5 | (Unassigned) | Extension |
| 6 | (Unassigned) | Extension |
| 7 | (Unassigned) | Extension |
| 8 | (Unassigned) | Extension |

End of Lines

Figure 59 - VVX D230 - Lines Tab

| TAB / SECTION | FIELD | SETTING |
|---------------|-------------------------|---|
| Lines | Clearspan Line Position | Select the Clearspan Line Position to assign. "Position 1" corresponds to the first phone number/user associated with a phone, "Position 2" corresponds to the second phone number associated with a phone, and so on. |
| | Line Label | Choose the Line Label, which determines the label shown on the phone display. Choosing "Text" allows you to enter up to 16 characters of text along with the Extension, represented by the tag {Ext}, or phone number, represented by the tag {Number}. To display a name, set the Text label to "{First Name} {Last Name}" |

Template Add

Create a new phone template.

OK

Cancel

Apply

Template Name:Operations - Mobile

Template Level:Group

Enterprise:SystemValidation -- System Validation

Group:JazzTest -- JazzTest

Device Type:Polycom VVX D230 (DMS)

Rebuild Status:

Refresh

Group: None pending.

Restart Phones

NOTE: If Restart Phones is unchecked, the template will not take effect until a resync or when the phone is rebooted.

General

Lines

Incoming Calls

Outgoing Calls

Features

Extra Settings

Handset select for receiving call

| Line | Handset 1 | Handset 2 | Handset 3 | Handset 4 | Handset 5 | Handset 6 | Handset 7 | Handset 8 | Handset 9 | Handset 10 |
|------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|
| 1 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Figure 60 - VVX D230 Incoming Calls Tab

| TAB / SECTION | FIELD | SETTING |
|----------------|-----------------------|--|
| Incoming Calls | Handset 1-10 | There can be up to eight phone numbers assigned to the D230 base station. Select the handsets where incoming calls for each of the assigned lines should ring. |
| | | |
| Outgoing Calls | Line 1 – 8 | Select the handsets for each of the eight possible lines which are allowed to make outgoing calls. |
| | Default Outgoing Line | Select from the set of up to eight lines assigned to the base station that each handset will use by default when originating an outbound call. |
| | | |

Template Add

Create a new phone template.

OK

Cancel

Apply

Template Name:Operations - Mobile
 Template Level:Group
 Enterprise:SystemValidation -- System Validation
 Group:JazzTest -- JazzTest
 Device Type:Polycom VVX D230 (DMS)
 Rebuild Status:

Refresh

 Group: None pending.

☐ Restart Phones

NOTE: If Restart Phones is unchecked, the template will not take effect until a resync or when the phone is rebooted.

General

Lines

Incoming Calls

Outgoing Calls

Features

Extra Settings

Feature Enable

Enabled Features:

☐ Call Logs
☐ Intercom
☐ Paging
☐ Do Not Disturb
☐ Call Forward
☐ Corporate (LDAP) Directory

Figure 61 - VVX D230 - Features Tab

| TAB / SECTION | FIELD | SETTING |
|-----------------------|----------------------------|--|
| Features | | |
| | Call Logs | Select the check box to enable logging of recent calls. |
| | Intercom | Select the check box to enable the VVX D230 Intercom feature |
| | Paging | Select the check box to enable the Paging feature |
| | Do Not Disturb | Select the check box to allow the Do Not Disturb feature to be enabled/disabled by the handsets |
| | Call Forward | Select the check box to allow Call Forwarding enable/disable and administration from the handsets. |
| | Corporate (LDAP) Directory | Select the check box to enable LDAP directory lookups. Use of this feature also requires custom setup in Extra Settings. |
| Extra Settings | | |
| | | Enter extra settings that are to be applied to all phones using this template. The extra settings for the Poly phones must be entered in XML format. |

Creating or Editing a UC ONE/CS Engage Mobile Template

1. From the main menu, select Provisioning, and then select Phone Templates.
2. Click **Definitions** in the menu tree or click **Definitions** in the Phone Templates menu. The Template Definitions page opens.
3. Select a **Template Level** from the drop-down list.
4. Select the **Enterprise** and **Group**, if necessary.
5. Select the **Device Type** as Connect Mobile or Connect Tablet.
6. Select a New Template Level.
7. Enter the name of the template in the **New Template Name** text box.
8. Click **Add Template**. The Template Add page opens. The General tab is displayed by default.

Figure 62 - Template Add – General for UC ONE/CS Engage Mobile/Tablet

9. Configure General Settings on the General tab.
Choose to **Use Global Settings**, or enter the Outbound Proxy, and Outbound Proxy Port in the **Outbound Proxy Port (No Encryption)** box when encryption is not being used by the client, or in the **Outbound Proxy Port (Encryption)** box when encryption is being used by the client. These optional fields can contain text up to 256 characters, as well as tags.
10. Select the **Encryption (TLS/SRTP)** setting.

11. Configure **Mobile/Tablet Type** on the General Tab. Choose UC-ONE Connect or Clearspan Engage.
12. On the **Features** tab, select the features to enable for the client:



Note: The corresponding Clearspan service must also be assigned and enabled for the associated user. This menu merely drives the presentation of the feature on the soft client interface.

- Call Back
- Call Center
- Call Park
- Call Pull
- Call Recording
- Call Transfer
- Conference
 - Max Parties; 4 - 15
 - Show Participant List
- Message Waiting Indicator
- Voicemail
 - Visual Voicemail
- Unified Call History: Enabled/Disabled/Use Global Settings

Also, note the extended menu to allow 'Self Care Portal Access' for the user administration of the following features for which the underlying Clearspan service must also be assigned to the user in order to be presented on the softphone interface.

- Call Forward Always
- Call Forward Busy
- Call Forward No Answer
- Call Forward Not Reachable
- Clearspan Anywhere
- Do Not Disturb
- Anonymous Call Rejection
- Simultaneous Ring
- Sequential Ring
- Automatic Callback
- Call Waiting
- Caller ID Delivery Blocking
- Personal Assistant
- Call Center

- Remote Office
- Voice Messaging

13. On the **Extra Settings** tab, enter any custom configuration information for the template.



Note: OpEasy analyzes the Template Extra Settings to determine if there are any parameters in the Extra Settings that are being overridden by the Template settings. If parameters that correspond to any of the Template settings are found in the Extra Settings, then **Template Definitions: Extra Settings Audit Results** page is displayed, indicating the extra settings parameters that conflict with the Template settings configuration.

14. If you are modifying an existing template, select the **Template Users** tab to display a list of users or devices that use this template. Click OK.

Viewing or Editing Global Settings

The Global Settings page allows you to view or change the global Clearspan settings at the System, Enterprise, and Group levels. After being saved, the change for the individual phones occurs at the next scheduled re-sync or reboot of the phones.

This feature should not be used without a thorough understanding of the device configuration files. All settings on the Global Configuration File Settings pages are optional, and some of them override others. For duplicated and conflicting configuration information, the following hierarchy is applied when creating the configuration file for the device.

Highest Priority

Template Extra Settings

Template Add

Create a new phone template.

Template Name: Clinicians
Template Level: Group
Enterprise: SystemValidation -- System Validation
Group: JazzTest -- JazzTest
Device Type: Mitel 6930 (DMS)
Rebuild Status: Group: None pending.

☐ Restart Phones NOTE: If Restart Phones is unchecked, the template will not take effect until a resync or when the phone is rebooted.

OpEasy - Generated Settings

Template Definitions

Display and configure phone template definitions.

Template Level: Enterprise and Group
Enterprise: SystemValidation -- System Validation
Group: JazzTest -- JazzTest
Device Type: Mitel 6930 (DMS)
Phone Model: Mitel (Aastra) 6930

Template Definition Settings

Global Configuration File Settings

Display and change the global Clearspan settings for a selected Phone Manufacturer. After being saved, the change occurs at the next resync or reboot of the affected phones.

Enterprise: SystemValidation -- System Validation
Group: JazzTest -- JazzTest
Phone Manufacturer: Mitel (Aastra)

Group Overrides Enterprise

Enterprise Overrides System

Global Extra Settings

Global Extra Settings

Global Configuration File Settings

Display and change the global Clearspan settings for a selected Phone Manufacturer. After being saved, the change occurs at the next resync or reboot of the affected phones.

Enterprise: SystemValidation -- System Validation
Group: DirectAccess -- DA-DIRECT-PUBLIC
Phone Manufacturer: Mitel (Aastra)

No rebuilds pending in Group. No rebuilds pending in Enterprise. No rebuilds pending in System.

SIP Settings

Outbound Proxy:
☐ Use Enterprise Setting
☐ Use DNS SRV Lookup
Proxy Port (No Encryption):
Proxy Port (Encryption):
Encryption (TLS/SRTP): ☐ Not Allowed ☐ Allowed
Certificate File:
WARNING: Configure encryption in the network first.

☐ Use System Setting
☐ Use DNS SRV Lookup
☐ Use DNS SRV Lookup
☐ Not Allowed ☐ Allowed

Global Group-Enterprise-System Settings

LowestPriority

System configuration File Extension Settings

Figure 63 - Global Configuration File Hierarchy

To view or edit global settings, General tab:

1. From the main menu, select Provisioning, and then select Phone Templates.
2. Select **Global Settings** from the Phone Templates menu. The Global Configuration File Settings page opens.
3. Select the desired Enterprise from the drop-down list.
4. Select the **Group** from the drop-down list.
5. Select the **Phone Manufacturer**. The available manufacturers depend on the device types configured for the Enterprise.
6. To change any global configuration settings on the General Settings tab, an Admin with the privilege clicks the **System/Enterprise/Group Settings** button and makes the corrections required.
7. You can click **Force System Rebuild**, **Force Enterprise Rebuild**, or **Force Group Rebuild** to rebuild the configuration files for the selected phone manufacturer without making any changes. Rebuild Status is shown on the Template pages and Global Settings page.

The following sections describe the global settings for Mitel phones, Clearspan Mobile, Mitel DECT, Mitel MiVoice, Clearspan Communicator, UC ONE/CS Engage, AudioCodes and Media5 devices. For global settings information for Panasonic and Polycom phones, refer to [Phone Templates: Global Settings for Panasonic Phones](#), [System, Enterprise, and Group Global Settings for Polycom Phones](#) and [System, Enterprise, and Group Global Settings for Cisco Phones](#).



Note: The *.conf file format is not supported in extra settings.

8. Click **OK** or **Apply**.
9. The Global Configuration File Settings: Rebuild Configuration Files page displays, click Save and Rebuild to save the changes and start the configuration file rebuild process, or click Cancel.

Rebuild Status is shown on the Template pages and Global Settings page.

Editing System, Enterprise, and Group Extra Settings



Figure 64 - Global Configuration File Settings: Rebuild Configuration Files Page

Extra Settings are applied to all the Mitel Phones, MiVoice Conference Phones, Grandstream phones, Mitel DECT-112 phones, AudioCodes and Media5 devices.

1. From the main menu, select Provisioning, the Provisioning menu is displayed.
2. Select Phone Templates, the Phone Templates menu is displayed.
3. Select **Global Settings**. The Global Configuration File Settings page is displayed.
4. Select the desired Enterprise from the drop-down list, if needed.
5. Select the **Group** from the drop-down list, if needed.
6. Select the **Phone Manufacturer**. The available manufacturers depend on the device types configured for the Enterprise.

Note:



- The Admin must have the permission to edit Extra Settings.
- Only Group Administrators and above can modify Group Extra Settings
- Only Enterprise Administrators and above can modify Enterprise Extra Settings
- Only System Administrators and above can modify System Extra Settings

7. Click the Extra Settings tab. The Extra Settings page is displayed.
8. Click the **Group, Enterprise or System Extra Settings** button. A confirmation box is displayed, "Updating Extra Settings is potentially dangerous. Are you sure you want to update Extra Settings?".
9. Click **Yes** to edit the Group, Enterprise or System Extra Settings. The Group, Enterprise or System Extra Settings are enabled.
10. Enter the extra settings in the Group, Enterprise or System Extra Settings box.

11. Click **Apply** or **OK**. If the Group or Enterprise Extra Settings were changed, then the Global Configuration File Settings: Rebuild Configuration Files page is displayed.
12. Click the **Save** and **Rebuild** button.
13. If the Extra Settings are overriding any parameter in the General Settings or Dial Plan setting, the **Global Configuration File Settings: Extra Settings Audit Results** page is displayed.

Global Configuration File Settings

Display and change the global Clearspan settings for a selected Phone Manufacturer. After being saved, the change occurs at the next resync or reboot of the affected phones.

OK Cancel Apply

Enterprise: SystemValidation -- System Validation

Group: JazzTest -- JazzTest

Phone Manufacturer: Mitel (Aastra)

General Settings Extra Settings System Config File Extension Dial Plan

Group Extra Settings

```

sip dns host file: hosts.txt
sip dns srv1 name: _sips._tcp.hosp.csllab.clearspancloud.com
sip dns srv1 priority: 1
sip dns srv1 weight: 50
sip dns srv1 port: 5061
sip dns srv1 target: tls.hosp.csllab.clearspancloud.com
sip dns srv2 name: _sip._tcp.hosp.csllab.clearspancloud.com
sip dns srv2 priority: 2
sip dns srv2 weight: 50
sip dns srv2 port: 5060
sip dns srv2 target: tcp.hosp.csllab.clearspancloud.com

```

Choose File

Upload File

Enterprise Extra Settings

Figure 65 - Global Extra Settings for Mitel Phones

OpEasy analyzes the Group, Enterprise, or System Extra Settings to determine if the parameters in the Extra Settings are being overridden by the General Settings or Dial Plan Settings. If parameters that correspond to any of the General Settings or Dial Plan Settings are found in the Global Extra Settings, then the **Global Configuration File Settings: Extra Settings Audit Results** page is displayed, indicating the extra settings parameters that conflict with the Global Settings configuration.

Global Configuration File Settings: Extra Settings Audit Results

Display of the results of an audit of the Enterprise Extra Settings to determine if any content configured in Extra Settings is in conflict with settings configured in the Enterprise Global Settings.

OK

Enterprise: SystemValidation
Phone Manufacturer: Mitel (Aastra)

The following Enterprise Global Extra Settings content is being OVERRIDDEN by the Enterprise General Settings configuration or Enterprise Dial Plan settings. The specified content should be removed from the Enterprise Global Extra Settings:

Extra Settings Audit Conflicts

time zone name: US-Central

Figure 66 - Global Configuration File Settings: Extra Settings Audit results page

System Configuration File Extension

The System Configuration File Extension settings are an extension of the system-wide phone configuration file specific to each phone manufacturer (such as “startup.cfg” for Mitel phones).

This tab only appears for the following devices:

- Mitel – Settings extend the “startup.cfg” file.
- Polycom Phones – Settings extend the “sys.cfg” file.
- Panasonic Phones – Settings extend the “KX-TGP600.cfg” file.
- Cisco Phones

Just as with the phone configuration files, the settings on the Extension tab have a lower priority than ALL other Global Settings (including Global Extra Settings) and Template Settings. However, the Extension tab settings have higher-priority than the settings in the phone configuration file being extended. Unlike changes to other Global Settings, when settings in the System Config File Extension tab are changed, the configuration file for all affected phones will NOT be rebuilt. Instead, the next time each phone’s configuration file is rebuilt, it will include the System Config File Extension settings.

System, Enterprise, and Group Mitel Phone Global Settings

The Global Configuration File Settings page contains the following settings for Mitel phones:

Global Configuration File Settings
Display and change the global Clearspan settings for a selected Phone Manufacturer. After being saved, the change occurs at the next resync or reboot of the affected phones.

OK Cancel Apply

Enterprise: System Validation -- System Validation

Group: JazzTest -- JazzTest

Phone Manufacturer: Mitel (Aastra)

| General Settings | Extra Settings | System Config File Extension | Dial Plan |
|---------------------|-------------------------------|------------------------------------|--------------------------------|
| Group Settings | Enterprise Settings | System Settings | |
| Force Group Rebuild | Force Enterprise Rebuild | Force System Rebuild | |
| Refresh | No rebuilds pending in Group. | No rebuilds pending in Enterprise. | No rebuilds pending in System. |

SIP Settings

Outbound Proxy:

☐ Use Enterprise Setting ☐ Use System Setting

http://cslab.clearspancloud.com

☒ Use DNS SRV Lookup ☐ Use DNS SRV Lookup ☐ Use DNS SRV Lookup

Proxy Port (No Encryption):

Proxy Port (Encryption):

Encryption (TLS/SRTP): Required Not Allowed

Encryption Certificate File:

GoDaddyRootChain.pem

Encryption WARNING: Configure encryption in the network first.

Subscription Time: (as-feature-event)

☒ Use Enterprise Setting ☐ Use System Setting

360

Time Settings

☐ Use Enterprise Setting ☐ Use System Setting

Time Server 1:

0.us.pool.ntp.org 0.0.0.0

Time Server 2:

1.us.pool.ntp.org

Time Server 3:

2.us.pool.ntp.org

Time Zone: (GMT-05:00) (US) Central Time (Use System Setting) (GMT-04:00) (US) Eastern Time

Figure 67 - Global Configuration File Settings Page – Mitel Phones

- **SIP Settings**
 - Outbound Proxy
 - Use DNS SRV Lookup
 - Proxy Port (No Encryption) and Proxy Port (Encryption)
 - Encryption settings
 - Encryption Certificate File (Name for certificate file. Must be entered if Encryption is set to Required)
 - Subscription Time (as-feature-event).
- **Time Settings**
 - Time Server 1 are text fields that contain the FQDN/IP address of the Time Server.
 - Time Server 2 are text fields that contain the FQDN/IP address of the Time Server.

- Time Server 3 are text fields that contain the FQDN/IP address of the Time Server.
- Time Zone
- **Device Settings**
 - LAN Port Mode
 - Admin Password. Valid password characters are a-z, A-Z, 0-9, or special characters – (dash), _ (underscore), (period), or @ (at symbol).
 - Confirm Admin Password
 - User Password. Valid password characters are a-z, A-Z, 0-9, or special characters – (dash), _ (underscore), (period), or @ (at symbol).
 - Confirm User Password
 - Web Interface enables/disables the web interface for the phone
 - Phone Lock enables/disables the ability to lock the phone
- **Voice Codecs**
 - Voice Codec #1 (highest priority)
 - Voice Codec #2
 - Voice Codec #3
 - Voice Codec #4 (lowest priority).
- **Quality Monitoring**
 - Quality Monitoring
 - Collector Server Address. The Collector Server Address is the fully qualified domain name
 - Collector Server Port
- **General Settings**
 - If Static Call Park/Pickup is enabled, Park and Pickup keys appear on the phone automatically without the need to specifically define a Park or Pickup key. If you enable this setting when those keys are also defined, then two Park/Pickup keys appear on the phone.
 - Conference Server is the conference server to be used for conference calls. The drop-down-list shows all configured conference servers.
 - Firmware Server is a text field that contains the location of the firmware to be loaded.
 - Image Server is a text field that contains the URI of the image server where pictures are stored for the display on the phone during incoming and outgoing calls, in the Directory, Received Callers list, and Outgoing Redial List entries. This applies to 6867i, 6869i, 6873i series phones and 6900 series phones. The requirements for the file are as follows:
 - Pictures must be PNG format
 - 150x150 pixels
 - 24 or 32-bit color
 - Filenames must be stored using the phone number as the filename (for example, 9995551234.png)
 - Upload System Info on Crash
- **Upload System Info Server** contains the location where the phone sends the system and crash files (server.cfg, local.cfg, and crash.gz) if Upload System Info On Crash is enabled.
- **Directory Settings**
 - Resync Start Time (00:00 - 23:59)
 - Resync Frequency (1 - 364 days)

- Resync Window length (120 - 1439 mins)
- **6800/6900 HELD Settings**
 - Enter the Location Information System server URL in the **LIS Server URL** field
 - Enter/paste the public certificate for the LIS server in the **LIS Public Cert** field
 - Enter/paste the private key for the LIS server in the **LIS Private Key** field

System, Enterprise, and Group Mitel MiVoice Conference Phone Global Settings

The Global Configuration File Settings page contains the following settings for Mitel MiVoice phones:

- **SIP Settings**
 - Outbound Proxy
 - Use DNS SRV Lookup
 - Outbound Proxy Port
- **Time Settings**
 - Time Server
 - Time Zone
- **Voice Codecs**
 - Voice Codec #1 (highest priority),
 - Voice Codec #2
 - Voice Codec #3
 - Voice Codec #4 (lowest priority)
- **General Settings**
 - Firmware Server is a text field that contains the location of the firmware to be loaded.

System, Enterprise, and Group Mitel Dect-112 Global Settings

The Global Configuration File Settings page contains the following settings for Mitel DECT-112 devices:

- **SIP Settings**
 - Outbound Proxy (enter the Outbound Proxy server address)
 - Use DNS SRV Lookup
 - Proxy Port
 - Encryption Settings
 - Subscription Time
- **Time Settings**
 - Time Server
 - Time Zone
- **Device Settings**
 - Admin Password (Valid password may contain text with a maximum of 15 characters)
 - Confirm Admin Password
 - Handset Registration Code - If not configured, the Handset Registration Code will be populated.
 - Hotel Mode (Phone Lock)
 - Repeater 1 with enable and disable options
 - Repeater 2 with enable and disable options
 - Repeater 3 with enable and disable options
- **General Settings**
 - Firmware Server Settings
 - Firmware file server location
 - Base Station/Handset Firmware Version
 - Base Station/Handset Firmware Branch
 - Repeater Firmware Version
 - Repeater Firmware Branch are entered when the Firmware Server Settings is not selected to use the higher-level setting



Note: The base station file, and the handset firmware file version and branch must be the same.

System, Enterprise, and Group AudioCodes Global Settings

The Global Configuration File Settings page contains the following settings for AudioCodes MP-1xx devices:

- **SIP Settings**
 - External Proxy
 - Proxy Port (No Encryption)
 - Proxy Port (Encryption)
 - External Backup Proxy 1
 - External Backup Proxy 2
 - External Backup Proxy 3
 - External Backup Proxy 4
 - Local SIP Port
 - Local SIP TLS Port
 - Encryption (TLS/SRTP) settings for Group and Enterprise Settings
 - Encryption Certificate File (Name for certificate file. Must be entered if Encryption is set to Required)
- **Stand-Alone Survivability**
 - Local SIP Port
 - Local SIP TLS Port
 - SAS Local SIP Port
 - SAS Local SIP TLS Port
 - SAS Default Gateway Settings
 - SAS Default Gateway
 - SAS Default Gateway Port
- **DNS Servers**
 - DNS Server Settings
 - Primary DNS Server
 - Secondary DNS Server
- **Time Settings**
 - Time Server Settings
 - Time Server
 - Backup Time Server
 - Time Zone
- **Device Settings**
 - LAN Port Mode
- **Voice Codecs**
 - Voice Codec Settings
 - Voice Codec #1 (highest priority)
 - Voice Codec #2
 - Voice Codec #3

-
- Voice Codec #4 (lowest priority)
 - **SNMP Settings**
 - SNMP Traps
 - SNMP Server 1
 - SNMP Server 2
 - SNMP Server 3
 - SNMP Server 4
 - SNMP Server 5
 - **Quality Monitoring**
 - Quality Monitoring (Session Only or Session and Periodic)
 - **General Settings**
 - Conference Server is the conference server to be used for conference calls. The drop-downlist shows all configured conference servers.

System, Enterprise, and Group AudioCodes MP5XX/M500Li/M800C Global Settings

The Global Configuration File Settings page contains the following settings for AudioCodes MP-5XX, M500L and M800C devices:

- **SIP Settings**
 - Outbound Proxy
 - Proxy Port (No Encryption)
 - Proxy Port (Encryption)
 - Outbound Proxy 1
 - Outbound Proxy 2
 - Outbound Proxy 3
 - Outbound Proxy 4
 - Outbound Proxy 5
 - Proxy Port (No Encryption)
 - Proxy Port (Encryption)
 - Encryption (TLS/SRTP) settings for Group and Enterprise Settings
 - Encryption Certificate File (Name for certificate file. Must be entered if Encryption is set to Required)
- **Time Settings**
 - Time Server Settings
 - Time Server
 - Backup Time Server
 - Time Zone
- **Device Settings**
 - Admin Password
 - User Password
- **Voice Codecs**
 - Voice Codec Settings
 - Voice Codec #1 (highest priority)
 - Voice Codec #2
 - Voice Codec #3
 - Voice Codec #4 (lowest priority)
- **SNMP Settings**
 - SNMP Traps
 - SNMPV3 User
 - SNMPV3 Auth Protocol
 - SNMPV3 Private Protocol
 - SNMPV3 Auth Key
 - SNMPV3 Private Key
 - SNMP Server 1

-
- SNMP User 1
 - SNMP Server 2
 - SNMP User 2
 - SNMP Server 3
 - SNMP User 3
 - SNMP Server 4
 - SNMP User 4
 - SNMP Server 5
 - **General Settings**
 - Conference Server is the conference server to be used for conference calls. The drop-down list shows all configured conference servers.
 - Firmware Update
 - Firmware Version
 - Tones File
 - License File
 - Set OOS on Reg Failure
 - Current Disconnect
 - Polarity Reversal
 - Syslog
 - Syslog Host
 - Syslog Level
 - Debug Level

System, Enterprise, and Group Clearspan-EasyPRS Global Settings

The Global Configuration File Settings page contains the following settings for Clearspan EasyPRS devices.

- **SIP Settings**
 - Primary SIP Proxy *[FQDN or IP Address]*
 - Primary Proxy Port (No Encryption) *[0-65535]*
 - Primary Proxy Port (Encryption) *[0-65535]*
 - Backup SIP Proxy *[FQDN or IP Address]*
 - Backup Proxy Port (No Encryption) *[0-65535]*
 - Backup Proxy Port (Encryption) *[0-65535]*
 - Encryption (TLS/SRTP) *[Required/Not Allowed]*
 - SIP Transport *[UDP, TCP, or TLS]*
 - SIP Keep Alive *[Enable/Disable]*
 - SIP Keep Alive Frequency *[1-64800]*
 - Jitter Buffer Type *[Fixed/Adaptive]*
 - Jitter Buffer Length *[High, Medium, Low]*
 - Privacy Header *[Enabled/Disabled]*
 - Identity Header *[Enabled/Disabled]*
- **Time Settings**
 - Time Server *[FQDN or IP Address]*
 - Time Zone
- **DNS Servers**
 - Primary DNS Server *[IP Address]*
 - Secondary DNS Server *[IP Address]*
 - DNS Method *[SRV / A-Record / NAPTR]*
- **General Settings**
 - Off-Hook Auto Dial Delay *[0 – 60]*
 - Conference Server
 - Firmware Version
 - Unreg Busy Tone *[Enabled/Disabled]*

System, Enterprise, and Group Media5 Global Settings

The Global Configuration File Settings page contains the following settings for Medi5 devices:

- SIP Settings
 - Outbound Proxy server address
 - Proxy Port (No Encryption)
 - Proxy Port (Encryption)
 - Encryption (TLS/SRTP)
- DNS Servers
 - DNS Server Settings
 - DNS Server 1
 - DNS Server 2
 - DNS Server 3
 - DNS Server 4
- Time Settings
 - Time Server 1
 - Time Server 2
 - Time Server 3
 - Time Server 4
 - Time Zone
- Device Settings
 - Admin Password
 - Confirm Admin Password
 - Public Password
 - Confirm Public Password
- Voice Codecs
 - Voice Codec Settings
 - Voice Codec #1
 - Voice Codec #2
- SNMP Settings
 - SNMP Traps
 - SNMP Server 1
 - SNMP Server 2
 - SNMP Server 3
 - SNMP Server 4
 - SNMP Server5
- Quality Monitoring
 - Quality Monitoring
 - Collector Server Address
- General Settings

- Conference server
- Firmware version for all types of Mitel Media5/Media5 devices
 - TA7102 / 4102
 - TA7104 / C710/ C775
 - TA7108 / C711
 - GX Gateway 24FXS / S724

System, Enterprise, and Group Clearspan Communicator Global Settings

The Global Settings: Clearspan Communicator pages contain the following settings for Clearspan Communicator devices:

- SIP Settings
 - Outbound Proxy
 - Use DNS SRV Lookup
 - Proxy Port (No Encryption)
 - Proxy Port (Encryption)
 - Encryption (TLS/SRTP)
- Codecs
 - Adaptive Quality (Mobile and Tablet only)
 - Voice Codec Setting
 - Voice Codec #1 (highest priority),
 - Voice Codec #2
 - Voice Codec #3
 - Voice Codec #4
 - Voice Codec #5 (lowest priority)
- Quality Monitoring
 - Quality Monitoring
 - Collector Server Address. The Collector Server Address is the fully qualified domain name
 - Collector Server Port
- Miscellaneous
 - Emergency Number List (Desktop and S4B only). Select **Use Enterprise Settings** or enter the list of emergency numbers separated by commas. The Emergency Calling feature can be enabled or disabled in the template.

System, Enterprise, and Group UC ONE/CS Engage Global Settings

An Admin has to select UC One/CS Engage - Mobile/Tablet in the Global settings. The Global Configuration File Settings page contains the following settings for UC One or CS Engage - Mobile/Tablet:

- SIP Settings
 - Outbound Proxy: Set the target DNS or IP address for outbound SIP message
 - Use DNS SRV Lookup: Enable/Disable
 - Proxy Port (No Encryption): Set the target IP port for outbound unencrypted SIP messages
 - Proxy Port (Encryption): Set the target IP port for outbound encrypted SIP messages
 - Encryption (TLS/SRTP): 'Required' or 'Not Allowed'
- Codecs
 - Voice Codec Setting
 - Voice Codec #1 (highest priority),
 - Voice Codec #2
 - Voice Codec #3
 - Voice Codec #4
- General Settings
 - Unified Call History: Enable to allow synchronization of call activity across Engage devices.
 - Voice Codec #5 (lowest priority)

System, Enterprise, and Group Clearspan Mobile/Tablet Global Settings

The Global Configuration File Settings page contains the following settings for Clearspan mobile and tablet:

- SIP Settings
 - Outbound Proxy
 - Use DNS SRV Lookup
 - Proxy Port (No Encryption)
 - Proxy Port (Encryption)
 - Encryption (TLS/SRTP)
 - Subscription Time
- Codecs
 - Voice Codecs Setting
 - Voice Codec #1 (highest priority)
 - Voice Codec #2
 - Voice Codec #3
 - Voice Codec #4
 - Voice Codec #5 (lowest priority)
- Quality Monitoring
 - Quality Monitoring
 - Collector Server Address. The Collector Server Address is the fully qualified domain name
 - Collector Server Port
- General Settings
 - Unified Call History: Enable to allow synchronization of call activity across Engage devices.

System, Enterprise, and Group Grandstream ATA Global Settings

The Global Configuration File Settings page contains the following settings for Grandstream Analog Telephony Adapters (ATA).

- **SIP Settings**
 - Outbound Proxy
 - Outbound Proxy 1
 - Outbound Proxy 2
 - Outbound Proxy 3
 - Outbound Proxy 4
 - Proxy Port (No Encryption)
 - Proxy Port (Encryption)
 - Encryption (TLS/SRTP) required or not allowed
- **Time Settings**
 - Time Server – This is the address (IP or FQDN) of the primary NTP server to be referenced.
 - Backup Time Server – This is the address (IP or FQDN) of the secondary NTP server to be referenced.
 - Time Zone – Local time zone where the ATA is installed.
- **Device Settings**
 - Admin Password
 - User Password
 - Viewer Password
- **HELD Settings**
 - E911 – Enables/disables HELD protocol by the ATA
 - LIS Server URL – This is the web URL destination of the Location Information Service server.
 - LIS Cert & Key – This is a text field where the combined Intrado certificate and private key file (.pfx) should be pasted for use by the ATA when contacting the LIS.
 - E911 Emergency Numbers – This field should contain a comma separated list of number strings that when dialed by an endpoint will trigger the ATA to include enhanced location information in the SIP INVITE sent to Clearspan, and ultimately to the Public Safety Access Point (PSAP).
- **SNMP Settings**
 - SNMP Traps – Enable or Disable
 - SNMP Version – Choose 2c or 3.
 - SNMP Community – Enter a community string for V2c SNMP access to the ATA
 - SNMPv3 User – User name to be used to for V3 SNMP access to the ATA
 - SNMPv3 Security Level – Choose Authentication User or Private User
 - SNMPv3 Auth Key – Enter the authentication key to be used for accessing the ATA.
 - SNMPv3 Privacy Key – Enter the privacy key to be used for accessing the ATA
 - SNMP Trap Version – Choose 2c or 3
 - SNMP Trap Community – Enter a community string for inclusion in V2c SNMP traps.
 - SNMPv3 Trap User – User name to be used when connecting to a trap collector.
 - SNMP Trap1 – This is a destination IP or FQDN to which traps should be sent.

-
- SNMP Trap 2 - This is a destination IP or FQDN to which traps should be sent.
 - SNMP Trap 3 - This is a destination IP or FQDN to which traps should be sent.
 - SNMPv3 Trap Security Level - Choose Authentication User or Private User.
 - SNMPv3 Trap Auth Key – Enter the authentication key to be used when connecting to trap destinations.
 - SNMPv3 Trap Privacy Key – Enter the privacy key to be used when connecting to trap destinations.
 - **General Settings**
 - HT802 Firmware Version – This is the target firmware version for HT802 ATAs.
 - HT812/HT814 Firmware Version – This is the target firmware version for HT812 and HT814 ATAs.
 - HT818 Firmware Version – This is the target firmware version for HT818 ATAs.
 - Auto Update - Choose the desired **Auto-Update** option:
 - Disabled for no updated checks by devices with this template
 - Daily Time for a once-a-day check by devices with this template for updates (also enter the time for the update check from 0 – 23)
 - Interval for checks by devices with this template every n minutes for updates
 - Unreg Busy Tone – Enable/Disable
 - Syslog – Enable/Disable
 - Syslog Host – Address to which syslogs are to be sent.
 - Syslog Level – Severity threshold of logs to be sent.

System, Enterprise, and Group Grandstream WP-820 Global Settings

The Global Configuration File Settings page contains the following settings for Grandstream WP-820 wi-fi phones:

- SIP Settings
 - Outbound Proxy
 - Outbound Proxy 1
 - Outbound Proxy 2
 - Proxy Port (No Encryption)
 - Proxy Port (Encryption)
 - Encryption (TLS/SRTP) required or not allowed
- Time Settings
 - Time Server Settings
 - Time Server
 - Time Zone
- Device Settings
 - Keypad Access Mode
 - Admin Password
 - Confirm Admin Password
 - User Password
 - Confirm User Password
- Video Codec Settings
 - Voice Codec Setting
 - Voice Codec #1 (highest priority)
 - Voice Codec #2
 - Voice Codec #3 (lowest priority)
- General Settings
 - Firmware Version

System, Enterprise, and Group Poly/Polycom Global Settings

To configure global Polycom phone settings, choose Phone Templates from the Provisioning menu, and then select Global Settings and select Polycom as the Phone Manufacturer. The common global settings for Polycom phones are shown on the General Settings tab and described in the following table.

OpEasy analyzes the Group, Enterprise, or System Extra Settings to determine if the parameters in the Extra Settings are being overridden by the General Settings, Dial Plan Settings or Custom Rings Settings, or if the parameters in the Extra Settings are overriding the General Settings, Dial Plan Settings or Custom Rings Settings. If parameters that correspond to any of the General Settings, Dial Plan Settings or Custom Rings Settings are found in the Global Extra Settings, then the **Global Configuration File Settings: Extra Settings Audit Results** page is displayed, indicating the extra settings parameters that conflict with the Global Settings configuration.

Global Configuration File Settings

Display and change the global Clearspan settings for a selected Phone Manufacturer. After being saved, the change occurs at the next resync or reboot of the affected phones.

OK Cancel Apply Initialize MAC Address Capture

Enterprise: SystemValidation -- System Validation
 Group: DirectAccess -- DA-DIRECT-PUBLIC
 Phone Manufacturer: Polycom

| General Settings | Extra Settings | System Config File Extension | Dial Plan | Custom Rings |
|---------------------------------------|------------------------------------|------------------------------|-----------|--------------------------------|
| Group Settings | Enterprise Settings | | | System Settings |
| Force Group Rebuild | Force Enterprise Rebuild | | | Force System Rebuild |
| Refresh No rebuilds pending in Group. | No rebuilds pending in Enterprise. | | | No rebuilds pending in System. |

SIP Settings

☐ Use Enterprise Setting
 pub1.csab.clearspancloud.com

☒ Use DNS SRV Lookup
 Proxy Port (No Encryption):
 Proxy Port (Encryption):
 Encryption (TLS/SRTP): Required

Encryption WARNING: Configure encryption in the network first.

Time Settings

☒ Use Enterprise Setting
 Time Server:
 Time Zone: (GMT-05:00) (US) Central Time

☐ Use System Setting
 0.us.pool.ntp.org
 (User Time Zone)

☐ Use DNS SRV Lookup
 (GMT-05:00) (US) Central Time

Figure 68 - Global Configuration File Settings - Polycom

| Tab / Section | Field | Setting |
|---------------|-------------------------------------|---|
| SIP Settings | Outbound Proxy | Enter the hostname or IP address of the outbound proxy server used by the Polycom phones. |
| | Use DNS SRV Lookup | True or False |
| | Outbound Proxy Port (No Encryption) | Enter the target port of the outbound proxy (1 – 65535) when the phone is not configured for encrypted operation. |

| | |
|-----------------------------------|---|
| Outbound Proxy Port (Encryption) | Enter the target port of the outbound proxy (1 – 65535) when the phone is configured for encrypted operation. |
| Subscription Time | Enable/Disable or Use Enterprise Setting. Enter the Subscription refresh duration in seconds. |
| Encryption (TLS/SRTP) | Select the setting for encryption. Encryption is available on VVX models only. |
| Time Settings | |
| Time Server | Enter the hostname or IP address of a timer server. |
| Time Zone | Select the time zone in which the phones are physically installed. |
| Device Settings | |
| Network Discovery | Select the CDP Enabled field if CDP is supported by the network. (This is the usual setting.) |
| LAN Port Mode | Select the LAN speed, normally Auto. The other options include 10 Mbps Half-Duplex, 10 Mbps Full-Duplex, 100 Mbps Half-Duplex, 100 Mbps Full-Duplex, 1000 Mbps Full-Duplex. |
| Admin Password | Enter a password that is required to access the advanced settings within the phone. |
| User Password/Reset User Password | Enter a password that is required to access the user settings within the phone. The Reset User Password field will be displayed if the User Password is already set. |
| Voice Codecs | |
| Voice Codec #1 to #4 | Identify the voice codecs that the Polycom phone is to use when placing or receiving calls. The codecs are in priority order, with Codec #1 as the highest priority codec to codec #4 as the lowest priority codec. |
| Quality Monitoring | |
| Quality Monitoring Enable | Choose whether periodic and/or session quality monitoring is used. |
| Collector Server Address | Enter the hostname or IP address of the server to which quality monitoring messages are to be sent by the phone. |
| Collector Server Port | Enter the target port of the collector server. The default port number is 5060. |
| Outbound Proxy | Enter the Quality Monitoring outbound proxy FQDN / IP Address. When configured, this parameter directs SIP messages related to voice quality monitoring to a separate proxy. |
| Outbound Proxy Port | Enter the target port for the Quality Monitoring outbound proxy. |
| Periodic Monitor Period | Enter period (in seconds) used for Periodic Monitoring. The valid values are 5-90 seconds. The default value is 90 seconds. |
| SoundPointIP Settings | |
| Welcome Audio File | Enter the address and/or name of the audio file |

played to a SoundPoint IP phone.

VVX HELD Settings

| | |
|-----------------|---|
| LIS Server URL | Enter the URL of the LIS service for VVX phones |
| LIS Public Cert | Paste or enter the public certificate used to access the LIS service here |
| LIS Private Key | Paste or enter the private key used to access the LIS service here |

General Settings

| | |
|-------------------|--|
| Conference Server | Select the conference server for centralized conference calls. |
| Firmware Server | Text field that contains the URL of the firmware to be loaded. |

System, Enterprise, and Group Extra Settings for Polycom Phones

To enter extra settings that are to be applied to all Polycom phones within the scope of the level, choose **Phone Templates** from the **Provisioning** menu, select **Global Settings**, the **Global Configuration File Settings** tab opens.

To edit extra settings for the group, select **Enterprise, Group** and **Phone Manufacturer**, click **Extra Settings**, the **Extra Settings** tab opens, click **Group Extra Settings**, and Click **Yes** on the confirmation box (the confirmation box displays “Updating Extra Settings is potentially dangerous. Are you sure you want to update Extra Settings?”). Enter the extra settings in the **Group Extra Settings** box and Click **OK**, the **Global Configuration File Settings: Rebuild Configuration Files** page opens. Click **Save and Rebuild** to save the Template changes and rebuild all configuration files using this template.

Only Group Administrators and above can create or modify Group Extra Settings.

To edit extra settings for the enterprise, select **Enterprise, Group** and **Phone Manufacturer**, click **Extra Settings**, the **Extra Settings** tab opens, click **Enterprise Extra Settings**, and Click **Yes** on the confirmation box (the confirmation box displays, “Updating Extra Settings is potentially dangerous. Are you sure you want to update Extra Settings?”). Enter the extra settings in the **Enterprise Extra Settings** box and Click **OK**, the **Global Configuration File Settings: Rebuild Configuration Files** page opens. Click **Save and Rebuild** to save the Template changes and rebuild all configuration files using this template.

Only Enterprise Administrators and above can create or modify Enterprise Extra Settings.

To edit extra settings for the system, select **Enterprise, Group** and **Phone Manufacturer**, click **Extra Settings**, the **Extra Settings** tab opens, click **System Extra Settings**, and Click **Yes** on the confirmation box (the confirmation box displays, “Updating Extra Settings is potentially dangerous. Are you sure you want to update Extra Settings?”). Enter the extra settings in the **System Extra Settings** box and Click **OK**, the **Global Configuration File Settings: Rebuild Configuration Files** page opens. Click **Save and Rebuild** to save the Template changes and rebuild all configuration files using this template.

Only System Administrators and Super Users can create or modify the System Extra Settings.

System, Enterprise, and Group System Configuration File Extension Settings for Polycom Phones

The Device Type for each Polycom phone model includes a **sys.cfg** file that contains system-wide configuration settings used in the configuration files for all Polycom phones of that phone model. These settings can be extended by choosing **Phone Template** from the **Provisioning** menu, selecting **Global Settings**, and selecting **Polycom** as the Phone Manufacturer, clicking on the **System Config File Extension** tab, and entering the additional settings on that tab. The additional settings must be in an XML format as are all Polycom configuration settings.

Note that the sys.cfg file and the settings on the System Config File Extension tab have lower-priority than ALL other Global Settings (including Global Extra Settings) and Template Settings. However, the System Config File Extension tab settings have higher-priority than the settings in the sys.cfg file being extended.

The screenshot shows the 'Global Configuration File Settings' page. At the top, there's a description: 'Display and change the global Clearspan settings for a selected Phone Manufacturer. After being saved, the change occurs at the next resync or reboot of the affected phones.' Below this are four buttons: 'OK', 'Cancel', 'Apply', and 'Initialize MAC Address Capture'. The configuration fields are: 'Enterprise' set to 'SystemValidation -- System Validation', 'Group' set to 'JazzTest -- JazzTest', and 'Phone Manufacturer' set to 'Polycom'. There are five tabs: 'General Settings', 'Extra Settings' (which is highlighted in orange), 'System Config File Extension', 'Dial Plan', and 'Custom Rings'. Below the tabs is a 'Group Extra Settings' button. The main area contains an XML editor with the following content:

```
<sec>
<sec.TLS.protocol
sec.TLS.protocol.dot1x="TLSv1_2"
sec.TLS.protocol.prov="TLSv1_2"
sec.TLS.protocol.ldap="TLSv1_2"
sec.TLS.protocol.sip="TLSv1_2"
sec.TLS.protocol.sopi="TLSv1_2"
sec.TLS.protocol.sopli="TLSv1_2"
sec.TLS.protocol.webServer="TLSv1_2"/>
</sec>
```

 Below the XML editor are 'Choose File' and 'Upload File' buttons. At the bottom, there's an 'Enterprise Extra Settings' button and another XML editor with the following content:

```
<sec>
<sec.TLS.protocol
sec.TLS.protocol.dot1x="TLSv1_2"
sec.TLS.protocol.prov="TLSv1_2"
```

Figure 69 - Global Extra Settings for Polycom Phones

Only Super Users and System Administrators can access the **System Config File Extension Settings**.

Global Configuration File Settings
Display and change the global Clearspan settings for a selected Phone Manufacturer. After being saved, the change occurs at the next resync or reboot of the affected phones.

OK Cancel Apply Initialize MAC Address Capture

Enterprise: SystemValidation -- System Validation

Group: JazzTest -- JazzTest

Phone Manufacturer: Polycom

General Settings Extra Settings **System Config File Extension** Dial Plan Custom Rings

System Config File Extension

```
<volpProt>
<volpProt.server.1 volpProt.server.1.expires="3600"/>
<volpProt.server.1.subscribe volpProt.server.1.subscribe.expires="360"/>
<volpProt.SIP>
<volpProt.SIP.failOver volpProt.SIP.failOver.reRegisterOn="1">
<volpProt.SIP.failOver.failBack
volpProt.SIP.failOver.failBack.mode="duration"
volpProt.SIP.failOver.failBack.timeout="350" />
</volpProt.SIP.failOver>
<volpProt.SIP.mtls volpProt.SIP.mtls.enable="0"/>
<volpProt.SIP.outboundProxy>
<volpProt.SIP.outboundProxy.failOver
volpProt.SIP.outboundProxy.failOver.reRegisterOn="1"
volpProt.SIP.outboundProxy.failOver.failRegistrationOn="1"
volpProt.SIP.outboundProxy.failOver.onlySignalWithRegistered="1"
volpProt.SIP.outboundProxy.failOver.failBack.mode="duration"
volpProt.SIP.outboundProxy.failOver.failBack.timeout="350"/>
</volpProt.SIP.outboundProxy>
</volpProt.SIP>
</volpProt>
</$C>
```

Figure 70 - System Config File Extension Settings for Polycom Phones

System and Enterprise Custom Rings for Polycom Phones

System-level custom rings are **ONLY** used for system-level Polycom phone templates that need to use a custom ring. Enterprise-level custom rings are used for both the enterprise-level and group-level Polycom phone templates.

To configure custom rings, choose Phone Templates from the Provisioning menu, and then select Global Settings. Choose Polycom as the Phone Manufacturer, and click the Custom Rings tab. The Polycom Custom Rings tab opens.

Global Configuration File Settings
Display and change the global Clearspan settings for a selected Phone Manufacturer. After being saved, the change occurs at the next resync or reboot of the affected phones.

OK Cancel Apply Initialize MAC Address Capture

Enterprise: SystemValidation -- System Validation

Group: JazzTest -- JazzTest

Phone Manufacturer: Polycom

General Settings Extra Settings System Config File Extension Dial Plan **Custom Rings**

Enterprise Custom Rings

Add Enterprise Custom Ring

| Ring Name | Sampled Audio File Name | Time Between Rings | Default Polycom Ring | Edit |
|-----------------------------------|-------------------------|--------------------|----------------------|------|
| No Enterprise Custom Rings exist. | | | | |

End of Enterprise Custom Rings

System Custom Rings

Add System Custom Ring

| Ring Name | Sampled Audio File Name | Time Between Rings | Default Polycom Ring | Edit |
|---------------|---|--------------------|----------------------|------|
| Darth_System | https://fb2b2osp.cs1ab.clearspancloud.com:80/dms/Polycom_VVX400/Darth.wav | 3001 | Ring 18 | |
| Lets_Go_Games | https://fb2b2osp.cs1ab.clearspancloud.com:80/dms/Polycom_VVX400/LetsGoGames.wav | 3000 | Ring 19 | |
| War Chant | https://fb2b2osp.cs1ab.clearspancloud.com:80/dms/Polycom_VVX400/WarChant.wav | 3000 | Ring 20 | |

End of System Custom Rings

Figure 71 - Custom Rings for Polycom Phones

Click the button to show either Enterprise Custom Rings or System Custom Rings. Click Edit in the table to change an existing custom ring or click the appropriate Add Custom Ring button to create a new custom ring.

Enter or change the following fields for the custom ring:

| Field | Setting |
|----------------------|--|
| Ring Name | Unique name to give the custom ring. This name is referenced to select the custom ring when creating the template. |
| Audio File Name | Complete URL of a wave file containing the audio to be played as the ring. |
| Time Between Rings | Enter the number of milliseconds to wait between the played audio rings. Example: 3000 for 3 seconds. |
| Default Polycom Ring | <p>Optionally select a Polycom ring (Ring 15 to Ring 24) where this custom ring is to be defined. It is used when creating a new phone template for a Polycom phone.</p> <p>If a Default Polycom Ring is not selected, the custom ring can still be manually assigned to a Polycom ring in the phone template. Selecting the Polycom ring here simplifies the process of creating the phone template for commonly used custom rings.</p> |

Initialize MAC Address Capture for Polycom Phones

To configure MAC Address Capture tags, choose Phone Templates from the Provisioning menu, and then select Global Settings. Select Polycom as the Phone Manufacturer and click on Initialize MAC Address Capture. This is typically a one-time task used to add a MAC address tag to each Polycom device in the system. You must have System Administrator privileges to access this function.



Figure 72 - Initialize MAC Address

System, Enterprise, and Group Global Settings for Poly Edge-B Phones

To configure global settings for the Poly Edge B phone family, choose Phone Templates from the Provisioning menu, and then select Global Settings and select **"Poly Edge B"** as the Phone Manufacturer. The common global settings for Poly Edge B phones are shown on the General Settings tab and described in the following table.

OpEasy analyzes the Group, Enterprise, or System Extra Settings to determine if the parameters in the Extra Settings are being overridden by the General Settings, or Dial Plan Settings, or if the parameters in the Extra Settings are overriding the General Settings or Dial Plan Settings. If parameters that correspond to any of the General Settings or Dial Plan Settings are found in the Global Extra Settings, then the **Global Configuration File Settings: Extra Settings Audit Results** page is displayed, indicating the parameters that conflict with the Global Settings configuration.

Global Configuration File Settings

Display and change the global Clearspan settings for a selected Phone Manufacturer. After being saved, the change occurs at the next resync or reboot of the affected phones.

Enterprise: SystemValidation -- System Validation

Group: DirectAccess -- DA-DIRECT-PUBLIC

Phone Manufacturer: Poly Edge B

| General Settings | Extra Settings | Dial Plan |
|--|------------------------------------|--------------------------------|
| Group Settings | Enterprise Settings | System Settings |
| Force Group Rebuild | Force Enterprise Rebuild | Force System Rebuild |
| <input type="button" value="Refresh"/> No rebuilds pending in Group. | No rebuilds pending in Enterprise. | No rebuilds pending in System. |

SIP Settings

☐ Use Enterprise Setting
pub.cslab.clearspancloud.com

☒ Use DNS SRV Lookup
☒ Keep-alive

Proxy Port (No Encryption):

Proxy Port (Encryption):

Encryption (TLS/SRTP): Not Allowed

Encryption WARNING: Configure encryption in the network first.

DNS Servers

☐ Use Enterprise Setting
Primary DNS Server:
Secondary DNS Server:

Time Settings

☐ Use Enterprise Setting
Time Server 1:
Time Server 2:
Time Zone: (GMT-05:00) (US) Central Time

SIP Settings

☒ Use System Setting

☐ Use DNS SRV Lookup
☐ Keep-alive

Not Allowed

DNS Servers

☒ Use System Setting

Time Settings

☒ Use System Setting

(Use System Setting)

SIP Settings

☐ Use DNS SRV Lookup
☒ Keep-alive

DNS Servers

Time Settings

(User Time Zone)

Figure 73 - Global Configuration File Settings – Poly Edge B

| Tab/Section | Field | Setting |
|---------------------------|----------------------------|---|
| SIP Settings | | |
| | Outbound Proxy | Enter the hostname or IP address of the outbound proxy server used by the phones |
| | Use DNS SRV Lookup | Check this box to direct the phones to submit an SRV type query when resolving the Outbound Proxy domain address |
| | Keep-alive | Check this box to enable 'keep-alive' signaling designed to maintain communication with the outbound proxy when the phone is behind a firewall. |
| | Proxy Port (No Encryption) | Enter the port number on the outbound proxy to be used by the phones when establishing an unencrypted connection. <i>This field is not applicable when the 'Use DNS SRV Lookup' box is checked.</i> |
| | Proxy Port (Encryption) | Enter the port number on the outbound proxy to be used by the phones when establishing an encrypted (TLS) connection. <i>This field is not applicable when the 'Use DNS SRV Lookup' box is checked.</i> |
| | Encryption (TLS/SRTP) | Select the setting for signaling and media encryption |
| | Subscription Time | Enter the subscription refresh duration in seconds. |
| DNS Servers | | |
| | Primary DNS Server | Enter the IP address of the primary Domain Name Service server |
| | Secondary DNS Server | Enter the IP address of the secondary Domain Name Service server |
| Time Settings | | |
| | Time Server1 | Enter the IP address or FQDN of a Network Time Protocol (NTP) server to be used as a synchronization source. |
| | Time Server2 | Enter the IP address or FQDN of a Network Time Protocol (NTP) server to be used as a synchronization source. |
| | Time Zone | Select the correct time zone for the phone's physical location. |
| Device Settings | | |
| | Admin Password | Enter a password that is required to access the advanced settings within the phone. |
| | User Password | Enter a password that is required to access the user settings within the phone. The Reset User Password field will be displayed if the User Password is already set. |
| Voice Codecs | | |
| | Voice Codec #1 to #4 | Identify the voice codecs that the Polycom phone is to use when placing or receiving calls. The codecs are in priority order, with Codec #1 as the highest priority codec to codec #4 as the lowest priority codec. |
| Quality Monitoring | | |

| | |
|---------------------------|---|
| Quality Monitoring Enable | Select the desired mode for reporting RTCP-XR call quality metrics via SIP PUBLISH. Off: Do not send call quality report Session: Send a report at the end of each call. Periodic: Send a report every n millisecond as defined by the 'Periodic Monitor Period' and at the end of each call. |
| Periodic Monitor Period | Enter the monitor period in milliseconds |
| HELD Settings | |
| LIS Server URL | Enter the URL of the LIS service. |
| LIS Public Cert URL | Enter the URL for the LIS service public certificate |
| General Settings | |
| Conference Server | Select the conference server for centralized N-way conference calls. |
| Config & Firmware Update | Select the methodology for configuration and firmware updates. Disabled - Do not update Periodically - Check for update at the provisioned frequency System Start - Check for update upon reboot Time of Day - Check for update at the provisioned time of day |
| Firmware Version | Text field that contains the desired version of firmware. Upon restart the phone will attempt upgrade/downgrade to this version if different from the actively executing version |
| Syslog Host | Enter the IP address of a target syslog server. The phone will send real time operational messages for troubleshooting purposes. |

System, Enterprise, and Group Global Settings for Poly Rove DECT

To configure global settings for the Rove B2 base station and handsets, choose Phone Templates from the Provisioning menu, and then select Global Settings and select “**Poly Rove**” as the Phone Manufacturer. The common global settings for Poly Rove are shown on the General Settings tab and described in the following table.

OpEasy analyzes the Group, Enterprise, or System Extra Settings to determine if the parameters in the Extra Settings are being overridden by the General Settings, or Dial Plan Settings, or if the parameters in the Extra Settings are overriding the General Settings or Dial Plan Settings. If parameters that correspond to any of the General Settings or Dial Plan Settings are found in the Global Extra Settings, then the **Global Configuration File Settings: Extra Settings Audit Results** page is displayed, indicating the parameters that conflict with the Global Settings configuration.

Global Configuration File Settings

Display and change the global Clearspan settings for a selected Phone Manufacturer. After being saved, the change occurs at the next resync or reboot of the affected phones.

Enterprise: JazzLab
 Group: JazzLabBench -- JazzLab Bench
 Phone Manufacturer: Poly Rove

| General Settings | Extra Settings | Dial Plan |
|--|--|---|
| Group Settings <div>Force Group Rebuild</div> <div>Refresh</div> No rebuilds pending in Group. | Enterprise Settings <div>Force Enterprise Rebuild</div> No rebuilds pending in Enterprise. | System Settings <div>Force System Rebuild</div> No rebuilds pending in System. |
| SIP Settings Outbound Proxy: <input type="checkbox"/> Use Enterprise Setting <input type="text"/> <input type="checkbox"/> Use DNS SRV Lookup Proxy Port (No Encryption): <input type="text"/> Proxy Port (Encryption): <input type="text"/> Encryption (TLS/SRTP): (Use Enterprise Setting) Encryption Certificate File: <input type="text"/> Encryption WARNING: Configure encryption in the network first. | <input checked="" type="checkbox"/> Use System Setting <input type="text"/> <input type="checkbox"/> Use DNS SRV Lookup <input type="text"/> <input type="text"/> Not Allowed | <input type="checkbox"/> Use DNS SRV Lookup <input type="text"/> <input type="text"/> |
| DNS Servers <input type="checkbox"/> Use Enterprise Setting Primary DNS Server: 8.8.8.8 Secondary DNS Server: 8.8.4.4 | <input checked="" type="checkbox"/> Use System Setting <input type="text"/> <input type="text"/> | <input type="text"/> <input type="text"/> |
| Time Settings <input type="checkbox"/> Use Enterprise Setting Time Server: ntp.polycom.com Time Zone: (GMT-05:00) (US) Central Time | <input checked="" type="checkbox"/> Use System Setting <input type="text"/> (Use System Setting) | <input type="text"/> (User Time Zone) |

| Tab/Section | Field | Setting |
|--------------|----------------------------|---|
| SIP Settings | Outbound Proxy | Enter the hostname or IP address of the outbound proxy server used by the Polycom phones |
| | Use DNS SRV Lookup | Check this box to direct the phones to submit an SRV type query when resolving the Outbound Proxy domain address |
| | Proxy Port (No Encryption) | Enter the port number on the outbound proxy to be used by the phones when establishing an unencrypted connection. <i>This field is not applicable when the 'Use DNS SRV Lookup' box is checked.</i> |

| Tab/Section | Field | Setting |
|-------------------------|-----------------------------|--|
| | Proxy Port (Encryption) | Enter the port number on the outbound proxy to be used by the phones when establishing an encrypted (TLS) connection. <i>This field is not applicable when the 'Use DNS SRV Lookup' box is checked.</i> |
| | Encryption (TLS/SRTP) | Select the setting for signaling and media encryption |
| | Encryption Certificate File | Name for the certificate file; must be entered if Encryption is set to Required |
| DNS Servers | | |
| | Primary DNS Server | Enter the IP address of the primary Domain Name Service server |
| | Secondary DNS Server | Enter the IP address of the secondary Domain Name Service server. |
| Time Settings | | |
| | Time Server | Enter the IP address or FQDN of a Network Time Protocol (NTP) server to be used as a synchronization source. |
| | Time Zone | Select the correct time zone for the phone's physical location. |
| Device Settings | | |
| | Admin Password | Enter a password that is required to access the advanced settings within the phone. |
| | User Password | Enter a password that is required to access the user settings within the phone. The Reset User Password field will be displayed if the User Password is already set. |
| Voice Codecs | | |
| | Voice Codec #1 to #3 | Identify the voice codecs that the Polycom phone is to use when placing or receiving calls. The codecs are in priority order, with Codec #1 as the highest priority codec to codec #4 as the lowest priority codec. |
| HELD Settings | | |
| | LIS Server URL | Enter the URL of the Location Information Server |
| | LIS Public Cert URL | This is the download location for retrieving the LIS Public Cert. |
| General Settings | | |
| | Conference Server | Select the conference server for centralized N-way conference calls. |
| | Firmware Server Settings | Text fields that contain the desired base version, and branch of firmware, respectively. Upon restart the phone will attempt upgrade/downgrade to this version/branch if different from the actively executing version. |

| Tab/Section | Field | Setting |
|-------------|-------------|---|
| | Auto-Update | <p>Select Time and enter a time-of-day in HH:MM format to perform a daily check for configuration updates.</p> <p>Select Interval and a number of minutes to perform a periodic check for configuration updates.</p> <p>Select Disabled to disable any check for configuration updates.</p> |
| | Syslog Host | <p>Enter the IP address of a target syslog server. The phone will send real time operational messages for troubleshooting purposes.</p> |

System, Enterprise, and Group Global Settings for Poly VVX D230 DECT

To configure global settings for the D230, choose Phone Templates from the Provisioning menu, and then select Global Settings and select “**Polycom D230**” as the Phone Manufacturer. The common global settings for Poly VVX D230 phones are shown on the General Settings tab and described in the following table.

OpEasy analyzes the Group, Enterprise, or System Extra Settings to determine if the parameters in the Extra Settings are being overridden by the General Settings, or Dial Plan Settings, or if the parameters in the Extra Settings are overriding the General Settings or Dial Plan Settings. If parameters that correspond to any of the General Settings or Dial Plan Settings are found in the Global Extra Settings, then the **Global Configuration File Settings: Extra Settings Audit Results** page is displayed, indicating the parameters that conflict with the Global Settings configuration.

Global Configuration File Settings

Display and change the global Clearspan settings for a selected Phone Manufacturer. After being saved, the change occurs at the next resync or reboot of the affected phones.

Enterprise:

Group:

Phone Manufacturer:

| General Settings | Extra Settings | Dial Plan |
|--|--|--|
| <div>Group Settings</div> <div>Force Group Rebuild</div> <div><input type="button" value="Refresh"/> No rebuilds pending in Group.</div> | <div>Enterprise Settings</div> <div>Force Enterprise Rebuild</div> <div>No rebuilds pending in Enterprise.</div> | <div>System Settings</div> <div>Force System Rebuild</div> <div>No rebuilds pending in System.</div> |

SIP Settings

☐ Use Enterprise Setting

☒ Use DNS SRV Lookup

☐ Keep-alive

Proxy Port (No Encryption):

Proxy Port (Encryption):

Encryption (TLS/SRTP):

Encryption WARNING: Configure encryption in the network first.

☒ Use System Setting

☐ Use DNS SRV Lookup

☐ Keep-alive

☐ Use Enterprise Setting

☒ Use System Setting

DNS Servers

☐ Use Enterprise Setting

Primary DNS Server:

Secondary DNS Server:

☒ Use System Setting

Time Settings

☐ Use Enterprise Setting

Time Server 1:

Time Server 2:

Time Zone:

☒ Use System Setting

☐ Use Enterprise Setting

Figure 74 - VVX D230 Global Configuration File Settings

| Tab/Section | Field | Setting |
|------------------------|----------------------------|---|
| SIP Settings | | |
| | Outbound Proxy | Enter the hostname or IP address of the outbound proxy server used by the Polycom phones |
| | Use DNS SRV Lookup | Check this box to direct the phones to submit an SRV type query when resolving the Outbound Proxy domain address |
| | Keep-alive | Check this box to enable 'keep-alive' signaling designed to maintain communication with the outbound proxy when the phone is behind a firewall. |
| | Proxy Port (No Encryption) | Enter the port number on the outbound proxy to be used by the phones when establishing an unencrypted connection. <i>This field is not applicable when the 'Use DNS SRV Lookup' box is checked.</i> |
| | Proxy Port (Encryption) | Enter the port number on the outbound proxy to be used by the phones when establishing an encrypted (TLS) connection. <i>This field is not applicable when the 'Use DNS SRV Lookup' box is checked.</i> |
| | Encryption (TLS/SRTP) | Select the setting for signaling and media encryption |
| DNS Servers | | |
| | Primary DNS Server | Enter the IP address of the primary Domain Name Service server |
| | Secondary DNS Server | Enter the IP address of the secondary Domain Name Service server. |
| Time Settings | | |
| | Time Server1 | Enter the IP address or FQDN of a Network Time Protocol (NTP) server to be used as a synchronization source. |
| | Time Server2 | Enter the IP address or FQDN of a Network Time Protocol (NTP) server to be used as a synchronization source. |
| | Time Zone | Select the correct time zone for the phone's physical location. |
| Device Settings | | |
| | Admin Password | Enter a password that is required to access the advanced settings within the phone. |
| | User Password | Enter a password that is required to access the user settings within the phone. The Reset User Password field will be displayed if the User Password is already set. |
| Voice Codecs | | |
| | Voice Codec #1 to #4 | Identify the voice codecs that the Polycom phone is to use when placing or receiving calls. The codecs are in priority order, with Codec #1 as the |

| | | |
|---------------------------|---------------------------|---|
| | | highest priority codec to codec #4 as the lowest priority codec. |
| Quality Monitoring | | |
| | Quality Monitoring Enable | Select the desired mode for reporting RTCP-XR call quality metrics via SIP PUBLISH. Off: Do not send call quality report Session: Send a report at the end of each call. Periodic: Send a report every n millisecond as defined by the 'Periodic Monitor Period' and at the end of each call. |
| | Periodic Monitor Period | Enter the monitor period in milliseconds |
| General Settings | | |
| | Conference Server | Select the conference server for centralized N-way conference calls. |
| | Firmware Version | Text field that contains the desired version of firmware. Upon restart the phone will attempt upgrade/downgrade to this version if different from the actively executing version |

System, Enterprise, and Group Extra Settings for Poly VVX D230

System, Enterprise and Group Extra Settings for the Poly VVX D230 phones are not shared with the other Polycom phone types but follow the same rules of precedence: Group overrides Enterprise, Enterprise overrides System. See [System, Enterprise, and Group Extra Settings for Polycom Phones](#) for additional detail.

Dial Plans

A dial plan is the expected sequence of digits dialed from a phone to make calls or activate certain features. The Global Settings: Dial Plans page allows you to view or change the dial plans at the System, Enterprise, or Group level, for a selected Phone Manufacturer. This setting is available for Mitel, MiVoice, Media5 and AudioCodes devices.



Note: For information about Dial Plans specific to Panasonic, Polycom and Cisco phones, refer to the Appendices of this guide.

AudioCodes

1. From the main menu, select **Provisioning**, and then select **Phone Templates**.
2. Select **Global Settings** from the Phone Templates menu. The Global Configuration File Settings page opens.
3. Select the **Enterprise** and **Group** from the drop-down lists.
4. Select Media5 from the **Phone Manufacturer**. The available manufacturers depend on the device types configured for the Enterprise.
5. Click the **Dial Plan** tab. The Dial Plan page is displayed.
6. Click the **Group Dial Plan**, **Enterprise Dial Plan** or the **System Dial Plan** to modify the dial plans.

Global Configuration File Settings

Display and change the global Clearspan settings for a selected Phone Manufacturer. After being saved, the change occurs at the next resync or reboot of the affected phones.

OK Cancel Apply

Enterprise: SystemValidation -- System Validation

Group: JazzTest -- JazzTest

Phone Manufacturer: AudioCodes - MediaPacks

General Settings Extra Settings Dial Plan

Refresh Block Mode

Group Dial Plan

☐ Use Enterprise Setting

Digit Timeout: 4 seconds

50XX
478222800X
911
933
*XX
#XX

Enterprise Dial Plan

☒ Use System Setting

Digit Timeout: 4 seconds

Figure 75 - Global Configuration File Settings: Dial Plans Tab for AudioCodes

- Use the **Clear** button to delete a dial plan.
- Use the **Copy** and **Paste** buttons to copy an existing dial plan to another field.
- Use the **Line Mode** and **Block Mode** buttons to toggle between the two format views.
- Enter or change the **Digit Timeout** values as required. The Digit Timeout is the time that the phone waits between key presses before timing out and returning to the idle state.

If values are entered in multiple fields, Enterprise settings take precedence over System settings, Group settings take precedence over System and Enterprise settings, and phone template Extra Settings take precedence over all others.

7. Dial Plan changes might also require changes to the configuration settings in the EMS-based *Call Logs* and *Directory* applications. Contact your system administrator. If modifications have been made, click **OK**. If no modifications have been made, or you want to cancel your changes, click **Cancel**.

AudioCodes MP-5XX/M500Li/M800C

1. From the main menu, select **Provisioning**, and then select **Phone Templates**.
2. Select **Global Settings** from the Phone Templates menu. The Global Configuration File Settings page opens.
3. Select the **Enterprise** and **Group** from the drop-down lists.
4. Select AudioCodes – MP-5XX / M500Li / M800C from the **Phone Manufacturer** drop down list. The available manufacturers depend on the device types configured for the Enterprise.
5. Click the **Dial Plan** tab. The Dial Plan page is displayed.

Global Configuration File Settings

Display and change the global Clearspan settings for a selected Phone Manufacturer. After being saved, the change occurs at the next resync or reboot of the affected phones.

OK Cancel Apply

Enterprise: SystemValidation -- System Validation

Group: JazzTest -- Jazz Test

Phone Manufacturer: AudioCodes - MP-5XX / M500Li / M800C

General Settings Extra Settings **Dial Plan**

Refresh Block Mode

Group Dial Plan

☐ Use Enterprise Setting

Digit Timeout: 4 seconds

5XXX
478222800X
*XX
#XX

Emergency Call #1: 911

Emergency Call #2: 933

Emergency Call #3:

Emergency Call #4:

Figure 76 - Global Configuration File Settings: Dial Plans Tab for AudioCodes M500L

6. Click the **Group Dial Plan**, **Enterprise Dial Plan** or the **System Dial Plan** to modify the dial plans.
 - Use the **Clear** button to delete a dial plan.
 - Use the **Copy** and **Paste** buttons to copy an existing dial plan to another field.

- Use the **Line Mode** and **Block Mode** buttons to toggle between the two format views.
- Enter or change the **Digit Timeout** values as required. The Digit Timeout is the time that the phone waits between key presses before timing out and returning to the idle state.
- Enter or change the following Emergency Call fields as required to set the emergency dial patterns.
 - Emergency Call #1
 - Emergency Call #2
 - Emergency Call #3
 - Emergency Call #4

If values are entered in multiple fields, Enterprise settings take precedence over System settings, Group settings take precedence over System and Enterprise settings, and phone template Extra Settings take precedence over all others.

7. Dial Plan changes might also require changes to the configuration settings in the EMS-based *Call Logs* and *Directory* applications. Contact your system administrator. If modifications have been made, click **OK**. If no modifications have been made, or you want to cancel your changes, click **Cancel**.

Grandstream Phones and ATAs

1. From the main menu, select **Provisioning**, and then select **Phone Templates**.
2. Select **Global Settings** from the Phone Templates menu. The Global Configuration File Settings page opens.
3. Select the **Enterprise** and **Group** from the drop-down lists.
4. Select Grandstream from the **Phone Manufacturer**. The available manufacturers depend on the device types configured for the Enterprise.
5. Click the **Dial Plan** tab. The Dial Plan page is displayed.

Global Configuration File Settings
Display and change the global Clearspan settings for a selected Phone Manufacturer. After being saved, the change occurs at the next resync or reboot of the affected phones.

OK Cancel Apply

Enterprise: SystemValidation -- System Validation

Group: JazzTest -- JazzTest

Phone Manufacturer: Grandstream

General Settings Extra Settings **Dial Plan**

Refresh Block Mode

Group Dial Plan

☐ Use Enterprise Setting

50XX
478222800X
911
933
*XX
#XX

Enterprise Dial Plan

☐ Use System Setting

System Dial Plan

Figure 77 - Global Configuration File Settings: Dial Plans Tab for Grandstream

6. Click the **Group Dial Plan**, **Enterprise Dial Plan** or the **System Dial Plan** to modify and enter the number for the dial plans.
7. Dial Plan changes might also require changes to the configuration settings in the EMS-based *Call Logs* and *Directory* applications. Contact your system administrator. If modifications have been made, click **OK**. If no modifications have been made, or you want to cancel your changes, click **Cancel**.

Clearspan EasyPRS

1. From the main menu, select **Provisioning**, and then select **Phone Templates**.
2. Select **Global Settings** from the Phone Templates menu. The Global Configuration File Settings page opens.
3. Select the **Enterprise** and **Group** from the drop-down lists.
4. Select Clearspan from the **Phone Manufacturer**. The available manufacturers depend on the device types configured for the Enterprise.
5. Click the **Dial Plan** tab. The Dial Plan page is displayed.

Global Configuration File Settings

Display and change the global Clearspan settings for a selected Phone Manufacturer. After being saved, the change occurs at the next resync or reboot of the affected phones.

OK Cancel Apply

Enterprise: SystemValidation -- System Validation

Group: JazzTest -- JazzTest

Phone Manufacturer: Clearspan EasyPRS

General Settings Extra Settings **Dial Plan**

Refresh Block Mode

Group Dial Plan

☐ Use Enterprise Setting

Enterprise Dial Plan

☐ Use System Setting

System Dial Plan

9:[2-9]XXXXXXXXXX
9:1[2-9]XXXXXXXXXX
[0-8]XXX
9:0X+##
9:10X+##
9:411
911
9:911
933#
9:933#
988#
9:988#
9:811
1911
0#
#X+##
*X+##

Figure 78 - Global Configuration File Settings: Dial Plans Tab for Clearspan EasyPRS

6. Click the **Group Dial Plan**, **Enterprise Dial Plan** or the **System Dial Plan** to modify and enter the number for the dial plans.

Media5

1. From the main menu, select **Provisioning**, and then select **Phone Templates**.
2. Select **Global Settings** from the Phone Templates menu. The Global Configuration File Settings page opens.
3. Select the **Enterprise** and **Group** from the drop-down lists.
4. Select Media5 from the **Phone Manufacturer**. The available manufacturers depend on the device types configured for the Enterprise.
5. Click the **Dial Plan** tab. The Dial Plan page is displayed.

Global Configuration File Settings

Display and change the global Clearspan settings for a selected Phone Manufacturer. After being saved, the change occurs at the next resync or reboot of the affected phones.

OK Cancel Apply

Enterprise: SystemValidation -- System Validation

Group: JazzTest -- JazzTest

Phone Manufacturer: Media5

General Settings Extra Settings **Dial Plan**

Refresh

Group Dial Plan

☐ Use Enterprise Setting

Dial Plan 1 (Emergency):

911

Dial Plan 2:

933

Dial Plan 3:

500x

Dial Plan 4:

478222800x

Dial Plan 5:

*xx

Dial Plan 6:

#xx

Dial Plan 7:

Figure 79 - Global Configuration File Settings: Dial Plans Tab for Media5

6. Click the **Group Dial Plan**, **Enterprise Dial Plan** or the **System Dial Plan** to modify and enter the number for the dial plans.
7. Dial Plan changes might also require changes to the configuration settings in the EMS-based *Call Logs* and *Directory* applications. Contact your system administrator. If modifications have been made, click **OK**. If no modifications have been made, or you want to cancel your changes, click **Cancel**.

Mitel Phones

1. From the main menu, select **Provisioning**, and then select **Phone Templates**.
2. Select **Global Settings** from the Phone Templates menu. The Global Configuration File Settings page opens.
3. Select the **Enterprise** and **Group** from the drop-down lists.
4. Select Mitel phone from the **Phone Manufacturer**. The available manufacturers depend on the device types configured for the Enterprise.
5. Click the **Dial Plan** tab. The Dial Plan page is displayed.

Global Configuration File Settings

Display and change the global Clearspan settings for a selected Phone Manufacturer. After being saved, the change occurs at the next resync or reboot of the affected phones.

OK Cancel Apply

Enterprise: SystemValidation -- System Validation

Group: JazzTest -- JazzTest

Phone Manufacturer: Mitel (Aastra)

General Settings Extra Settings System Config File Extension **Dial Plan**

Refresh Block Mode

Group Dial Plan

☐ Use Enterprise Setting

Digit Timeout: 4 seconds

50XX
478222800X
911
933
*XX
#XX

Enterprise Dial Plan

☐ Use System Setting

Digit Timeout: 4 seconds

[1-2]XXX
3[0-2]XX
33XXX
3[4-9]XX
4XXX

Figure 80 - Global Configuration File Settings: Dial Plans Tab for Mitel Phones

6. Click the **Group Dial Plan**, **Enterprise Dial Plan** or the **System Dial Plan** to modify the dial plans.
 - Use the **Clear** button to delete a dial plan.
 - Use the **Copy** and **Paste** buttons to copy an existing dial plan to another field.
 - Use the **Line Mode** and **Block Mode** buttons to toggle between the two format views.
 - Enter or change the **Digit Timeout** values as required. The Digit Timeout is the time that the phone waits between key presses before timing out and returning to the idle state.

If values are entered in multiple fields, Enterprise settings take precedence over System settings, Group settings take precedence over System and Enterprise settings, and phone template Extra Settings take precedence over all others.

7. Dial Plan changes might also require changes to the require changes to the configuration settings in the EMS-based *Call Logs* and *Directory* applications. Contact your system administrator. If modifications have been made, click **OK**. If no modifications have been made, or you want to cancel your changes, click **Cancel**.

Mitel MiVoice

1. From the main menu, select **Provisioning**, and then select **Phone Templates**.
2. Select **Global Settings** from the Phone Templates menu. The Global Configuration File Settings page opens.
3. Select the **Enterprise** and **Group** from the drop-down lists.
4. Select Mitel MiVoice from the **Phone Manufacturer**. The available manufacturers depend on the device types configured for the Enterprise.
5. Click the **Dial Plan** tab. The Dial Plan page is displayed.

Figure 81 - Global Configuration File Settings: Dial Plans Tab for Mitel MiVoice

6. Click the **Group Dial Plan**, **Enterprise Dial Plan** or the **System Dial Plan** to modify the dial plans.
 - Use the **Clear** button to delete a dial plan.
 - Use the **Copy** and **Paste** buttons to copy an existing dial plan to another field.
 - Use the **Line Mode** and **Block Mode** buttons to toggle between the two format views.

If values are entered in multiple fields, Enterprise settings take precedence over System settings,

Group settings take precedence over System and Enterprise settings, and phone template Extra Settings take precedence over all others.

7. Dial Plan changes might also require changes to the require changes to the configuration settings in the EMS-based *Call Logs* and *Directory* applications. Contact your system administrator. If modifications have been made, click **OK**. If no modifications have been made, or you want to cancel your changes, click **Cancel**.

Poly/Polycom

Click the Dial Plan tab on the Global Configuration File Settings page to enter dial plan information for System, Enterprise, or Group levels, or click **Use Enterprise Setting** to use enterprise settings, or click **Use System Setting** to use system settings. The dial plan information entered must be in Polycom format and can include any Polycom-specific setting.

Global Configuration File Settings

Display and change the global Clearspan settings for a selected Phone Manufacturer. After being saved, the change occurs at the next resync or reboot of the affected phones.

OK Cancel Apply Initialize MAC Address Capture

Enterprise: SystemValidation -- System Validation

Group: JazzTest -- JazzTest

Phone Manufacturer: Polycom

General Settings Extra Settings System Config File Extension **Dial Plan** Custom Rings

Refresh Block Mode

Group Dial Plan

☐ Use Enterprise Setting

Digit Timeout: 3 seconds

50xx
478222800x
911
933
*xx
#xx

Enterprise Dial Plan

☒ Use System Setting

Digit Timeout: 3 seconds

Figure 82 - Global Configuration File Settings: Dial Plans Tab for Polycom

Server Addresses

Viewing EMS Addresses

Each Phone Template is assigned an EMS Server address, which is used by the Soft Keys. You can view the EMS Server addresses that have been set up by your administrator.

1. From the main menu, select **Provisioning**, and then select **Phone Templates**.
2. Click **Server Addresses** from the menu tree or click **Server Addresses** from the Phone Templates menu. Then click **EMS Server Addresses**. The EMS Addresses page opens. The current EMS servers are displayed in the list.

EMS Addresses

Display or change the list of EMS Server addresses (host names / IP addresses). Each Phone Template is assigned an EMS Server address, which is used by Soft Keys.

[OK](#) [Cancel](#) [Add](#)

Rebuild Status: [Refresh](#) System: None pending.

EMS Addresses

| EMS Address Name | EMS Address (Host Name / IP Address) | Edit |
|------------------|--------------------------------------|----------------------|
| jazzlab-ems | jazzlabems.cs1ab.clearspancloud.com | Edit |
| jazzlab-ems1 | 10.79.7.42 | Edit |
| jazzlab-ems2 | 10.74.101.42 | Edit |

End of EMS Addresses

Figure 83 - Phone Templates Page - EMS Addresses

3. Click **OK**.

Viewing Conference Server Addresses

You can display the list of available Conference Server addresses (host names/IP addresses) that have been set up by your administrator.

1. From the main menu, select **Provisioning**, and then select **Phone Templates**.
2. Click **Server Addresses** from the menu tree or click **Server Addresses** from the Phone Templates menu. Then click **Conference Server Addresses**. The Conference Server Addresses page opens. The current Conference Servers are displayed in the list.
3. Click **OK**.

Conference Server Addresses

Display or change the list of available Conference Server addresses (host names / IP addresses). A Phone Template may select a Conference Server Address to for its phones to use to reach an N-Way conference server.

[OK](#) [Cancel](#) [Add](#)

Rebuild Status: [Refresh](#) System: None pending.

Conference Server Addresses

| Conference Server Address Name | Conference Server Address (Host Name / IP Address) | Edit |
|--------------------------------|--|----------------------|
| AudioCodes Conference | conf | Edit |
| Conference ID | conference | Edit |
| Polycom_Autotest | conference_Polycom_Autotest | Edit |
| PolyEdgeB-test | conference@192.168.10.1 | Edit |
| Standard | conference@%BWHOST-1% | Edit |

End of Conference Server Addresses

Figure 84 - Phone Templates Page – Conference Server Addresses

Phone Management

Phone Management allows you to view, add, modify, and restart phone devices. Phone Templates must already exist.

Viewing Phone Device Templates

To view existing Phone Templates:

1. From the main menu, select **Provisioning**, and then select **Phone Management**. The Phone Management page is displayed.
2. Select the desired Enterprise from the drop-down list.
3. Select the **Group** from the drop-down list.
4. Select the **Device Level** from the drop-down lists to search for System, Enterprise or Group.
5. Click **Search** to view all the Devices or enter the Search parameters to filter the Search. A list of phone devices is displayed.

If the Enterprise and Group are not selected, then one of the following criteria can be used to search for a device:

- Device Name
 - Device Type using Equal To (Cannot be Contains or Starts with)
 - MAC Address
 - User ID
 - User: Last Name
 - User: First Name
 - User: Phone Number
 - User: Extension
6. Select a Phone device. Click the **View** button next to the Template column, in the row of the phone device for which you want to view the template. The Phone Management: Phone Template page is displayed.



Notes:

- All the Aastra phones are now known as Mitel phones.
- Group-level devices use Group-level Global Settings.
- Enterprise-level devices use Enterprise-level Global Settings.

Phone Management: Phone Template

View the details of the phone template that is assigned to a phone device.

OK

Enterprise: SystemValidation -- System Validation

Group: JazzTest -- JazzTest

Phone Device Type: Mitel 6930 (DMS)

Template Name: Jazz-Mitel6930-W

Template Level: Group

Description:



| Telephone Line | Phone Number | Line Label | Ring |
|-----------------------|--------------|------------|------|
| No lines are defined. | | | |

| Top Soft Keys | Function | Options |
|---------------|------------------|---------------------------------|
| TSK1 | 1st Phone Number | Label: Extension, Ring: Default |
| TSK2 | 1st Phone Number | Label: Extension, Ring: Default |
| TSK3 | Call Park | |
| TSK4 | Park Rtrv | |
| TSK5 | Voice Mail | |
| TSK6 | Call Fwd | |

| Top Soft Keys | Function | Options |
|---------------|----------|---------|
| TSK7 | DND | |
| TSK8 | | |
| TSK9 | | |
| TSK10 | | |
| TSK11 | | |
| TSK12 | | |

Figure 85 - Phone Template Details

Changing the Phone Template on a Device

1. From the main menu, select **Provisioning**, and then select **Phone Management**. The Phone Management page is displayed.

Phone Management

Add a new phone device, import a list of phone devices (from a worksheet), or search for a list of phone devices to edit or delete.

OK Cancel Apply Add

Enterprise: SystemValidation -- System Validation

Group: JazzTest -- JazzTest

Device Levels: Group

Device Search

(All Devices) Equal To [] - + Search

Phone Restart

Restart Selected Phones

☐ Select All Phones

☐ Restart Phones on Save:

ThirdParty Phone Licenses (Enterprise):

Used: 22

Available: Auto

Figure 86 - Phone Management Page

2. Select the **Enterprise** and **Group** from the Enterprise drop-down lists.
3. Select the Device Levels.
4. Click **Search** to view all the Devices or enter Search parameters to filter the Search. A list of phone devices is displayed.
5. Select the new template from the Template drop-down list on the row of the selected phone device, as shown in the following example.

Phone Management
Add a new phone device, import a list of phone devices (from a worksheet), or search for a list of phone devices to edit or delete.

Enterprise: SystemValidation -- System Validation

Group: JazzTest -- JazzTest

Device Levels: Group

Device Search

Phone Restart

☐ Select All Phones
☐ Restart Phones on Save:

ThirdParty Phone Licenses (Enterprise):
Used: 22
Available: Auto

Display Options

☒ Display Template Information
☐ Display Registration Status

Phone Devices

(1-25 of 35)

| Selected | Device Name | Device Level | OpEntry Managed 3rd Party Phone | Support Device | MAC Address | Device Type | Last | First | Phone Number | Type | Template | Description | Edit |
|--------------------------|----------------|--------------|---------------------------------|----------------|--------------|----------------------|------|-------|--------------|---------|-----------------------|-------------|---|
| <input type="checkbox"/> | HOSP-POLY:E100 | Group | ✓ | | 482567126995 | Poly Edge E100 (DMS) | E100 | x5078 | 641-329-5078 | Primary | Jazz-PolyE100 (Group) | | <input type="button" value="View"/> <input type="button" value="Edit"/> |

Figure 87 - Changing Template for a Phone Device

6. Check the **Restart Phones on Save** check box to restart the phone, if required.
7. Click **OK** or **Apply**.

Phone Devices Table:

Phone Management
Add a new phone device, import a list of phone devices (from a worksheet), or search for a list of phone devices to edit or delete.

Enterprise: SystemValidation -- System Validation

Group: JazzTest -- JazzTest

Device Levels: Group

Device Search

Phone Restart

☐ Select All Phones
☐ Restart Phones on Save:

ThirdParty Phone Licenses (Enterprise):
Used: 22
Available: Auto

Display Options

☒ Display Template Information
☐ Display Registration Status

Figure 88 - Display Selection

The Phone Devices Table in the Phone Management page by default displays Phone Information,

Assigned User and Phone Number. The Template Name and Description are also listed.

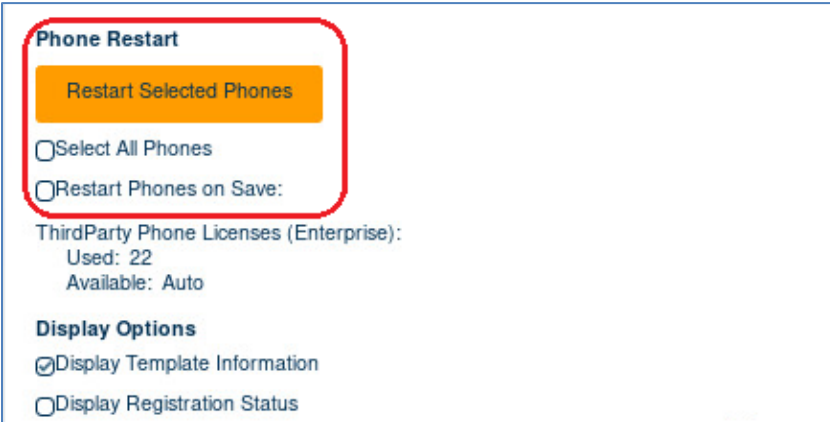
The Admin can view the Phone Information by unchecking the **Template Information** checkbox in the **Display Selection** section.

When the **Template Information** check box is unchecked, the Phone Devices table does not display the Template, View and Template Description columns.

When the **Registration Status** check box is checked, the System Level Registration (expires slowly) and User Agent Information (Model/Version) columns are displayed after the Device Type column.

Restarting Phone Devices

1. From the main menu, select **Provisioning**, and then select **Phone Management**. The Phone Management page is displayed.
2. Select the **Enterprise** and **Group** from the drop-down lists, if necessary.
3. Select the Device Levels.
4. Click **Search** to view all the Devices or enter Search parameters to filter the devices.
5. Restart Phone Devices by:
 - Select the **Select All Phones** check box to restart all the phones.
 - Select **Restart Phones on Save** to restart the selected phones when settings are saved.
 - Click **Restart Selected Phones** to restart only those phones where there is a check mark in the **Selected** column.



The screenshot shows a web interface with two main sections. The first section, titled "Phone Restart", contains an orange button labeled "Restart Selected Phones". Below this button are two checkboxes: "Select All Phones" and "Restart Phones on Save:". The second section, titled "ThirdParty Phone Licenses (Enterprise):", shows "Used: 22" and "Available: Auto". Below this is a section titled "Display Options" with two checkboxes: "Display Template Information" (which is checked) and "Display Registration Status" (which is unchecked). A red rounded rectangle highlights the "Phone Restart" section.

Figure 89 - Phone Restart and Display Selection Sections

Adding a Phone Device

You can add a phone, gateway, or communicator application device in Phone Management or under Users when adding or modifying a user. To add a device in Phone Management:

1. From the main menu, select **Provisioning** and then select **Phone Management**. The Phone Management page is displayed.
2. Click **Add**. The Phone Device Add page opens as shown in the following figure.



Note: If the Add button does not appear, then you are not authorized to add or delete devices.

Phone Device Add

Add a new Clearspan phone device

OK Cancel Custom Tags

Enterprise: SystemValidation -- System Validation
Group: JazzTest -- JazzTest

Phone Device

* Device Name:

Device Level:

* Device Type:

Template:

Device Billing Type:

Device Description

Description:

Serial Number:

Phone Location:

Device Configuration

Host Name / IP Address: Port:

Outbound Proxy:

MAC Address:

Device Protocol: SIP 2.0

Transport Protocol:

Encryption (TLS/SRTP):

Figure 90 - Phone Device Add Page

3. Enter the **Device Name**.
4. Select the **Device Level** and **Device Type** from the drop-down lists.
5. Select the **Template** from the drop-down list. To view the template you selected, use the **View Template** button. Do not set Mitel, Polycom, Panasonic or Cisco phone templates to <None>. If an OpEasy template has not been created for those phone devices, set the value to <Default>.
6. In the Device Description section, enter a **Description** and **Serial Number** of the phone, both optional.
7. Enter the physical **Phone Location**. Valid characters are a-z, A-Z, 0-9, and any of the following special characters: !.%* _+~
8. The Device Configuration section includes the following:

- Host Name/IP Address (only applicable for non-registering devices)
- Outbound Proxy (Only applicable for non-registering devices)
- MAC Address



Note: The MAC Address (Device's MAC Address or Auto Install Device ID) field is required to identify the device and is needed only when the device is assigned to a User.

- Device Protocol (Fixed entry: SIP 2.0)
- Transport Protocol ("Unspecified" by default, only applicable for non-registering devices)
- ERL Record Name.

If an Emergency Routing Service (ERS) is assigned to the selected enterprise, then a drop-downlist is used to select an Emergency Response Location for the phone device. If greater than 250 Emergency Response Locations have been provisioned for the Enterprise, the drop-down list is replaced with a search input selector.

- **VLAN ID.**

Warning: Modifying the VLAN ID may cause the phone to stop operating

- The Encryption (TLS/SRTP) field displays the encryption status of the device, "None" appears in the field for devices that do not support encryption.
- Encryption Override can be used to override Encryption, Encryption Disabled or Encryption Disabled (Timed) or to turn the Override Off, Select None.



Note: For AudioCodes analog gateways, an error is displayed when the number of ports exceeds the maximum number of encryption ports supported when the Encryption Settings is set to Required.

- The DECT 112 Configuration table is displayed only for Mitel DECT-112 Devices. Enter the Handset IPEI Number and the Handset Registration Code in the DECT 112 Configuration table. If the Handset Registration Code is not entered, then the default code 1539 is used.

Enter the repeater IPEI Numbers if repeaters have been enabled. The allowed values are alphanumeric characters with a maximum length of 10 characters.

9. Click **Custom Tags** to configure the name and value of any custom tags for the device. Click **Add** or **Edit** on the Phone Custom Tags page to create or modify a custom tag.

10. Click **OK***.

Figure 91 - Phone Custom Tags Add Page

11. Click **Custom Rings** to customize the ring selections for each line on the device. Enable Define Custom Ring Tones, and then change any Selected Ring from the default to another ring tone.

Phone Custom Rings

Customize the ring setting for each line on the phone. *Pressing OK does not save entered changes. To save the changes, press OK or Apply on a subsequent page.

OK*

Enterprise:Canine Center -- Training and Pet Store

Device Name:Receptionist 6940

Device Level:Enterprise

Phone Template:Ent_6940 (Enterprise)

Ring Customization:

☒ Define Custom Ring Settings
☐ Use Template Ring Settings

Device Ring Settings

| Clearspan Line Position | Line User Id | Template Ring | Selected Ring |
|-------------------------|--------------|---------------|---------------|
| 1 | | Default | Default |
| 2 | | Default | Default |

End of Lines

Figure 92 - Phone Custom Rings Page

12. Click **OK***.
13. Click **Manage Users** to view the details of the phone template and configure how users are assigned to a phone device as described in [Assigning, Removing, or Reordering Users on a Phone Device](#).

Phone Device Modify: Manage Users

Display the users assigned to a phone device and details of the associated phone template. Assign, Unassign, or Re-order Users on the phone device. *Pressing OK does not save entered changes. To save the changes, press OK or Apply on a subsequent page.

OK* Cancel

Enterprise:Canine Center -- Training and Pet Store

Group:Training

Phone Device

Device Name:Mitel6930DMS-3124481037

Device Level:Group

Device Type:Mitel 6930 (DMS)

Template Name:Grp_6930

Template Level:Group

Template Description:Test

User Assignment

Enterprise:Canine Center -- Training and Pet Store

Group:Training

(All Users) Equal To

Search

Update the list of users in Select User below. (* indicates an Alternate User ID)

Selection Type:

☒ Ordered by Name (Last, First)
☐ Ordered by Phone Number / Extension
☐ Ordered by User ID

Select User:No Users Found

Assigned Users

| Line Position | First Button | Ring | Last Name | First Name | Department | Phone Number | Extension | User ID | Line/Port | Type | Enabled | Action |
|---------------|--------------|---------|-----------|------------|------------|--------------|-----------|--|--|---------|---------|---------------|
| 1 | TSK1 | Default | Last37 | First37 | | 312-448-1037 | 1037 | 3124481037@k9center.clearspancloud.com | 3124481037.primary@k9center.clearspancloud.com | Primary | | (Change User) |
| 2 | TSK3 | Default | | | | | | | | | | |

Figure 93 - Phone Management: Manage Users

14. Click **OK***.

15. Click **OK** again. The Phone Management page opens. The new device appears in the list.

Modifying a Phone Device

1. From the main menu, select **Provisioning** and then select **Phone Management**. The Phone Management page is displayed.
2. Select the **Enterprise** and **Group** from the drop-down lists, if necessary.
3. Select the Device Levels.
4. Click **Search** to view all the Devices or enter Search parameters to filter the Search.

Phone Management
Add a new phone device, import a list of phone devices (from a worksheet), or search for a list of phone devices to edit or delete.

OK Cancel Apply Add

Enterprise: Canine Center -- Training and Pet Store

Group: Shop

Device Levels: Enterprise and Group

Device Search

Device Name Contains 6930 - + Search

Phone Restart

Restart Selected Phones

☐ Select All Phones

☐ Restart Phones on Save:

ThirdParty Phone Licenses (Enterprise):
Used: 39
Available: Auto

Display Options

☒ Display Template Information

☐ Display Registration Status

Figure 94 - Phone Device Search Example

5. Modify **Display Selection** by:
 - Select the **Template Information** check box to include Phone Template information in the "Phone Devices" table.
 - Select the **Registration Status** check box to include the Registration Status information in the "Phone Devices" table.



Note:

- Group-level devices use Group-level Global Settings.
- Enterprise-level devices use Enterprise-level Global Settings.

6. Click the **Edit** link in the row or click anywhere in the row of the phone device you want to edit. The **Phone Device Modify** page appears.
7. Click **OK** to confirm the changes made.
8. Click **OK** or **Apply**.

Deleting a Phone Device



Note: The Delete button is not available for assigned Devices.

1. From the main menu, select **Provisioning** and then select **Phone Management**. The Phone Management page is displayed.
2. Select the **Enterprise** and **Group** from the drop-down lists, if necessary.
3. Select the Device Levels.
4. Click **Search** to view all the Devices or enter Search parameters to filter the Search.
5. Select a device without a User assigned and click the **Edit** link in the row or click anywhere in the row of the phone device you want to delete. The **Phone Device Modify** page is displayed with a Delete button.

Phone Device Modify

Modify an existing Clearspan phone device.

OK Cancel Apply **Delete** Manage Users Custom Tags Custom Rings Replace Phone

Enterprise: Canine Center -- Training and Pet Store

NOTE: This is an enterprise-level device. Enterprise-level devices DO NOT use Group-level Global Settings. Instead, they use Enterprise-level Global Settings.

Phone Device

Device Name: grpast1

Device Level: Enterprise

Device Type: Aastra 6869i (DMS)

Support Device: No

Template: Ent_69i (Enterprise) -- Test 69i

View Template

Device Billing Type: Use Org Billing Type

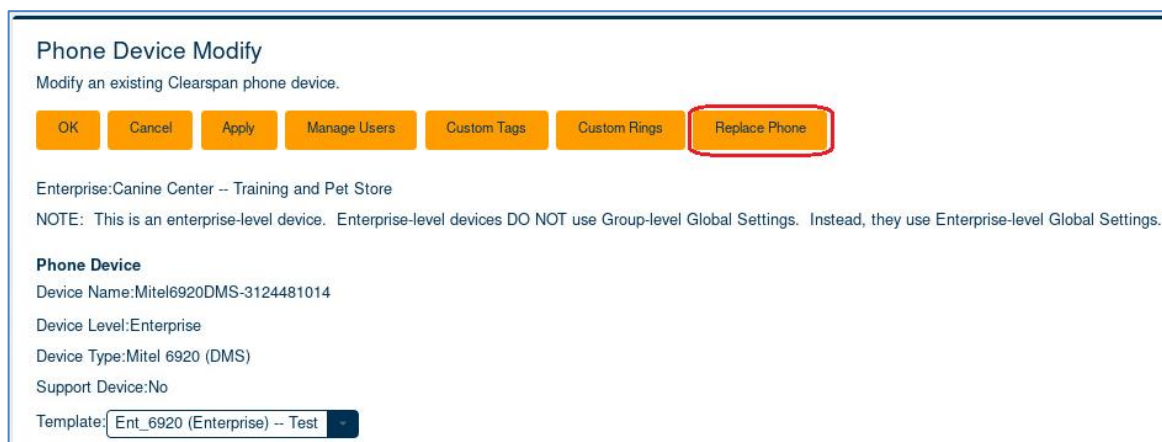
☐ Restart Phones on Save

Figure 95 - Deleting a Phone Device

6. Click the **Delete** button. A confirmation box is displayed.
7. Click **Yes**. The Device is removed from the Phone Devices table.

Replacing a Phone Device

1. From the main menu, select **Provisioning** and then select **Phone Management**. The Phone Management page is displayed.
2. Select the **Enterprise** and **Group** from the drop-down lists, if necessary.
3. Select the Device Levels.
4. Click **Search** to view all the Devices or enter Search parameters to filter the Search.
5. Click the **Edit** link in the row or click anywhere in the row of the phone device you want to edit or delete. The **Phone Device Modify** page appears.



Phone Device Modify
Modify an existing Clearspan phone device.

OK Cancel Apply Manage Users Custom Tags Custom Rings **Replace Phone**

Enterprise: Canine Center -- Training and Pet Store
NOTE: This is an enterprise-level device. Enterprise-level devices DO NOT use Group-level Global Settings. Instead, they use Enterprise-level Global Settings.

Phone Device
Device Name: Mitel6920DMS-3124481014
Device Level: Enterprise
Device Type: Mitel 6920 (DMS)
Support Device: No
Template: Ent_6920 (Enterprise) -- Test

Figure 96 - Replace Phone

6. Click **Replace Phone** to replace an existing phone with a new phone with the same model and functionality. The Replace Phone button takes you to the Replace Phone page.
7. Enter the MAC Address of the device or enter the Auto Install ID of the device.
8. For Polycom Phones, enter the Device Access User Name, Password and Confirm Password.
9. Click **OK***
10. Click **OK** or **Apply** to save the changes.

Assigning, Removing, or Reordering Users on a Phone Device

1. From the main menu, select **Provisioning** and then select **Phone Management**. The Phone Management page is displayed.
2. Select the **Enterprise** and **Group** from the drop-down lists.
3. Select the Device Levels.
4. Click **Search** to view all the Devices or enter Search parameters to filter the Search. A list of phone devices configured for this group appears.
5. Click the **Edit** link in the row or click anywhere in the row of the phone device you want to edit. The **Phone Device Modify** page appears.

Phone Device Modify
Modify an existing Clearspan phone device.

OK Cancel Apply **Manage Users** Custom Tags Custom Rings Replace Phone

Enterprise:Canine Center -- Training and Pet Store
NOTE: This is an enterprise-level device. Enterprise-level devices DO NOT use Group-level Global Settings. Instead, they use Enterprise-level Global Settings.

Phone Device
Device Name:Mitel6920DMS-3124481014
Device Level:Enterprise
Device Type:Mitel 6920 (DMS)
Support Device:No
Template:Ent_6920 (Enterprise) -- Test

Figure 97 - Phone Device Modify: Manage Users Button

6. On the Phone Device Modify page, click Manage Users.
7. The Phone Device Modify: Manage Users page opens, enabling you to add new users, remove users, replace users, or reorder users as described in the following sections.

Phone Device Modify: Manage Users
Display the users assigned to a phone device and details of the associated phone template. Assign, Unassign, or Re-order Users on the phone device. *Pressing OK does not save entered changes. To save the changes, press OK or Apply on a subsequent page.

OK Cancel

Enterprise:Canine Center -- Training and Pet Store

Phone Device
Device Name:Mitel6920DMS-3124481014
Device Level:Enterprise
Device Type:Mitel 6920 (DMS)
Template Name:Ent_6920
Template Level:Enterprise
Template Description:Test

User Assignment
Enterprise:Canine Center -- Training and Pet Store
Group:Shop

(All Users) Equal To Search

Update the list of users in Select User below. (*) indicates an Alternate User ID)

Selection Type:
☒ Ordered by Name (Last, First) ☐ Ordered by Phone Number / Extension ☐ Ordered by User ID
Select User:(Select by Name - Last, First)

Assigned Users

| Line Position | First Button | Ring | Last Name | First Name | Department | Phone Number | Extension | User ID | Line/Port | Type | Enabled | Action |
|---------------|--------------|---------|-----------|------------|------------|--------------|-----------|--|--|---------|---------|---------------|
| 1 | TSK1 | Default | Last14 | First14 | | 3124481014 | 1014 | 3124481014@k9center.clearspancloud.com | 3124481014.primary@k9center.clearspancloud.com | Primary | | (Change User) |

Figure 98 - Phone Device Modify: Manage Users Page

Assigning New Users to a Phone Device

Follow these steps to add a user to a phone device using Phone Management:

1. On the Manage Users page, Click **Search for Users** to view all the Available Users or enter Search parameters to filter the list of users in the drop-down.
2. Select the desired user from the **Select User** drop-down menu. You can choose to list users **Ordered by Name**, **Ordered by Phone Number/Extension**, or **Ordered by User ID**.

Phone Device Modify: Manage Users

Display the users assigned to a phone device and details of the associated phone template. Assign, Unassign, or Re-order Users on the phone device. *Pressing OK does not save entered changes. To subsequent page.

OK Cancel

Enterprise: C
Group: Train

Phone Device
Device Name: LTest49, FTest49
Device Level: Last01, First01
Device Type: Last02, First02
Template Name: Last03, First03
Template Level: Last04, First04
Template Device: Last05, First05
User Assignment: Last06, First06
Enterprise: C
Group: Train

(All Users)

Update the
Selection Type
Ordered by Name - Last, First

Select User: (Select by Name - Last, First)

Assigned Users

| Line Position | First Button | Ring | Last Name | First Name | Department | Phone Number | Extension | User ID | Line/Port |
|---------------|--------------|---------|-----------|------------|------------|--------------|-----------|--|--|
| 1 | Line 1 | Default | Last22 | First22 | Dept_1 | 312-448-1022 | 1022 | 3124481022@k9center.clearspancloud.com | 3124481022.primary@k9center.clearspancloud.com |
| 2 | PK1 | Default | | | | | | | |

Figure 99 - Manage Users: Select User

3. Configure the settings for the assignment:
 - Select SCA Device from the Endpoint Type drop-down list. If the Endpoint Type selection is grayed out, then it cannot be changed.
 - The Line/Port is filled.
Note: the line/port domain will be pre-selected for MS Teams devices using the Clearspan Native Teams Int Device Type
 - Enable or Disable the Shared Call Appearance, the SCA are enabled by default.
 - Select Allow Calls to Originated and Allow Calls to this Destination check boxes, both are checked by default.
 - Click the Show SCA Options button to change any of the following options for this SCA:
 - Alert All Shared Appearances for Click-to-Dial calls
 - Allow Call Retrieve from another location
 - Allow Multiple Concurrent Calls on the same shared line
 - Allow Bridging of Users on the same shared line
 - Bridge Warning Tone for Barge-in



Note: Changing User SCA Options affects all of this user's SCA assignments, not just this one.

User Assignment
Enterprise:Canine Center -- Training and Pet Store
Group:Training

(All Users)

Equal To

+

+

Search

Update the list of users in Select User below. (* indicates an Alternate User ID)

Selection Type:
☒ Ordered by Name (Last, First) ☐ Ordered by Phone Number / Extension ☐ Ordered by User ID
Select User:Last09, First09 312-448-1009 3124481009@k9center.clearspancloud.com

User Last Name:Last09
User First Name:First09
User Phone Number:312-448-1009
User Extension:1009
User ID:3124481009@k9center.clearspancloud.com
User Department:
Endpoint Type:SCA Device
Endpoint Type
* Line / Port:
Line/Port User Name
3124481009.sca01

@
Line/Port Domain Name:k9center.clearspancloud.com
Shared Call Appearance:Enabled
☒ Allow Calls to be Originated
☒ Allow Calls to this Destination
Hide User SCA Options

User SCA Options
(These settings affect all SCAs for this User.)
Alerting:
☐ Alert All Shared Appearances for Click-to-Dial calls
Call Retrieve:
☒ Allow Call Retrieve from another location
Multiple Call Arrangement:
☒ Allow Multiple Concurrent Calls on the same shared line
Bridging

Figure 100 - Manage Users: New User Assignment

User Assignment
Enterprise: Canine Center -- Training and Pet Store
Group: Training

(All Users) Equal To - + Search

Update the list of users in Select User below. (* indicates an Alternate User ID)

Selection Type:
☒ Ordered by Name (Last, First)
 ☐ Ordered by Phone Number / Extension
 ☐ Ordered by User ID

Select User: Last09, First09 312-448-1009 3124481009@k9center.clearspancloud.com

User Last Name: Last09
 User First Name: First09
 User Phone Number: 312-448-1009
 User Extension: 1009
 User ID: 3124481009@k9center.clearspancloud.com
 User Department:

Endpoint Type: SCA Device
 Endpoint Type

* Line / Port:
 Line/Port User Name
 3124481009.sca01

@
 Line/Port Domain Name: k9center.clearspancloud.com

Shared Call Appearance: Enabled

☒ Allow Calls to be Originated
☒ Allow Calls to this Destination

Show User SCA Options

Add User Option: Insert

Add User Line Position: Line Position 2

Add User
 Line Position 1
 Line Position 2

Figure 101 - Manage Users: Line Position

- Choose to Insert the user or Replace another user with this one.
 - Choose the Line Position for the new user.
 - Click Add User.
- **For Primary Device:**
 - Select Primary Device from the Endpoint Type drop-down list. If the Endpoint Type selection is grayed out, then it cannot be changed.
 - The Line/Port is filled.
Note: the line/port domain will be pre-selected for MS devices using the Clearspan Native Teams Int Device Type
 - Choose to Insert the user or replace another user with this one.
 - Choose the Line Position for the new user.
 - Click Add User. The Assigned Users table is updated, and the display shows the assignments.

Selection Type: ☒ Ordered by Name (Last, First) ☐ Ordered by Phone Number / Extension ☐ Ordered by User ID

Select User:

Assigned Users

| Line Position | First Button | Ring | Last Name | First Name | Department | Phone Number | Extension | User ID | Line/Port | Type | Enabled | Action |
|---------------|--------------|---------|-----------|------------|------------|--------------|-----------|--------------------------------------|--|---------|---------|---------------|
| 1 | TSK1 | Default | LTest54 | FTest54 | Dept_2 | 972-222-1054 | 1054 | 9722221054@jabval.clearspancloud.com | 9722221054.primary@jabval.clearspancloud.com | Primary | | (Change User) |
| 2 | TSK3 | Default | | | | | | | | | | |

Phone Configuration Display (for reference only)

| Telephone Line | Line Position | Line Label | User Name | Phone Number | Extension | Ring |
|-----------------------|---------------|------------|-----------|--------------|-----------|------|
| No lines are defined. | | | | | | |

| Top Soft Keys | Function | Options |
|---------------|------------------------|--|
| TSK1 | FTest54 LTest54 / 1054 | Line Pos:1, Number:972-222-1054, Ring: Default |
| TSK2 | FTest54 LTest54 / 1054 | Line Pos:1, Number:972-222-1054, Ring: Default |
| TSK3 | | Line Pos:2 - Unassigned, Ring: Default |
| TSK4 | | Line Pos:2 - Unassigned, Ring: Default |
| TSK5 | | |
| TSK6 | | |

| Top Soft Keys | Function | Options |
|---------------|------------|---------|
| TSK7 | Voice Mail | |
| TSK8 | Speed 100 | |
| TSK9 | Call Fwd | |
| TSK10 | Speed 8 | |
| TSK11 | | |
| TSK12 | | |

Figure 102 - Manage Users: Assigned User

- To change user assignment settings after adding a user, choose **Edit User Assignment** from the **Action** drop-down on that user's row in the Assigned Users table.

Assigned Users

| Line Position | First Button | Ring | Last Name | First Name | Department | Phone Number | Extension | User ID | Line/Port | Type | Enabled | Action |
|---------------|--------------|---------|-----------|------------------------|------------|--------------|-----------|--|--|---------|---------|----------------------|
| 1 | Line 1 | Default | Last03 | First03 | | 312-448-1003 | 1003 | 3124481003@k9center.clearspancloud.com | 3124481003@k9center.clearspancloud.com | Primary | | (Change User) |
| 2 | Line 2 | Default | Last76 | First76 | Dept_1 | 312-448-1076 | 1076 | 3124481076@k9center.clearspancloud.com | 3124481076@k9center.clearspancloud.com | Primary | | (Change User) |
| 3 | TSK1 | Default | Last99 | First99 | | 312-448-1099 | 1099 | 3124481099@k9center.clearspancloud.com | 3124481099.sca01@k9center.clearspancloud.com | SCA | Enabled | (Change User) |
| 4 | TSK2 | Default | FSH_78 | Flexible Seating Guest | Dept_1 | 312-448-1078 | 1078 | 3124481078@k9center.clearspancloud.com | 3124481078.primary@k9center.clearspancloud.com | Primary | | Edit User Assignment |
| 5 | PK1 | Default | | | | | | | | | | Remove User |
| | | | | | | | | | | | | Move to Position 1 |

Figure 103 - Assigned User - Edit User Assignment

- When you are done making changes, select **Save Edit** or **Cancel Edit**.

Save Edit Cancel Edit

Assigned Users

| Line Position | First Button | Ring | Last Name | First Name | Department | Phone Number | Extension | User ID | Line/Port | Type | Enabled | Action |
|---------------|--------------|---------|-----------|------------------------|------------|--------------|-----------|--|--|---------|---------|---------------|
| 1 | Line 1 | Default | Last03 | First03 | | 312-448-1003 | 1003 | 3124481003@k9center.clearspancloud.com | 3124481003@k9center.clearspancloud.com | Primary | | (Change User) |
| 2 | Line 2 | Default | Last76 | First76 | Dept_1 | 312-448-1076 | 1076 | 3124481076@k9center.clearspancloud.com | 3124481076@k9center.clearspancloud.com | Primary | | (End Edit) |
| 3 | TSK1 | Default | Last99 | First99 | | 312-448-1099 | 1099 | 3124481099@k9center.clearspancloud.com | 3124481099.sca01@k9center.clearspancloud.com | SCA | Enabled | (End Edit) |
| 4 | TSK2 | Default | FSH_78 | Flexible Seating Guest | Dept_1 | 312-448-1078 | 1078 | 3124481078@k9center.clearspancloud.com | 3124481078.primary@k9center.clearspancloud.com | Primary | | Save Edit |
| 5 | PK1 | Default | | | | | | | | | | Cancel Edit |

Figure 104 - Assigned User - Save Edit

- Click **OK***. Click **OK** again.

Removing or Reordering Users on a Phone Device

Follow these steps to remove or reorder users (SCA and Primary Device Users) on a phone device using Phone Management:

1. On the Manage Users page, in the Assigned user table use the **Action** drop-down menu at the end of a user's row to remove or move that user.

Phone Device Modify: Manage Users

Display the users assigned to a phone device and details of the associated phone template. Assign, Unassign, or Re-order Users on the phone device. *Pressing OK does not save entered changes. To save the changes, press OK or Apply on a subsequent page.

OK* **Cancel**

Enterprise:Canine Center -- Training and Pet Store
Group:Training

Phone Device
Device Name:Aastra6865iDMS-3124481022
Device Level:Group
Device Type:Aastra 6865i (DMS)
Template Name:Grp_65i
Template Level:Group
Template Description:Test

User Assignment
Enterprise:Canine Center -- Training and Pet Store
Group:Training

(All Users) Equal To **Search**

Update the list of users in Select User below. (* indicates an Alternate User ID)

Selection Type:
☒ Ordered by Name (Last, First) ☐ Ordered by Phone Number / Extension ☐ Ordered by User ID
Select User: (Select by Name - Last, First)

Assigned Users

| Line Position | First Button | Ring | Last Name | First Name | Department | Phone Number | Extension | User ID | Line/Port | Type | Enabled | Action |
|---------------|--------------|---------|-----------|------------|------------|--------------|-----------|--|--|---------|---------|--|
| 1 | Line 1 | Default | Last22 | First22 | Dept_1 | 312-448-1022 | 1022 | 3124481022@k9center.clearspancloud.com | 3124481022.primary@k9center.clearspancloud.com | Primary | | (Change User) |
| 2 | PK1 | Default | | | | | | | | | | (Change User) Edit User Assignment Remove User |

Phone Configuration Display (for reference only)

Figure 105 - Manage Users

2. The Assigned Users table is updated as per the selection:
 - Edit User Assignment
 - Remove User - Removes the user
 - Move to Position X - Reorders the users
 - Move to Position Y - Reorders the users
3. Click **OK***. Click **OK** again.

User Profiles

The User Profile is a set of rules applied at the time of user creation. For example, a user profile could define the type of phone or phones that a set of users share in common along with Service Packs and Voicemail settings. Having this set of rules can greatly simplify the user creation process when many new users are being added because it allows certain user fields to be derived based on the rules. User Profiles should be created before adding Users. User Profiles can be exported and imported using Group Import and Group Export.

Adding a User Profile

Many of the parameters on this page are set to default values and may not need to be changed.

1. From the main menu, select **Provisioning** and then Click **User Profiles** or click **User Profiles** from the Provisioning page menu. The User Profile page opens.
2. Select the **Enterprise** and **Group** from the drop-down lists.
3. Click **Add**. The **User Profile Add** page opens, as shown in the following example.

User Profile Add

Enter the configuration rules needed to create a new Clearspan user.

Enterprise: Canine Center -- Training and Pet Store
Group: Training

User Profile

* User Profile Name:

Description:

User Type:

New User Notification:

☐ Send E-mail Message to New User
☐ Send E-mail Message to OpEasy Administrator
☐ Send E-mail Message to Phone Procurement

* E-mail Address:

User Billing Bundle:

Primary Phone Device

Device Type:

Device Level:

Template:

Device Billing Type:

Service Packs

Select all Service Packs required by the User:

| Select | Service Pack |
|-----------------------|----------------------------------|
| <input type="radio"/> | Basic Trunk |
| <input type="radio"/> | Basic User |
| <input type="radio"/> | Basic User - More Basic Services |
| <input type="radio"/> | Business Trunk |
| <input type="radio"/> | Call Center_Basic |
| <input type="radio"/> | Call Center_Premium |
| <input type="radio"/> | Call Center_Standard |
| <input type="radio"/> | CallCenter Supervisor |
| <input type="radio"/> | CallCenterAgent |
| <input type="radio"/> | Clearspan Communicators |

Figure 106 - User Profile Add

4. Enter the User Profile Name.
5. Enter a Description for the user profile.
6. Select the **User Type**. The options are Normal and Voice Mail Only.
7. Choose the E-mail notifications that you want sent when a new user is created that uses this profile.
8. If applicable, choose a **User Billing Bundle** from the drop-down menu.
9. Select the **Device Type** from the drop-down list.
 - Note that if a selection of “Trunk User” is made, the screen refreshes with different fields. See section [Creating a Trunk User Profile](#) for more information.
 - Note that if the ClearspanBridge Device Type is selected, the Device Level field is forced to “Enterprise.” Each Enterprise can only interoperate with one Clearspan Bridge device.
10. Select the **Device Level** and **Template** from the drop-down list. The available Templates depend on the Device Level.
11. Click **View Phone Configuration** button to confirm this device and template are correct.
 - The User Profile: Phone Template page is displayed.
 - Click OK to return to the User Profile Add page.
12. Check one or more of the **Service Packs** required by the user. A Service Pack is a grouping of one or more Clearspan services. In this section, all Service Packs available to this Enterprise and Group will be listed. You should know the content of the Service Pack before assigning it to the profile.
13. **User Defined Fields** – These fields are displayed only if the Enterprise User Fields are defined at the Enterprise level. To change the default value of the User Defined Fields, clear the **Use Default** check box and enter the value of the User Defined Field in the **Value** box.
14. Select the **User Domain** from the drop-down list in the **User Information** section. The drop-down list contains all domains assigned to this Group.
15. Select the **User Billing Type**. The **User Billing Type** drop-down box appears only if the Billing User Types are defined in the System Settings.
16. Check the box for **Clearspan ACD Add-on** to enable the use of the Clearspan Call Center selector window in Microsoft® Teams.
17. Check the box for **Initialize Ping User Password to random password** if a pre-determined password is not desired, and/or Ping client users are expected to use Single Sign On (SSO) credentials to login. Leave the box un-checked if the intention is to provide new Ping client users with a known password; in which case the password must be entered explicitly on the ‘Users’ Add/Modify GUI page or via an Import workbook.
18. For MS Teams users, check the **Use MS Teams Voicemail** box to enable MS Teams voicemail if MS Teams voicemail is preferred over Clearspan voicemail.
19. For very large MS Teams deployments, select the appropriate **Voice Route** and **PBX Location** from the drop-down menus. These options affect geographic load balancing of the TeamMates integration with Clearspan.
20. Enter the **Site ID**, if necessary. The Site ID is appended to an extension number for provisioning of *extension-only users*. This is useful when a Clearspan User ID is to be the user’s phone number. The Site ID is appended to make the User ID unique.

| | |
|--|--|
| User Information User Domain: k9center.clearspancloud.com User Billing Type: Default: (Admin) <input type="checkbox"/> Clearspan ACD Add-on <input type="checkbox"/> Initialize Ping User Password to random password | |
| MS Teams Settings <input type="checkbox"/> Use MS Teams Voicemail Voice Route: None (Manually selected by Admin) PBX Location: None (Manually selected by Admin) | |
| Configuration Rules Site ID: <input type="text"/> (Required to create Extension-only users) User ID: (Phone Number)@k9center.clearspancloud.com <input type="checkbox"/> Initialize User Password to random password New Phone Number Activation: <input checked="" type="radio"/> Activate <input type="radio"/> Deactivate <input type="radio"/> Do Not Change Network Server Site: DFLT_SITE -- Default Site Phone Number Selection Method: None (Manually selected by Admin) Extensions: Auto Generate Extension from Phone Number <input checked="" type="radio"/> Yes <input type="radio"/> No Use Prefix Digits <input type="text"/> Plus the Last 4 Digits of the phone number Class of Service: Specify the Class of Service: (Group Default) <input checked="" type="checkbox"/> VM Transcription (Mutare) Voice Mail: Selectable, with Default: Voice Mail - No E-mail Notification * Group Mail Server E-mail Address: (Phone Number) @tb20.aastra.com Music On Hold Profile: (None) Calling Line ID Last Name: User's Last Name <input type="text"/> First Name: User's First Name <input type="text"/> Phone Number: User's Phone Number <input type="text"/> Authentication Name: User ID (without Domain) | |

Figure 107 - User Profile Add Page – User Info

21. Select the format for the **User ID** from the drop-down list. The options include, FirstNameLastName, PhoneNumber, or the User's E-mail Address.
22. Check the **Initialize User Password** check box to initialize the password to a randomly generated value; leaving the box unchecked requires the administrator to enter a password.

23. Click one of the following for **New Phone Number Activation**:
- **Activate (Recommended)**: If the phones will place and receive calls from outside the system
 - **Deactivate**: If the calls will be internal only
 - **Do Not Change**: If no change is required
24. Change the **Network Server Site** if you want to use a site other than the one shown. This setting applies when a user is assigned a phone number.
25. Choose a **Phone Number Selection Method**. None (Manually selected by Admin), Extension Only, or Preselect Phone Number from Range. When **Preselect Phone Number from Range** is selected, Available Phone Number Ranges appear so that you can add them to Selected Phone Number Ranges.
26. Choose **Yes** for **Auto Generate Extension** to have OpEasy automatically generate an extension for the user based on the User Profile rules.
- You can enter prefix digits and select from a drop-down list the number of digits to be used from the phone number to form the extension. For example, you could specify the prefix digits of '44' and select '3 digits' from the drop-down list. This would result in an extension being generated that starts with '44' and ends with the last 3 digits of the assigned phone number. If the user is assigned the phone number 214-555-1234 an extension of 44234 would be assigned to the user.
27. Choose a **Class of Service** from the drop-down list. The list shows all Classes of Services associated with the Enterprise and Group and also allows selection of the Group default.
28. Check or Uncheck the **VM Transcription (Mutare)** check box to enable or disable Mutare for the User.
29. Select a **Voice Mail** from the drop-down list:
- No Voice Mail.
 - No E-mail Notification - The user's phone will notify of a voice mail, but no notification will be sent to the user's e-mail.
 - E-mail Notification - In addition to the user's phone notification, notification will also be sent to the user's e-mail.
 - E-mail Delivery - In addition to the user's phone notification, an e-mail will be sent to the user and the voice message will be included as an attachment.
 - Selectable, with Default: No Voice Mail
 - Selectable, with Default: Voice Mail – No E-mail Notification
 - Selectable, with Default: Voice Mail – E-mail Notification
 - Selectable, with Default: Voice Mail – E-mail Delivery
-



The first four options in the drop-down list do not allow administrators to choose any other voice mail type when creating a user with a Basic Import spreadsheet. However, the **last four** options, labeled 'Selectable', provide a default setting **that can be overridden** when creating a user with a Basic Import spreadsheet. The Advanced Import spreadsheet does not have these 'Selectable' options, because you can always select any Voice Mail setting when using an Advanced Import, regardless of the User Profile Voice Mail setting.

30. If the Voice Mail selection is other than No Voice Mail, the Group Mail Server field is presented. Enter the **E-mail Address** for that server.
31. Choose a **Music On Hold Profile** if that service is assigned and you want to specify those settings for this user profile.
32. Specify the information that will appear for **Calling Line ID**.

The options are to provide the user's last name, first name, and phone number, or to specify something different using the text boxes to the right of each field.

Specifying something other than user's name and phone number is useful if, for example, this User Profile will be used for members of a technical support group. It may be more appropriate to show, "Technical Support" and the support center number rather than the user's personal information. Before making a selection, however, it is important to note that the phone number field will be used for 911 purposes in some cases:

- If the OpEasy Emergency Gateway application is in use, the Calling Line ID: Phone Number field will not be used for 911. In this case, the ERL Record Name field will be used for 911 purposes for user location.
- If the OpEasy Emergency Gateway application is not in use, the Calling Line ID: Phone Number field will be used for 911. When the Calling Line ID: Phone Number field is used for 911, the OpEasy Administrator must know the phone numbers that have been provisioned for 911 and must provide the correct phone number for each user.

For example, assuming the OpEasy Emergency Gateway application is not in use:

If a single phone number (that is, 469.365.3000) has been provisioned for 911 for an entire building, then the OpEasy Administrator must specify that single phone number (4693653000) as the Calling Line ID: Phone Number for each Clearspan user at this location.

If the DIDs associated with each user's phone number at a specific location have been provisioned for 911, then the OpEasy Administrator can specify the user's phone number as the Calling Line ID: Phone Number (the default setting).



Note: On Clearspan, the Call Processing Policies can be set at the Enterprise, Group and User levels. For each level, the default is to "Use configurable CLID for Calling Line Identity" as circled in the following illustration. To make use of the settings configured in User Profile for Calling Line ID, the "Use configurable CLID for Calling Line Identity" settings must be maintained on Clearspan.

Figure 108 -Clearspan Call Processing Policies Page

33. Choose the rules for creation of the **Authentication Name**.
34. Enter the **Password** and **Confirm Password** if you choose **Specify the Authentication Password**. The Name can be the User ID or a unique ID generated by OpEasy. The Password can be generated randomly by OpEasy if the **Generate Random Password** is chosen, or it can be specified in the text box to the right. Valid Authentication Password characters are a-z, A-Z, 0-9, blank, or special characters: - _ . , ! \$ % & * + / = ? ^ { } | ~ @.
35. Select the domain to use for a user's **Phone Line/Port** from the drop-down list.
Note: this domain will be pre-selected for MS Teams devices using the Clearspan Native Teams Int Device Type.
36. Choose the method to create the **MAC Address** for Mitel, Cisco and DECT112 phones. The 4 options are the last 4 digits of the phone number, last 5 digits of the phone number, phone number, or extension. Each option has a **Unique ID (+2-Digit SCA Number)** added. The 2-Digit SCA number is only added on SCA devices.

When configuring a device, the MAC Address can be the device's MAC Address, or the Auto Install Device ID created by the MAC Address rules. After the Auto Install process is complete, the MAC Address field displays the actual MAC address.
37. For **Device Access**, choose the method for determining **User Name**.
38. Enter **Password** and **Confirm Password** if you choose **Specify the Device Access Password**. This field is only used by Polycom and Panasonic phones.
39. If a User also requires a Desktop, Mobile or a Tablet device, check one or more of the check boxes in the **Desktop/Mobile/Tablet** section.
 - Select the device type required for each device option. ClearspanBridge or CS Engage are recommended, the others are available for backward compatibility. Selecting ClearspanBridge for the Desktop enables Clearspan's PING client desktop and mobile applications; a second selection for Mobile or Tablet devices is not required.
 - For Desktop, select:
 - CS Engage
 - ClearspanBridge

- MS Teams Client
- Communicator Desktop
- Skype for Business (S4B)
- For Mobile, select:
 - UC-One Connect Mobile
 - CS Engage Mobile
 - Clearspan Mobile
 - Communicator Mobile
- For Tablet, select:
 - UC-One Connect Tablet
 - CS Engage Tablet
 - Clearspan Tablet
 - Communicator Tablet
- If MS Teams Client is selected, the assignment of a user to a Desktop, Mobile, or Tablet is controlled by the MS Teams service. OpEasy integrates a Clearspan user with a Teams user for the purpose of phone service.
- Set the **Line/Port** domain and device **Template** to be used for each device type.
Note: the line/port domain will be pre-selected for MS Teams devices using the Clearspan Native Teams Int Device Type

40. Click **OK** or **Apply**.

Editing a User Profile

1. From the main menu, select **Provisioning**.
2. Click **User Profiles** from the menu tree or click **User Profiles** from the Provisioning page menu.
3. Select the **Enterprise** and **Group** from the drop-down lists. All the User Profiles are displayed.
4. Click the **Edit** link in the row or click anywhere in the row of the profile to modify. The User Profile Modify page opens. You can modify the profile using the procedures in section *Adding a User Profile*. The only field that you cannot change is the User Profile Name field.
5. Click **OK** or **Apply**. Note that editing a User Profile does not affect any users that were previously built using this profile.

Copying a User Profile

You can copy a User Profile to another enterprise/group or copy to the same enterprise/group. The template associated with the copied profile can be copied as well.

After the profile is copied, the new profile is edited on a new page to allow you to make any desired changes. The new profile will not be saved until it is edited.

1. From the main menu, select **Provisioning**.
2. Click **User Profiles** from the menu tree or click **User Profiles** from the Provisioning page menu.
3. Select the **Enterprise** and **Group** from the drop-down lists. All the User Profiles are displayed.
4. Click the **Copy** link on the end of the row of the profile to copy. The User Profile Copy page

opens, as shown in the following example.

User Profile Copy
Copy an existing User Profile.

OK Cancel

Enterprise: Canine Center -- Training and Pet Store
Group: Training

Copied User Profile
Enterprise: Canine Center -- Training and Pet Store
Group: Training
User Profile Name: 00_Add_Polycom
Description: Add User Profile with Polycom Phone

New User Profile
Enterprise: Canine Center -- Training and Pet Store
Group: Training
* User Profile Name: 00_Add_Polycom
Description: Add User Profile with Polycom Phone

Copy Options:
☐ Replace Existing User Profile
NOTE: The copied User Profile will only be saved after editing. You may cancel the copy by pressing the Cancel button on this page or on the following User Profile Copy Modify page.

Figure 109 - User Profile Copy Page

5. Select the target **Enterprise** and the target **Group** from the drop-down lists. In this case, the target group is in the same enterprise. If you choose another group, the Copy Options change.
6. Enter the name for the new profile in the **User Profile Name** text box.
7. Enter a **Description** in the Description text box.
8. Select **Replace Existing User Profile** if you want to overwrite an existing User Profile of the same name.
9. If you chose a different group to copy this user profile to, you can configure the following:
 - Check Copy Template to copy the template that is associated with the original group to the new group.
 - Enter the Template Name and Description of the template.
10. Click **OK**. After you have copied a user profile, the User Profile Copy Modify page opens, enabling you to modify the new User Profile.
11. Modify any of the settings in the new profile. You can modify the profile using the procedures in section [Adding a User Profile](#).
12. Click **OK**. The User Profiles page opens, with the new profile appearing in the list.

Creating a Trunk User Profile

To create Trunk Users more quickly, you can create a User Profile specifically for Trunk Users that specifies the Trunk Group, Trunk Line/Port, and Enterprise Trunk settings.

1. From the main menu, select **Provisioning**.
2. Click **User Profiles** from the menu tree or click **User Profiles** from the Provisioning page menu.
3. Select the **Enterprise** and **Group** from the drop-down lists.
4. Click **Add**.
5. Under the Primary Phone Device section, select **Trunk User** as the **Device Type**. When the Trunk User is selected the Phone Configuration button and the Template drop-down list are removed.

The screenshot shows the 'User Profile Add' form. The title is 'User Profile Add' with a subtitle 'Enter the configuration rules needed to create a new Clearspan user.' Below the title are three buttons: 'OK', 'Cancel', and 'Apply'. The form has several sections: 'Enterprise: Small', 'Group: Small', 'User Profile', '* User Profile', 'Description:', 'User Type: []', 'New User Not', 'Send E-mail', '* E-mail Address', 'User Billing B', 'Primary Phone', 'Device Type: (Select Device Type)', and 'Device Level: Group'. A dropdown menu is open over the 'Device Type' field, listing various Polycom VVX models (150, 201, 250, 300, 301, 310, 311, 350, 400, 401, 410, 411, 450, 500, 501, 600, 601, D230), 'Reply SK1 (DMS)', 'Reply SK2 (DMS)', and 'Trunk User' (highlighted in orange). The 'Device Type' field is highlighted with an orange border.

Figure 110 - User Profile Add - Select Trunk User

6. Select a **Trunk Group** for this user. Or, if this user will belong to multiple Trunk Groups, choose the appropriate **Enterprise Trunk**.
7. Click **OK**.

Users

See the *Clearspan OpEasy Basic Provisioning Guide* for more information about creating a User as an Administrator with limited Provisioning privileges.

General Settings

The **General Settings** button on the main Users page launches a new page with selections for generic User Settings and New User E-mail Notification settings. Note that fields on this page are subject to authorization restrictions; if the function is 'greyed-out,' your login is not authorized to modify it.

User Settings

1. From the **User Settings** page, select the **Enterprise** and **Group** from the drop-down lists, if necessary.
2. As an Enterprise administrator or Solution Reseller administrator, you can view, but not modify **System Settings**.

Enterprise Settings

1. **Account ID:** Select **Required**, **Not Required**, or **Use System Settings** to determine whether an Account ID must be assigned to each user.
2. **Voicemail Email:** Select **Enabled**, **Disabled** or **Use System Settings** to determine whether the option to deliver voicemail messages as an attachment to an email is available for the enterprise. In highly secure or information sensitive environments, disabling this capability could be a requirement.
3. **ERL Assignment:** Select **Required**, **Not Required** or **Use System Settings** to determine whether an ERL must be assigned to each user/device.
4. **Integrated IM&P:** Enter an Enterprise-specific domain for the Clearspan Communicator instant messaging service or select **Use System Setting** to use the System-level domain. Note that this field is NOT used by Clearspan Engage/Webex for any purpose.
5. **Voicemail Acct Password:** Select **Automatic** or **Manual** to determine the input method for the Voicemail account password for each new user.

Group Settings

1. **Account ID:** Select **Required**, **Not Required**, or **Use Enterprise Setting** to determine whether an Account ID must be assigned to each user.
2. **Voicemail Email:** Select **Enabled**, **Disabled** or **Use Enterprise Setting** to determine whether the option to deliver voicemail messages as an attachment to an email is available for the Group. In highly secure or information sensitive environments, disabling this capability could be a requirement.
3. **ERL Assignment:** Select **Required**, **Not Required** or **Use Enterprise Setting** to determine whether an ERL must be assigned to each user/device.
4. **Integrated IM&P:** Enter a Group-specific domain for the Clearspan Communicator instant messaging service or select **Use Enterprise Setting** to use the Enterprise-level domain. Note that this field is NOT used by Clearspan Engage/Webex for any purpose.
5. **Voicemail Acct Password:** Select **Automatic**, **Manual**, or **Use Enterprise Setting** to determine the input method for the Voicemail account password for each new user.

New User E-mail Notification

1. From the User General Settings: New User E-mail Notification page, select the Enterprise if necessary and a Phone Manufacturer from the drop-down lists.
2. Compose an e-mail template using the available tag set and your own free-form text to be sent to a new user.

User Licenses

The main Users page displays the number of OpEasy User Licenses that are used and available. Administrators can, if needed, set the User or Third-party licensing for an enterprise to Auto, so that licenses do not have to be set and maintained manually. For more information, refer to [Configuring License Allocations](#).

Adding or Editing a User

1. From the main menu, select **Provisioning** and then **Users**. The Users page opens.
2. Select the **Enterprise** and **Group** from the drop-down lists, if necessary.
3. You can use search criteria to filter the Users list, or you can click **Search** or enter Search parameters to view the full list of Users.

You can select (**All Enterprises**) in the Enterprise drop-box with (**All Groups**) automatically selected and click **Search** to view Users in all the Enterprises and Groups. The User Search criteria for All Enterprises and All groups must include one or more of the following search criteria, in addition to any other search criteria:

- User ID / Alternate User ID
- Last Name
- First Name
- Phone Number (Primary) or Phone Number (Alternate)
- Extension

Users

Choose the desired Enterprise and Group. To add a new user, press the Add button. To display a list of users to edit or delete, press the Search button. To display or modify General User settings, or E-mail message sent to new users, press the General Settings button.

OK Cancel Add General Settings

Enterprise: SystemValidation -- System Validation

Group: JazzTest -- JazzTest

User Licenses (Enterprise)
Used: 98
Available: Auto

User Search

(All Users) Equal To Search

Users

(1-25 of 121) 1 2 3 4 5 25

| Last Name | First Name | Department | Phone Number | Extension | User ID | OpEasy Managed User | Support User | Device Name | Device Level | Edit | View |
|-----------|------------|---------------|--------------|-----------|--|---------------------|--------------|-------------------------|--------------|------|------|
| 6920W | x5138 | Mitel (Group) | 641-329-5138 | 5138 | 6413295138@hosp.cslab.clearspancloud.com | true | false | Mitel6920DMS-6413295138 | Group | Edit | View |
| 6930W | x5139 | Mitel (Group) | 641-329-5139 | 5139 | 6413295139@hosp.cslab.clearspancloud.com | true | false | Mitel6930DMS-6413295139 | Group | Edit | View |

Figure 111 - Users Page

4. Click **Edit** in the search results for the user you want to modify, or click **Add** to add a new user, then the **Advanced: User Add** page opens. The **Advanced: User Modify** page opens if you click edit, as shown in the following figure. If no license is available, an error appears.



Note:

- Support Users are created by the support administrator team for testing and troubleshooting only.
- If the Add button does not appear, then you are not authorized to add or delete users.

Advanced: User Modify

Modify an existing Clearspan user.

Enterprise: SystemValidation -- System Validation
 Group: JazzTest -- JazzTest
 User: Avenport, Green (green.avenport@hosp.cslab.clearspancloud.com)
 Service:

| User | Optional | Phones | Announcements |
|--------------------|----------|--------|---------------|
| (Close Other Tabs) | | | |

User Classification

User Profile:

NOTE: Selected User Profile only applies to configuration changes, such as adding a device, to pre-fill fields according to User Profile configuration rules.

Clearspan User

* Last Name: * First Name:

E-mail Address:

☒ Use Organization ID

Account ID:

User Billing Type:

User Billing Bundle:

Department:

Phone Number: ☐ Activated ☒ DeActivated

Extension:

Network Server Site:

Phone Location: (as directed, i.e.: mailing address, building, or office)

☐ VM Transcription (Mutare):

Voice Mail:

Reset Voice Portal Passcode: (create a numeric passcode of 4 to 8 digits)

Confirm Portal Passcode:

Reset User Password:

Confirm User Password:

Figure 112 - Advanced: User Modify



Note: If the Admin is not authorized to add or delete then the New Phone Device selection does not appear.

Users Tab

1. From the Advanced: User Add or Advanced: User Modify page, select a **User Profile** from the User Profile drop down list in the User Classification section. Choosing a User Profile pre-populates certain fields.
2. Enter the user's **Last Name** and **First Name** under the Clearspan User section.
3. Enter the **E-mail Address** for the user.
4. Check **Use Organization ID** check box of the User or uncheck the **Use Organization ID** check box and enter the **Account ID** of the User. This option is enabled only for Enterprise Administrators, System Administrators and Solution Resellers.
5. Select the **User Billing Type**. The **User Billing Type** drop-down box appears only if the User Billing Types are defined in the System Settings.
6. Select the **User Billing Bundle** (if they are defined for the Enterprise). The default is None.
7. Select the **Department** from the drop-down list.
8. Select the **Phone Number** from the drop-down list. The **Extension** field fills in automatically if a User Profile has been selected.
9. **Activated** or **Deactivated** indicates the current status of the phone number selected. Change this setting if necessary. Select **Activated** (Recommended) if the phone will place and receive calls from outside the system or **Deactivated** if the calls will be internal only.
10. Change the **Network Server Site** if you want to use a site other than the one shown. This setting applies when a user is assigned a phone number.
11. You can click **View Phone Template** to view the template for the primary phone.
12. Enter the **Phone Location** (Optional data for E911 Emergency services). The Phone Location text box is displayed when using a User Profile.
13. Check or Uncheck the **VM Transcription (Mutare)** check box to enable or disable Mutare for the User.
14. Select the **Voice Mail** type from the drop-down list. If Voice Mail was previously enabled and saved, **Delete Voice Mailbox** and **Reset Voice Mailbox** buttons appear.
 - **Delete Voice Mailbox** removes the voice mail account and any associated greetings without deleting the user.
 - **Reset Voice Mailbox** deletes and rebuilds the voice mail account and deletes any associated greetings to restore the Voice Mail Greetings settings to defaults.
15. Enter the **Voice Portal Passcode and Confirm Portal Passcode**. It is typically 4-8 digits in length, to be determined by the administrator. Valid characters are 0-9.
16. Enter the **User Password** and **Confirm User Password**. It can include any characters and is typically at least 6 characters in length, to be determined by the administrator.
 - You can click **Initialize User Password to random password** to auto generate a password. A password is required but as stated the auto generated password is lengthy and complicated. This protects the user from unauthorized access in cases where the password will not be used. If the user will use the password to access the web portal, this random password would not be recommended.

The remaining parameters on this page can be hidden using the Hide Details button or displayed using the Show Details button. If a User Profile is used, the fields in lower section are filled in automatically as you edit the upper section of the page. Click Refresh if you want to update the

fields on the bottom of the page to reflect changes made on the top of the page.

17. If you are not using a User Profile to create the user or you need to override an entry generated by the User Profile, then review and modify the settings in this section:

- New User Notification–Mitel, Panasonic, Cisco, Dect112 and Polycom phones only
- Site ID–required if an extension-only user
- Clearspan User ID–required
- Support User–checked if this user is for Support Administrator and is excluded from billing
- Calling Line ID information–last name and first name are required
- Service Packs selection–click on the Service Pack(s) on the left and click **Add**
- **User Defined Fields** – These fields are displayed only if the Enterprise User Fields are defined at the Enterprise level. To change the default value of the User Defined Fields, clear the **Use Default** check box and enter the value of the User Defined Field in the **Value** box.
- Authentication Name, Password and Confirm Password–required if this user is assigned a device that uses authentication, the password is to be determined by the administrator. You can click **Initialize Authentication Password to random password** to auto generate a password. This randomly generated password is lengthy and complicated, which protects the user from unauthorized access in cases where the password will not be used.



Note: For information about configuring Device Access credentials for Polycom phones, refer to the appendix of this guide.

Optional Tab

Click the **Optional** tab of the User Add page to view or change optional values such as Contact Information, Time Zone, Language information, and Aliases used to place and receive calls. User Information values are pre-populated but can be changed if additional options are available in the drop-down menus.

You can enter up to four Alternate User IDs, which can be used to sign on to the Clearspan system. When searching for users or devices by User ID, matching Alternate User IDs are included in the results.

Advanced: User Add

Select a User Profile and complete the user information to add a new Clearspan user.

OK **Cancel**

Enterprise: Bulk Provisioning -- Lab Val, Inc
Group: Group_G -- Group, Gewel
User:
Service: (Select Service)

| | | | | |
|------|----------|--------|---------------|------------|
| User | Optional | Phones | Announcements | Voice Mail |
|------|----------|--------|---------------|------------|

(Close Other Tabs)

User Information

Class of Service: No Restrictions
Time Zone: (Group Default)
Language: English

Alternate User IDs

Alternate User ID 1:
Description:
Alternate User ID 2:
Description:
Alternate User ID 3:
Description:
Alternate User ID 4:
Description:

User Aliases

sip: @ labval.clearspancloud.com
sip: @ labval.clearspancloud.com
sip: @ labval.clearspancloud.com

User Contact

Title:
Mobile: Pager:
Address Location:
Address Line 1:
Address Line 2:
City: State / Province: (Select State)
Zip / Postal Code: Country:

Figure 113 - Advanced: User Add Page – Optional Tab

Phones Tab

Click the Phones tab of the User Add page to view or change the Phone Configuration and Shared Call Appearances, and view the primary phone template, as shown in the following figure.

- **Edit** – Takes you to the User: Primary Phone Device Edit Phone page.
- **View Template** – Takes you to the User: Phone Template page.
- **Add Shared Call Appearance** – Takes you to the User: Shared Call Appearance (SCA) Add page.
- **SCA Options (Shared Call Appearance)** – Takes you to the SCA Options tab.
- **View** – Takes you to the User: Phone Template page.

When no User Profile is selected, the User Add Phones tab provides the options to Add Primary Phone or Assign Primary Trunk as shown in the following figure. For more information about Trunk Users, refer to section [Creating a Trunk User](#).

Advanced: User Add

Select a User Profile and complete the user information to add a new Clearspan user.

OK Cancel

Enterprise: Bulk Provisioning -- Lab Val, Inc
Group: Group_G -- Group, Gewel
User:
Service: (Select Service)

User Optional Phones Announcements (Close Other Tabs)

Phone Devices

Add Primary Phone Assign Primary Trunk
Add Shared Call Appearance SCA Options (add a line for this user on another phone)

Phone Restart

☐ Select All Phones
☒ Restart Selected Phones
☐ Restart Phones on Save

Phone Devices

| Restart Select | Device Name | Device Level | MAC Address | Device Type | Line / Port | Type | Disabled | Template | ... | Edit |
|-------------------------|-------------|--------------|-------------|-------------|-------------|------|----------|----------|-----|------|
| No phone devices exist. | | | | | | | | | | |

End of Phone Devices

Figure 114 - Advanced: User Add - Phones Tab

- **Add Primary Phone**—Takes you to the User: Primary Phone Device Add page.
- **Assign Primary Trunk**—Takes you to the User: Primary Trunk Assign page.

Adding the Primary Phone Device for a User

The Phones tab provides the ability to change the primary phone device for a user using the Add/Edit button.

1. From the main menu, select **Provisioning** and then **Users**. The Users page opens.
2. Select the **Enterprise** and **Group** from the drop-down list, if necessary.
3. Click **Search** to view all the Users or enter Search Parameters to filter the Search.
4. Click **Add** button. The Advanced: User Add page is displayed.
5. Click the **Phones** tab on the Advanced: User Add page.
6. Click **Add Primary Phone** button. The User: Primary Phone Device Add page is displayed.
7. You may add a new device or select **Search Phone Devices** to search and select a specific

User: Primary Phone Device Add

Add a phone device as the primary phone for the user. *Pressing OK retains but does not save entered changes. To save the changes, press OK or Apply on the subsequent page.

OK* **Cancel** **Custom Tags**

Enterprise: Canine Center -- Training and Pet Store
Group: Training -- Obedience Training
User: LTest102, FTest102 (3124481102@k9center.clearspancloud.com)

Phone Device

Phone Device: (New Phone Device) ▾

* Device Name: phone78

* Device Level: Group ▾

Device Type: AudioCodes MP508 (DMS) ▾

Template: (Select Template) ▾

View Template

Device Billing Type: Use Org Billing Type ▾

User Line

* Line / Port: 3124481102.primary @ k9center.clearspancloud.com ▾

Line Position: 1st Phone Line ▾

ERL Record Search: (Enter ERL search value to filter ERL selection list)

(All ERL Records) ▾ Equal To ▾ Search

ERL Record Name: (None - Calls routed to the ECRC) ▾

Automatic Call Destination:

Device Description

Description:

Serial Number:

Phone Location:

Device Configuration

Host Name / IP Address:

Port:

Outbound Proxy:

Stun Server:

MAC Address: (Device's MAC Address)

Device Protocol: SIP 2.0

Transport Protocol: Unspecified ▾

Figure 115 - User: Primary Phone Device Add Page

device or set of devices. After you click **Search**, the **Phone Device List** shows a list of devices that match the search criteria.

8. If the device being added is the Clearspan Bridge, then the **Ping Client** section will be displayed.
- The **Ping Client Username** field will be preset using the user part of the Clearspan User's

email address and the appropriate domain set via Enterprise Settings.

- Enter a password to be used for Ping client login.
 - If the preset Ping Client Username matches an existing Ping account, the admin will be presented with two options.
 - Use the existing Ping account
 - Choose a new Ping account
 - If the option for a 'new Ping account' is chosen, the Ping Client Username field will be automatically updated with a non-existent Ping account name and will also become available for manual entry.

Ping Client

*Ping Client Username: @ 6739k :test-env.clearspanuc.com

Reset Ping User Password: (create a password of at least 6 characters)

Confirm Ping User Password:

[Initialize Ping User Password to random password](#)

| Enabled | Ping Feature Name |
|--------------------------|-------------------|
| <input type="checkbox"/> | Call Center |
| <input type="checkbox"/> | SMS |

User Line

* Line / Port: 6063336738.primary

Contact: sip: 6063336738 @ test-env.clearspanuc.com;transport=udp

ERL Record Name: (None - Calls routed to the ECRC)

[Hide Details](#)

Figure 116 - Ping Client account information

- If Ping client add-in features have been enabled for the Enterprise, the 'Ping Feature Name' selection box will appear. Check the appropriate box in the 'Enabled' column to enable the feature; additional monthly service charges may apply.
9. Enter the **Line/Port** information. The field is pre-populated, but you should verify the information. It can be characters or numbers but must be unique. The recommended format is:

<Phone Number/Extension>.<Line Definition>.<Customized Field/Site ID>@<Line/Port Domain>

The following are examples of the Line/Port user portion (before the @):

- Extension Only

Single or primary SCA line:

- 3000.primary.site345

Secondary SCA lines:

- 3000.sca01.site345, 3000.sca02desktop.site345, 3000.sca03mobile.site345
- Phone Number

Single or primary SCA line:

- North American Number: 4693653000.primary.site345 or 4693653000.primary

- E.164 Number: -72884000.primary.site345 or -72884000.primary

Note: the line/port domain will be pre-selected for MS Teams devices using the Clearspan Native Teams Int Device Type

10. For MS Teams devices:

- The **Use MS Teams Voicemail** option will be displayed. When this option is selected, OpEasy provisions the user in the TeamMate portal to use the MS Teams Voicemail as opposed to using the Clearspan Voicemail system.
- The **Voice Route** and **PBX Location** drop-down menus will also be displayed for Enterprise Administrators whose access privileges include the 'Enterprise Settings' privilege. These settings will normally remain at their default values unless the user is participating in a very large-scale integrated MS Teams deployment.
- The **Enable Clearspan ACD Add-on** option will be displayed. If checked, this enables the use of the Clearspan Call Center Selector functionality within the MS Teams client.

11. Select a **Line Position** if more than one user is assigned to this device.

12. If the Emergency Routing Service (ERS) is assigned to the selected enterprise, then a drop-down list is used to select an Emergency Response Location (**ERL**) **Record Name** for the phone device.

13. If an Emergency Gateway is assigned to the selected Enterprise/Group, you can enter an **ERL Record Name** to assign a unique ERL for the device in the Emergency Gateway.



Note: The OpEasy GUI does not allow for provisioning of Emergency Response Location (ERL) entries for desktop softphone devices. (Ping, Communicator, Engage/Webex). The potentially mobile nature of these clients requires the use of Intrado's Location Manager application to ensure accurate location information for first responders. Dynamic ERL for MS Teams endpoints is handled internally by Q365.

Smartphone-based endpoints like Ping mobile and Engage/Webex mobile typically force emergency calls through their respective native cellular phone connections to take advantage of cellular network location mechanisms.

14. The **Encryption (TLS/SRTP)** field displays the encryption status of the device, **None** appears in the field for devices that do not support encryption.

Encryption (TLS/SRTP) setting of the phone is specified by the template or global settings. **Encryption Override** can be enabled or disabled.

15. Enter the MAC Address (Device's MAC Address or Auto Install Device ID). This field is required to identify the device.

16. Select the protocol from the **Transport Protocol** drop-down list.

17. Select the record name from the **ERL Record Name** drop-down list. If greater than 250 Emergency Response Locations have been provisioned for the Enterprise, the drop-down list is replaced with a search input selector.

18. Click **OK***. This adds the Primary Phone Device.

Adding a Shared Call Appearance (SCA)

A Shared Call Appearance (SCA) can be added on the Phones tab while you are adding or modifying a user. The SCA is the user's number assigned to another phone. SCAs can be useful for executive/assistant situations or anytime you want another user answering this user's phone. Additionally, inbound and outbound calls can be completed on this SCA number.

1. From the main menu, select **Provisioning** and then **Users**. The Users page opens.
2. Select the **Enterprise** and **Group** from the drop-down list, if necessary.
3. Click **Search** to view all the Users or enter Search parameters to filter the Search.
4. Click the **Edit** link at the end of the user's row or click anywhere in the row of the phone device you want to edit.
5. Click the **Phones** tab on the Advanced: User Modify page.
6. Click the **Add Shared Call Appearance** button. The User: Shared Call Appearance (SCA) Add page opens.
7. You may create a new device or select the desired device from the **Phone Device** drop down list. Select criteria for a specific device or set of devices. Click **Search**, the **Phone Device List** displays the list of devices.

User: Shared Call Appearance (SCA) Add

Assign the user as a line on an additional phone device. *Pressing OK retains but does not save entered changes. To save the changes, press OK or Apply on the subsequent page.

OK Cancel

Enterprise: System Validation -- System Validation
 Group: JazzTest -- JazzTest
 User: Bob, Bob (Bob.Bob@hosp.cslab.clearspancloud.com)

Phone Device

Phone Device: (Search Phone Devices)

Phone Device Search:

Device Type: Contains: poly Search

Phone Device List: (Select Phone Device)

Template: (Select Phone Device)

View Template

Device Billing Type

User Line

* Line / Port: 5046.sca01.(Site

Line Position: 1st P

Shared Call Appearance: Jazz_D230_000016 (Group)

☒ Allow Calls to be

☒ Allow Calls to this

Device Configuration

Host Name / IP Address: Polycom_VVX310_dms-5009bhc (Group)

Port: Polycom_VVX310_dms-5011bhc (Group)

Outbound Proxy:

Figure 117 - User: Shared Call Appearance (SCA) Add Page

8. If the device being added is the Clearspan Bridge, then the Ping Client section will be displayed.

The screenshot shows a web form with two main sections. The first section, titled 'Phone Device', contains a dropdown menu for 'Phone Device' set to 'CSBridge-Standard (Enterprise)', and labels for '* Device Level: Enterprise' and 'Device Type: ClearspanBridge'. The second section, titled 'Ping Client', contains a sub-section 'Ping Client Username Option' with two radio buttons: 'Use an existing Ping account' (selected) and 'Create a new Ping account'. Below these are three input fields: '*Ping Client Username:' with a pre-filled email address, '*Ping User Password:' with a placeholder for a password, and '*Confirm Ping User Password:'.

Figure 118 - Ping client account information

- Choose to 'Use an existing Ping account' or 'Create a new Ping account.'
- The **Ping Client Username** field may be preset using the user part of the Clearspan User's email address and the preset Enterprise domain.
- Enter and confirm a password to be used for Ping client login.
 - If Ping client add-in features have been enabled for the Enterprise, the 'Ping Feature Name' selection box will appear. Check the appropriate box in the 'Enabled' column to enable the feature; additional monthly service charges may apply.

The screenshot shows a web form with two main sections. The first section, titled 'Ping Client', contains three input fields: '*Ping Client Username:' with a pre-filled email address, '*Ping User Password:' with a placeholder for a password, and '*Confirm Ping User Password:' with a placeholder for a password. The second section, titled 'Ping Feature Name', contains a table with two columns: 'Ping Feature Name' and 'Enabled'. The table has two rows: 'Call Center' and 'SMS'. The 'Enabled' column has radio buttons for each row. The third section, titled 'User Line', contains two input fields: '* Line / Port:' with a pre-filled value and 'Contact: sip:' with a pre-filled email address. There is a 'Hide Details' button at the bottom.

Figure 119 - Ping Client add-in Feature Selection

9. The **Template** is automatically filled in from the existing information. However, you can change it to a template that will accommodate the SCA.

User: Shared Call Appearance (SCA) Add

Assign the user as a line on an additional phone device. *Pressing OK retains but does not save entered changes. To save the changes, press OK or Apply on the subsequent page.

Enterprise: SystemValidation -- System Validation
 Group: JazzTest -- JazzTest
 User: Bob, Bob (Bob.Bo@hosp.cslab.clearspancloud.com)

Phone Device

Phone Device: (Search Phone Devices)

Phone Device Search:

Phone Device List: Polycom_VVX310_dms-5010bhc (Group)

* Device Level: Group
 Device Type: Polycom_VVX310_dms
 Template: Jazz_VVX310 (Group)

Device Billing Type: Use Org Billing Type

User Line

* Line / Port:
 @

Line Position: 2nd Phone Line

Shared Call Appearance: Enabled

☒ Allow Calls to be Originated
☒ Allow Calls to this Destination

Figure 120 - User: Shared Call Appearance (SCA) Add Page

10. Click the **View Template** button to display the template for this phone device. The User: Phone Template page opens.
11. To change user assignments on this phone device, click **Manage Users** and make changes as described in [Assigning, Removing, or Reordering Users on a Phone Device](#).
12. Check Restart Phones on Save.
13. The **Line/Port** number is entered automatically. In this example, it is 4765552014.sca01, the number of the line that is going onto this phone as an SCA. This recommended naming convention keeps track of the SCA numbers on a particular phone. If you create another SCA on this phone, it would be "Phone Number +.sca02".
Note: the line/port domain will be pre-selected for MS Teams devices using the Clearspan Native Teams Int Device Type
14. For MS Teams devices:
 - The **Use MS Teams Voicemail** option will be displayed. When this option is selected, OpEasy provisions the user in the TeamMate portal to use the MS Teams Voicemail as opposed to using the Clearspan Voicemail system.
 - The **Voice Route** and **PBX Location** drop-down menus will also be displayed for Enterprise Administrators whose access privileges include the 'Enterprise Settings' privilege. These settings will normally remain at their default values unless the user is participating in a very large-scale integrated MS Teams deployment.

- The **Enable Clearspan ACD Add-on** option will be displayed. If checked, this enables the use of the Clearspan Call Center Selector functionality within the MS Teams client.
 -
15. Choose **Line Position** from the drop-down list to indicate the position of this Shared Call Appearance on the device selected.
 16. The **Allow Calls to be Originated** and the **Allow Calls to this Destination** fields are checked by default. Make adjustments if you do not want calls to originate from or terminate on this SCA line.
 17. If the Enterprise subscribes to the Intrado ERS service, enter the appropriate emergency response location in the **ERL Record Name** field.
 18. Click **OK***. The entry is not yet saved.
 19. Click the **SCA Options** button on the Phones tab if you want to change any of the following options that apply to all SCAs. The SCA Options tab opens.

Advanced: User Modify
Modify an existing Clearspan user.

Changes made on previous pages have NOT been saved! To save the changes, you must press OK or Apply on this page.

OK Cancel Apply Delete

Enterprise: System Validation -- System Validation
Group: JazzTest -- JazzTest
User: Bob, Bob (Bob.Bo@hosp.cslab.clearspancloud.com)
Service: (Select Service)

User Optional Phones **SCA Options** Announcements

(Close Tab) (Close Other Tabs)

SCA Options

☐ Alert All Shared Appearances for Click-to-Dial calls
☒ Allow Call Retrieve from another location
☒ Allow Multiple Concurrent Calls on the same shared line
☐ Allow Bridging of Users on the same shared line
 Bridge Warning Tone: None

Figure 121 - Advanced: User Modify Page – SCA Options Tab

- Alert All Shared Appearances for Click-to-Dial calls
 - Allow Call Retrieve from another location
 - Allow Multiple Concurrent Calls on the same shared line
 - Bridging
20. Select **Allow Bridging of Users on the same shared line**, if required.
 21. Choose a **Bridge Warning Tone for Barge-in** option from the drop-down list. The tone can be played one time at Barge-in or can be repeated every 30 seconds.
 22. Click **OK** or **Apply**.

Removing a Shared Call Appearance

1. From the main menu, select **Provisioning** and then **Users**. The Users page opens.
2. Select the **Enterprise** and **Group** from the drop-down list, if necessary.
3. Click **Search** to view all the Users or enter Search parameters to filter the Search.
4. Click the **Edit** link in the user's row or click anywhere in the row of the phone device you want to edit.
5. Click the **Phones** tab on the Advanced: User Modify page.

Advanced: User Modify
Modify an existing Clearspan user.

OK Cancel Apply Delete

Enterprise: Canine Center -- Training and Pet Store
Group: Training
User: Last36, First36 (3124481036@k9center.clearspancloud.com)
Service: (Select Service)

User Optional Phones Announcements [Close Other Tabs](#)

Phone Devices
Primary Phone: Polycom VVX411 DMS-3124481036
Phone Level: Group
Edit View Template

Shared Call Appearance
(add a line for this user on another phone)
Add Shared Call Appearance SCA Options

Phone Restart
☐ Select All Phones
Restart Selected Phones
☐ Restart Phones on Save

Phone Devices

| Restart Select | Device Name | Device Level | MAC Address | Device Type | Line / Port | Type | Disabled | Template | ... | Edit |
|--------------------------|-------------------------------------|--------------|-------------|-----------------------|--|---------|----------|--------------------|-----|-----------|
| <input type="checkbox"/> | Polycom VVX411 DMS-3124481036 | Group | | Polycom VVX 411 (DMS) | 3124481036.primary@k9center.clearspancloud.com | Primary | false | Grp_VVX411 (Group) | | View Edit |
| <input type="checkbox"/> | Polycom VVX450 DMS-3124481036.sca01 | Group | | Polycom VVX 450 (DMS) | 3124481036.sca01@k9center.clearspancloud.com | SCA | false | Grp_VVX450 (Group) | | View Edit |

End of Phone Devices

Figure 122 - Advanced: User Modify Page – SCA to Remove

6. Click the **Edit** link at the end of the user's row or click anywhere in the row of the SCA to remove, in the Phone Devices table. The User: Shared Call Appearance (SCA) Modify page is displayed.

User: Shared Call Appearance (SCA) Modify

Modify the assignment of the user as a line on a phone device. *Pressing OK, Unassign, or Delete retains but does not save entered changes. To save the changes, press OK or Apply on the subsequent page.

Enterprise: Bulk Provisioning -- Lab Val, Inc
Group: Group_G -- Group, Gewel
User: LTest82, FTest82 (9722221082@labval.clearspancloud.com)

Phone Device
Phone Device: Smokey_Mitel6940_9722221082 (Group)

* Device Level: Group
Device Type: Mitel 6940 (DMS)
Template: Mitel6940_Grp (Group)

Device Billing Type: Use Org Billing Type

☐ Restart Phones on Save

User Line
* Line / Port:
9722221082.sca01 @ labval.clearspancloud.com

Line Position: 1st Phone Line
Shared Call Appearance: Enabled

☒ Allow Calls to be Originated
☒ Allow Calls to this Destination

Device Configuration

Figure 123 - Unassign a Shared Call Appearance from a Phone Device

Click the **Unassign Device** button.

7. Click **Yes** in the Unassign confirmation dialog box. The Shared Call Appearance is removed.
8. Click **OK** or **Apply**.

Creating a Trunk User

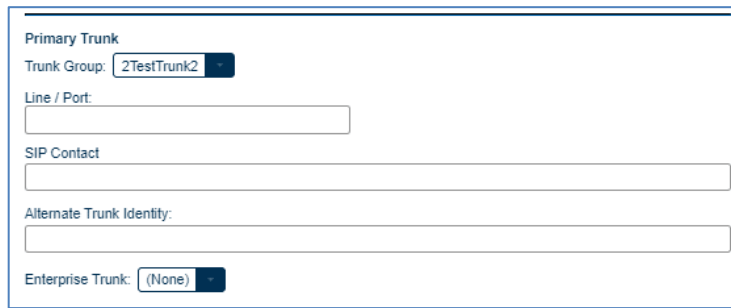
You can create a Trunk User within a Clearspan Trunk Group, to provide SIP-based network services to legacy phone equipment. To create Trunk Users more quickly, you can create a User Profile that specifies the Trunk Group, Line/Port, and Enterprise Trunk settings.

1. From the main menu, select **Provisioning** and then **Users**. The Users page opens.
2. Select the **Enterprise** and **Group** from the drop-down list, if necessary. You can create a Trunk User by either adding the user to a Trunk Group or assigning the user to an Enterprise Trunk.
3. Click **Add**.



Note: If the Add button does not appear, then you are not authorized to add or delete users.

4. Click the **Phones** tab on the Advanced: User Add page.
5. Click the **Assign Primary Trunk** button for the Primary Phone. The User: Primary Trunk Assign page opens.



Primary Trunk

Trunk Group: 2TestTrunk2

Line / Port:

SIP Contact

Alternate Trunk Identity:

Enterprise Trunk: (None)

Figure 124 - Users: Modify - Assign Trunk Group Page

6. Select a Trunk Group from the **Trunk Group** drop down list.
7. Enter the **Line/Port**.
8. Enter the contact in the **Contact sip** text box.
9. Enter an **Alternate Trunk Identity**, if required. This field is used to present alternative routing information to the destination. For example, if the user is behind an existing PBX, this field may be used to properly route the trunk to the current PBX destination.
10. Choose an **Enterprise Trunk** when the Trunk User will use more than one Trunk Group.
11. Click **OK*** and then Click OK. The Users page opens.
12. Click **OK** again. The Provisioning menu is opened.

Announcements Tab

OpEasy allows you to upload, delete, or configure audio and video announcement files to repositories. Announcements repositories are kept for Users, Auto Attendant and Hunt Group virtual users, and Groups. Once an announcement is saved to a repository, OpEasy allows you to assign it to Voice Mail Greetings, Auto Attendant menus, and Music on Hold. You can search, upload, rename, or delete announcements on a user's Announcements tab. You can also view announcement types, size, and usage. You can manage announcements when you create a new user or when modifying a user, as follows:

1. From the main menu, select **Provisioning** and then **Users**. The Users page opens.
2. Select the **Enterprise** and **Group** from the drop-down list, if necessary.
3. Click **Search** to view all the Users or enter Search parameters to filter the Search.
4. Click the **Edit** link in the row of the user or click anywhere in the row for which you want to configure Announcements. The Advanced: User Modify page opens.
5. Select the **Announcements** tab.

Advanced: User Modify
Modify an existing Clearspan user.

OK Cancel Apply Delete

Enterprise: Bulk Provisioning -- Lab Val, Inc
Group: Group_G -- Group, Gewel
User: LTest170, FTest170 (9722221170@clearspancloud.com)
Service: (Select Service) ▼

User Optional Phones **Announcements** (Close Other Tabs)

Repository Information
Total Size of Repository: 0.0MB used out of 1.0GB allocated
Add Announcement

Announcement Search
Announcement Type: (Audio Only) ▼
(All Announcements) ▼ Contains: Search

Announcements

| Selected | Name | Type | Size (KB) | Usage Count | Edit |
|-------------------|------|------|-----------|-------------|------|
| No records found. | | | | | |

End

Figure 125 - Advanced: User Modify Page – Announcements Tab

6. To upload a new file, click **Add Announcement**. The User: Announcement Add page opens. Enter an Announcement Name and click Browse to choose the audio or video file to upload. Supported file types include WAV, WMA, MOV, or 3GP. Click OK*. The new announcement appears in the Announcements list.

7. To rename or replace an announcement, search for the announcement. Search results appear in the list at the bottom of the page. Click Edit on the row of the announcement you want to modify. Make any desired changes on the Announcement Modify page, and then click OK*.
8. To delete an announcement, select the announcement to be deleted from the search results list and click Delete Selected Announcements, or click Delete on the Announcement Modify page. You cannot delete announcements that are in use.
9. Click **OK** or **Apply**. You *must* click **OK** or **Apply** again to save your changes.

Failure Error Messages

When you click OK to finish creating or modifying a user, any errors that prevent the user from being created or changed will be reported at the top of the page as in the following figure.

Advanced: User Add
Select a User Profile and complete the user information to add a new Clearspan user.

- * Last Name is required.
- * First Name is required.
- * Phone Number and/or Extension are required.
- * User Password and Confirm password are required.
- * [Details] Clearspan User ID is required.

OK Cancel

Enterprise: Canine Center -- Training and Pet Store
Group: Training
User:
Service: (Select Service) +

| User | Optional | Phones | Announcements |
|------------------------------------|----------|--------|---------------|
| [Close Other Tabs] | | | |

User Classification
User Profile: (Select User Profile) +

Clearspan User
* Last Name:

* First Name:

E-mail Address:

☒ Use Organization ID
Account ID:

Figure 126 - User Add Error Messages

Failures may also be reported on the User Add Messages page as shown below.

User Add Messages

While adding a Clearspan user, the user was successfully added but a failure occurred while completing non-essential configuration.

OK

Enterprise:Canine Center -- Training and Pet Store
Group:Training
User:Unger, Felix (3124481047@k9center.clearspancloud.com)

Notification
User:Unger, Felix (3124481047@k9center.clearspancloud.com)
Primary Phone Device:PolycomV VX150DMS-3124481047
Failure:**User successfully added!** However, related configuration failed set up:

Failure Messages
Voice Mail: Unable to add Surgemail User Account: A user (5052blg@tb20.aastra.com) already exists existing user in database

Figure 127 - User Add Failure Page

Configuring Advanced User Features

When you add or modify a user, the Service drop-down list allows you to configure the following additional features:

- Alternate Numbers
- Authorization Codes
- Busy Lamp Field (BLF)
- Call Center Agent
- Call Center Supervisor
- Call Forward
- Call Forward Selective
- Call Pickup
- Call Recording
- Clearspan Anywhere
- Fax Messaging
- Flexible Seating Guest
- Hoteling Guest
- Hoteling Host
- Hunt Group
- Integrated IM&P
- Music On Hold
- Priority Alert
- Privacy
- Sequential Ring
- Simultaneous Ring
- Speed Dial 8
- Speed Dial 100
- Voice Mail
- Voice Mail Distribution Lists
- Voice Mail Greetings

Alternate Numbers

Alternate Numbers allows you to add up to ten additional phone numbers or extensions to be assigned in addition to your primary number and extension. All additional numbers and extensions



Note: 'Alternate Numbers' is a service that must be assigned to the user on Clearspan.

ring your phone (s) just like your primary phone. In addition, you can specify a distinctive ringing pattern for each number, if your phone supports it.

1. From the main menu, select **Provisioning** and then **Users**. The **Users** page opens.
2. Select the **Enterprise** and **Group** from the drop-down list, if necessary.
3. Click **Search** to view all the Users or enter Search parameters to filter the Search.
4. Click the **Edit** link in the row or click anywhere in the row for which you want to set up alternate numbers. The **Advanced: User Modify** page opens.
5. Select **Alternate Numbers** from the **Service** Drop-down list. The **Alternate Numbers** tab opens as in the following example:

Advanced: User Modify
Modify an existing Clearspan user.

OK Cancel Apply Delete

Enterprise: Canine Center -- Training and Pet Store
Group: Training
User: Unger, Felix (3124481047@k9center.clearspancloud.com)
Service: Alternate Numbers

| User | Optional | Phones | Announcements | Alternate Numbers |
|--|----------|--------|---------------|-------------------|
| Close Tab Pin Tab Close Other Tabs | | | | |

Alternate Numbers

Alternate Numbers allows up to ten additional phone numbers or extensions to be assigned in addition to your primary number and extension. All additional numbers and extensions ring your phone(s) just like your primary phone. In addition, you can specify a distinctive ringing pattern for each number, if your phone supports it. Only your administrator can configure new numbers and extensions for you.

☒ Distinctive Ring

Alternate Numbers

| ID | Phone Number | Activated | Extension | Ring Pattern | Description |
|----|--------------|-------------------------------------|-----------|------------------|-------------|
| 1 | 312-448-1108 | <input checked="" type="checkbox"/> | 1108 | Short-Short-Long | Bat phone |
| 2 | (None) | <input type="checkbox"/> | | Normal | |
| 3 | (None) | <input type="checkbox"/> | | Normal | |

Figure 128 - Advanced: User Modify Page

6. To add an alternate number, select a **Phone Number**, enter an **Extension**, select the **Ring-Pattern** from the drop-down list and enter the Description. The Ring Pattern is available in the following formats:
 - Long-Long
 - Short-Short-Long
 - Short-Long-Short formats.
7. Click the **Activated** check box to activate the alternate number.
8. Click **OK** or **Apply**.

Authorization Codes

Authorization Codes allows you to add or delete Communication Barring Authorization Codes for a user.



Note: Authorization Codes is a service that must be assigned to the user on Clearspan.

1. From the main menu, select **Provisioning** and then **Users**. The Users page opens.
2. Select the **Enterprise** and **Group** from the drop-down list, if necessary.
3. Click **Search** to view all the Users or enter Search parameters to filter the Search.
4. Click the **Edit** link in the row or click anywhere in the row for which you want to set up authorization codes. The Advanced: User Modify page displays.
5. Select **Authorization Codes** from the **Service** Drop-down list. The Auth. Codes tab opens as shows in the following example.

Advanced: User Modify
Modify an existing Clearspan user.

OK Cancel Apply Delete

Enterprise: Canine Center -- Training and Pet Store
Group: Training
User: Unger, Felix (3124481047@k9center.clearspancloud.com)
Service: Authorization Codes

| User | Optional | Phones | Announcements | Auth Codes |
|--|----------|--------|---------------|------------|
| (Close Tab) (Pin Tab) (Close Other Tabs) | | | | |

Communication Barring Authorization Codes
Create new Communication Barring Authorization Codes and manage existing codes.

Add Authorization Code

Communications Barring Authorization Codes

| Authorization Code | Description | Delete |
|----------------------|----------------------|--------|
| <input type="text"/> | <input type="text"/> | Delete |

End of Authorization Codes

Figure 129 - Advanced: User Modify Page – Auth Codes Tab

6. Click Add Authorization Code.
7. Enter an **Authorization Code** and **Description**.
8. Click **Delete** to delete an existing code.
9. Click **OK** or **Apply**.

Busy Lamp Field (BLF)

The Busy Lamp Field (BLF) feature allows a station in the network to monitor the call state of other stations in the network. For example, an executive assistant or “front desk” operator might be equipped with an enhanced station that offers enough line keys to adequately monitor a large set of lines in the network. When calls arrive for a user that has a line that is being monitored, the operator can easily determine if the user is busy, by looking at the lamp associated with the line key of that user and make appropriate call routing decisions.



Note: Busy Lamp Field is a service that must be assigned to the user on Clearspan, and a key must be assigned on the user's phone for every user monitored.

1. From the main menu, select **Provisioning** and then **Users**. The Users page opens.
2. Select the **Enterprise** and **Group** from the drop-down list, if necessary.
3. Click **Search** to view all the Users or enter Search parameters to filter the Search.
4. Select **Busy Lamp Field (BLF)** from the **Service** drop-down list. The BLF tab opens as shown in the following example.

Figure 130 - Advanced: User Modify Page - BLF Tab

5. Enter the BLF List URI, for example, 9785551003BLF@moorehouse.com. The BLF List URI must be unique. You can choose any name, but it cannot be duplicated elsewhere in the system.



Note: Select the **Restart Phones on Save** check box only when a BLF list URI is added, or the existing BLF list URI is deleted by adding a new BLF List URI.

6. Click Search to view all the Users available for assignment; or enter Search parameters to filter the Search.
7. Select the users that you want to be in the BLF **Monitored Users** list.
8. Click the following options required:
 - Click **Add** to add the specific users to the list or click **Add All** to add all users to the list of those to be monitored.
 - Click **Remove** or **Remove All** to remove users from the list.
 - Click **Move Up** or **Move Down** to reorder the list. The ordering dictates the order in which

it is displayed on the user's phone.

- Click **OK** or **Apply**.

Call Center Agent

The Call Center Agent tab allows you to set the Automatic Call Distribution (ACD) state and to add or remove users from the ACD call center.



Note: Call Center Agent is a service that must be assigned to the user on Clearspan.

- From the main menu, select **Provisioning** and then **Users**. The Users page opens.
- Select the **Enterprise** and **Group** from the drop-down list, if necessary.
- Click **Search** to view all the Users or enter Search parameters to filter the Search.
- Select **Call Center Agent** from the **Service** drop-down list. The Call Center Agent tab opens as shown in the following example:

Advanced: User Modify

Modify an existing Clearspan user.

Enterprise: CallCenter -- CCTesting
 Group: CallCenter -- CallCenterGroup
 User: 06Percy, Mercy (7175557006@cctestesting.aastra.com)
 Service: Call Center Agent

| User | Optional | Phones | Announcements | Call Center Agent |
|--|----------|--------|---------------|-------------------|
| (Close Tab) (Pin Tab) (Close Other Tabs) | | | | |

Call Center Agent

Call Center Agent provisions the user's ACD settings and all the ACDs to which the user belongs and is currently joined.

General Settings

Call Center Service Assigned: Premium

☒ Use Default Guard Timer Setting
☐ Use User Guard Timer Setting

☐ Enable Guard Timer for 5 seconds

ACD State of the Agent: Sign-Out

Agent Threshold Profile: Default Agent Threshold Profile

☐ Make outgoing calls as: (None)

Availability Settings

☒ Use Default Agent Availability Settings
☐ Use User Agent Availability Settings

☐ Force agent to unavailable on Do Not Disturb activation
☐ Force agent to unavailable after 3 consecutive bounced calls
☐ Force agent to unavailable on not reachable
☐ Force agent to unavailable on personal calls

Select Call Center to Assign to Agent: (None)

Agent's Call Centers

| Join | Call Center Name | Phone Number | Extension | Routing Type | Skill Level | Remove |
|-------------------------------------|-------------------------------------|--------------|-----------|----------------|-------------|---------------------------------------|
| <input checked="" type="checkbox"/> | CC_Classes2@cctestesting.aastra.com | 7175557198 | 7198 | Priority Based | | <input type="button" value="Remove"/> |

End of Call Centers

Figure 131 - Advanced: User Modify Page – Call Center Agent Tab

5. Select the agent's **Guard Timer Setting**. **Default** uses the default settings. User overrides the default setting for the user. The guard timer is used to provide a short interval between the time that a call ends and the time that a new call is offered to the agent. The typical setting is 2-5 seconds.
6. Set the **ACD State of the Agent** from the drop-down list. The agent can change the ACD state from the web portal as well as from the client.
7. Select the **Agent Threshold Profile** which should be applied to this agent. An Agent Threshold Profile is an optional set of warning thresholds configured for an agent to track metrics.
8. Enable **Make outgoing calls as** to configure the agent's outgoing calls setting. This setting might not be available for some call centers.
9. Select the **Agent Availability Settings** from the following settings to manage the availability to receive inbound calls from the call centers.
 - **Use Default Agent Availability Settings** - User overrides the default setting for the user.
 - Force agent to unavailable on Do Not Disturb activation
 - Force agent to unavailable after some consecutive bounded calls
 - Force agent to unavailable on not reachable
 - Force agent to unavailable on personal calls
10. Select the Call Center from the drop-down list and then click the **Assign Call Center** button.
11. The **Join** check box is checked by default.
12. Select a **Skill Level** from the drop-down menu in the **Agent's Call Centers** list.
13. Clear **Join** to remove the user from that callcenter. Select the **Remove** link to remove the call center from the list.
14. Click **OK** or **Apply**.

Call Center Supervisor

The Call Center Supervisor tab allows you to assign the Supervisor to Call Center(s).



Note: Call Center Supervisor is a service that must be assigned to the user on Clearspan.

1. From the main menu, select **Provisioning** and then **Users**. The Users page opens.
2. Select the **Enterprise** and **Group** from the drop-down list, if necessary.
3. Click **Search** to view all the Users or enter Search parameters to filter the Search.
4. Click the **Edit** link in the row or click anywhere in the row of the user that will be allowed to monitor other users' phone status. The Advanced: User Modify page opens.
5. Select **Call Center Supervisor** from the **Service** drop-down list. The Call Center Supervisor tab opens.

Advanced: User Modify
Modify an existing Clearspan user.

Enterprise: CallCenter -- CCTesting
 Group: CallCenter -- CallCenterGroup
 User: 06Percy, Mercy (7175557006@cctestesting.aastra.com)
 Service: Call Center Supervisor

| User | Optional | Phones | Announcements | Call Center Supervisor |
|--|----------|--------|---------------|------------------------|
| (Close Tab) (Pin Tab) (Close Other Tabs) | | | | |

Call Center Supervisor
 Call Center Supervisor allows user to be assigned as supervisor for a Call Center.

Available Call Centers

CC_Shop2@cctestesting.aastra.com

Assigned Call Centers

CC_Classes2@cctestesting.aastra.com

Figure 132 - Advanced: User Modify Page – Call Center Supervisor Tab

6. User **Add** and **Remove** to assign Call Centers to the User. The User will be a Supervisor in the selected call center.
7. Select a Call Center from the **Call Center** drop down list, if required. Search to display all Agents available for assignment; or enter the parameters to narrow the search.
8. Use **Add** and **Remove** to assign available agents to be Supervised.
9. Click **Assign Agents to be Supervised**.
10. Click **OK** or **Apply**.

Call Forward

Call Forwarding allows you to forward some or all calls to a different phone number or SIP-URI, such as a home office or cell phone.



Note: Call Forwarding is a service that must be assigned to the user on Clearspan.

1. From the main menu, select **Provisioning** and then **Users**. The Users page opens.
2. Select the **Enterprise** and **Group** from the drop-down list, if necessary.
3. Click **Search** to view all the Users or enter Search parameters to filter the Search.
4. Click the **Edit** link in the row or click anywhere in the row of the user you want to set up call

forwarding. The Advanced: User Modify page opens.

5. Select Call Forward from the Service Drop-down list. The Call Forward tab opens, as shown in the following example.

The screenshot displays the 'Advanced: User Modify' interface for a user named '12Snappy, Ginger'. The 'Services' dropdown is set to 'Call Forward'. A tabbed interface at the bottom shows 'Call Forward' as the active tab. The page contains three main sections for call forwarding: 'Call Forwarding Always', 'Call Forwarding Busy', and 'Call Forwarding No Answer'. Each section has radio buttons for 'On' and 'Off' (with 'Off' selected in all three), a text field for 'Forward-To Number', and a checkbox for 'Play Ring Reminder' (checked in the 'Always' section).

Advanced: User Modify
Modify an existing Clearspan user.

OK Cancel Apply Delete

Enterprise:CallCenter -- CCTesting
Group:CallCenter -- CallCenterGroup
User:12Snappy, Ginger (7175557012@cctesting.aastra.com)
Services: Call Forward

| User | Optional | Phones | Announcements | Call Forward |
|--|----------|--------|---------------|--------------|
| Call Forward Choose Tabs (On Tabs) (Close Other Tabs) | | | | |
| <p>Call Forward</p> <p>Call Forwarding allows you to forward some or all of your incoming calls to a different phone number or SIP-URI, such as your home, office or cell phone. The type of forwarding (Always, Busy, No Answer, and Not Reachable) determines whether a call is forwarded and the number to which that call is forwarded. The address (phone number or SIP-URI) you forward your calls to must be permitted by your outgoing calling plan. For Call Forwarding Always, you can also make your primary phone emit a short ring burst to inform you if you are next to your phone when the call is forwarded by using the Ring Reminder. This is important when you have forgotten the service is turned on and you are at your primary phone waiting to receive calls.</p> | | | | |
| <p>Call Forwarding Always</p> <p><input type="radio"/> On <input checked="" type="radio"/> Off</p> <p>* Forward-To Number: <input type="text"/> (Phone Number or SIP-URI)</p> <p><input checked="" type="checkbox"/> Play Ring Reminder when a call is forwarded</p> | | | | |
| <p>Call Forwarding Busy</p> <p><input type="radio"/> On <input checked="" type="radio"/> Off</p> <p>* Forward-To Number: <input type="text"/> (Phone Number or SIP-URI)</p> | | | | |
| <p>Call Forwarding No Answer</p> <p><input type="radio"/> On <input checked="" type="radio"/> Off</p> <p>* Forward-To Number: <input type="text"/> (Phone Number or SIP-URI)</p> | | | | |

Figure 133 - Advanced: User Modify Page – Call Forward Tab

Select **On** or **Off** for **Call Forwarding Always** to have calls always forwarded. Enter a number or SIP-URI for the **Forward-To Number** destination. Check the **Ring Reminder** check box to hear a short ring burst when the call is forwarded. This is important when users have forgotten the service is turned on and are at their primary phone waiting to receive calls.

6. Select **On** or **Off** button for **Call Forwarding Busy** to have calls forwarded when the primary phone is busy. Enter a number or SIP-URI for the **Forward-To Number** destination.
7. Select **On** or **Off** button for **Call Forwarding No Answer** to have calls forwarded when the primary phone is not answered. Enter a number or SIP-URI for the **Forward-To Number** destination. Select the **Rings Before Forwarding** to set the number of rings to occur before the call is forwarded on No Answer.
8. Select **On** or **Off** button for **Call Forwarding Not Reachable** to have calls forwarded when this number is not reachable. 'Not Reachable' means that a SIP INVITE was sent to an endpoint with a valid registration, but a signaling timeout occurred or a SIP signaling error was returned. Enter a number or SIP-URI for the **Forward-To Number** destination.
9. Click **OK** or **Apply**.

Call Forward Selective

Call Forward Selective allows you to forward specific calls matching pre-defined criteria. This feature is useful for forwarding calls from a manager, family member, or important client, or for forwarding calls during a certain time.



Note: Call Forwarding is a service that must be assigned to the user on Clearspan.

1. From the main menu, select **Provisioning** and then **Users**. The Users page opens.
2. Select the **Enterprise** and **Group** from the drop-down list, if necessary.
3. Click **Search** to view all the Users or enter Search parameters to filter the Search.
4. Click the **Edit** link in the row or click anywhere in the row of the user you want to set up call forwarding. The Advanced: User Modify page opens.
5. Select **Call Forward Selective** from the **Service** Drop-down list.

User: Call Forwarding Selective Add

Add a new call forwarding selective entry. Specify the time schedule and/or holiday schedule you would like calls forwarded. You can have the call forwarded for only specified numbers or all numbers. If you need more than 12 numbers or more distinct time or holiday periods, you can create multiple call forwarding selective entries. *Pressing OK retains but does not save entered changes. To save the changes, press OK or Apply on the subsequent page.

OK*

Cancel

Enterprise: Bulk Provisioning -- Lab Val, Inc

Group: Group_G -- Group, Gewel

User: Dog, Gewel (9722221123@labval.mitel.com)

Call Forwarding Selective

* Name / Description:

Forward To

☒ Default Forward-To Number:

☐ Forward-To Number (Phone Number or SIP-URI):

☐ Do Not Forward

Time Schedule:

Every Day All Day

Holiday Schedule:

None

Forward Calls From

☒ All Calls (from any phone number)

☐ Calls from the following Phone Numbers:

☐ Private Numbers

☐ Unavailable Numbers

Specific Phone Numbers: (wildcard characters: ? for any digit; trailing * for multiple digits)

Forward Calls To

Available Call To Numbers

Primary (9722221123 / 1123)

Selected Call To Numbers

Add >

Remove <

Add All >>

Remove All <<

Figure 134 - Call Forward Selective Add Page

6. Select **On** for Call Forwarding Selective to have specific calls forwarded and enter a number or SIP-URI for the **Default Forward-To Number** destination. Check the **Ring Reminder** box to

hear a short ring burst when the call is forwarded. This is important when users have forgotten the service is turned on and are at their primary phone waiting to receive calls.

7. Click **Add Forwarding Criteria** to create a set of call forwarding criteria or click **Edit** in the **Forwarding Criteria** table to modify or delete existing criteria. The User: Call Forwarding Selective Add/Modify page opens.
8. Enter a **Name/Description** for the call forwarding selective entry.
9. Select to forward calls to the default number or another number, or Do Not Forward.
10. Specify the **Time Schedule** and/or **Holiday Schedule** for which to forward calls.
11. The received calls that use a Selective Criteria are based on the **Calls From** settings. Select or enter one or more of the following options to use the selective criteria:
 - Select All Calls (from any phone number)
 - Select Calls from any or all the following:
 - Private Numbers
 - Unavailable Numbers
 - Enter Specific Phone Numbers (up to 12 numbers). The Phone numbers digit strings can include digits
 - from 0 through 9
 - the following wildcard characters:
 - * (star) – This wild card can only be used as the last character of the digit strings and matches any number of trailing digits. For example, 60833374*
 - ? (Question mark) – This wild card can be used anywhere in the string and matches any single digit. For example: 608????114 or 6?833?7?23 or 60?33374*
12. Choose the numbers from the **Available Call To Numbers** list in the **Calls To** section, and click **Add** to use the number for the Calls To criteria.
13. Click **OK***.
14. Click **OK or Apply**.

The **Forwarding Criteria** table displays the **Calls From** and **Calls To** columns. The **Calls To** criteria controls forwarding based on the destination that was dialed. The User: Call Forwarding Selective page opens.

Call Pickup

The Call Pickup feature allows users to answer calls received by other people within the same Call Pickup Group to which they are assigned.



Note: The Call Pickup group can be created in Clearspan or OpEasy, Provisioning | Group Settings | Call Pickup Groups. Call Pickup is a service that must be assigned to a user on Clearspan.

1. From the main menu, select **Provisioning** and then **Users**. The Users page opens.
2. Select the **Enterprise** and **Group** from the drop-down list, if necessary.
3. Click **Search** to view all the Users or enter Search parameters to filter the Search.
4. Click the **Edit** link in the row or click anywhere in the row of the user you want to set up call pickup. The Advanced: User Modify page opens.

5. Select **Call Pickup** from the **Service** Drop-down list.

Advanced: User Modify

Modify an existing Clearspan user.

OK

Cancel

Apply

Delete

Enterprise:CallCenter -- CCTesting

Group:CallCenter -- CallCenterGroup

User:12Snappy, Ginger (7175557012@cctesting.aastra.com)

Service: **Call Pickup**

User

Optional

Phones

Announcements

Call Pickup

(Close Tab) (Pin Tab) (Close Other Tabs)

Call Pickup

Call Pickup allows you to answer calls received by other users within the Call Pickup Group to which you are assigned.

Call Pickup Group: **Test1**

Users Assigned to Call Pickup Group 'Test1'

| Last Name | First Name | Department | Phone Number | Extension | User ID |
|-----------------|---------------|--------------------------------|-------------------|-------------|--|
| 01Autumn | Fall | Classes | +1-7175557001 | 7001 | 7175557001@cctesting.aastra.com |
| 02Gewel | JuJu | Shop, Toys & Treats | +1-7175557002 | 7002 | 7175557002@cctesting.aastra.com |
| 03Poppy | Popcorn | Classes | +1-7175557003 | 7003 | popcorn.03poppy@cctesting.aastra.com |
| 04Darling | Harlee | Shop, Toys & Treats | +1-7175557004 | 7004 | 7175557004@cctesting.aastra.com |
| 05Now | ASAP | Classes | +1-7175557005 | 7005 | 7175557005@cctesting.aastra.com |
| 06Percy | Mercy | Shop, Toys & Treats | +1-7175557006 | 7006 | 7175557006@cctesting.aastra.com |
| 07Grace | Gracie | Classes | +1-7175557007 | 7007 | 7175557007@cctesting.aastra.com |
| 08Rita | Cheeta | Shop, Toys & Treats | +1-7175557008 | 7008 | 7175557008@cctesting.aastra.com |
| 09Witch | Switch | Classes | +1-7175557009 | 7009 | 7175557009@cctesting.aastra.com |
| 10LTest | FTest10 | Shop, Toys & Treats | +1-7175557010 | 7010 | 7175557010@cctesting.aastra.com |
| 11Pepper | Salty | Classes | +1-7175557011 | 7011 | 7175557011@cctesting.aastra.com |
| 12Snappy | Ginger | Shop, Toys & Treats | 7175557012 | 7012 | 7175557012@cctesting.aastra.com |
| 13Tonto | Pronto | Classes | +1-7175557013 | 7013 | 7175557013@cctesting.aastra.com |

Figure 135 - Advanced: User Modify Page – Call Pickup Tab

6. Select the Call Pickup Group.
7. The User's **Last Name**, **First Name**, and **User ID** display under the Call Pickup group assignment.
8. Click **OK** or **Apply**.

Call Recording

The Call Recording feature allows you to configure the recording settings for a new or existing user.



Note: Call Recording is a service that must be assigned to the user on Clearspan.

1. From the main menu, select **Provisioning** and then **Users**. The Users page opens.
2. Select the **Enterprise** and **Group** from the drop-down list, if necessary.
3. Click **Search** to view all the Users or enter Search parameters to filter the Search.
4. Click the **Edit** link in the row or click anywhere in the row of the user you want to set up call recording. The Advanced: User Modify page opens.
5. Select **Call Recording** from the **Service** Drop-down list.

Advanced: User Modify
Modify an existing Clearspan user.

OK Cancel Apply Delete

Enterprise:CallCenter -- CCTesting
Group:CallCenter -- CallCenterGroup
User:12Snappy, Ginger (7175557012@cctesting.aastra.com)
Service: Call Recording

| User | Optional | Phones | Announcements | Call Recording |
|--|----------|--------|---------------|----------------|
| <p>Call Recording Call Recording allows you to record calls.</p> <p>Record Call:</p> <p><input checked="" type="radio"/> Never <input type="radio"/> Always <input type="radio"/> Always with Pause/Resume <input type="radio"/> On Demand <input type="radio"/> On Demand with User Initiated Start</p> <p>Options:</p> <p><input type="checkbox"/> Play Call Recording Start/Stop Announcement <input type="checkbox"/> Record Voice Messaging</p> <p>Pause/Resume Notification:</p> <p><input checked="" type="radio"/> None <input type="radio"/> Beep <input type="radio"/> Play Announcement</p> <p>Recording Notification:</p> <p><input type="checkbox"/> Repeat Record Call Warning Tone Every 15 seconds</p> | | | | |

[Close Tab](#) [Pin Tab](#) [Close Other Tabs](#)

Figure 136 - Advanced: User Modify Page – Call Recording Tab

6. The **Record Call** setting determines when and how the user's calls are recorded.
7. Enable the **Play Call Recording Start/Stop Announcement** option to play an announcement when starting or stopping the recording of a call.
8. Enable the **Record Voice Messaging** option to record calls that go to Voice Mail.
9. The **Pause/Resume Notification** setting determines whether to play a beep or announcement notification when pausing or resuming the recording.
10. Enable **Repeat Record Call Warning Tone Every X seconds** to repeat a periodic warning tone to the caller to indicate that the call is being recorded. The time values range from 10 to 1800 seconds. Click OK or **Apply**.

Clearspan Anywhere

The Clearspan Anywhere feature allows you to view a list of available Clearspan Anywhere Portals and manage the Clearspan Anywhere phone numbers.



Note: Clearspan Anywhere is a service that must be assigned to the user on Clearspan.

1. From the main menu, select **Provisioning** and then **Users**. The **Users** page opens.
2. Select the **Enterprise** and **Group** from the drop-down list, if necessary.

3. Click **Search** to view all the Users or enter Search parameters to filter the Search.
4. Click the **Edit** link in the row or click anywhere in the row of the user you want to configure the Clearspan Anywhere feature. The **Advanced: User Modify** page opens.
5. Select **Clearspan Anywhere** from the **Service** Drop-down list. The **Clearspan Anywhere** tab appears.

Advanced: User Modify
Modify an existing Clearspan user.

OK Cancel Apply Delete

Enterprise:Canine Center -- Training and Pet Store
Group:Training
User:Last05, First05 (3124481005@k9center.clearspancloud.com)
Service: Clearspan Anywhere

| User | Optional | Phones | Announcements | Clearspan Anywhere |
|--|----------|--------|---------------|--------------------|
| (Close Tab) (Pin Tab) (Close Other Tabs) | | | | |

Clearspan Anywhere
Setup Clearspan Anywhere for the fixed phones and mobile phones you would like to link to this account.

☒ Alert all locations for Click-to-Dial calls
☐ Alert all locations for Group Paging calls

Available Portals: [Available Portal List](#)

Add Phone Number

Clearspan Anywhere Phone Numbers

| Phone Number | Description | Edit |
|--------------|-------------|----------------------|
| 9728881540 | My Mobile | Edit |

End of Phone Numbers

Figure 137 - Advanced: User Modify Page – Clearspan Anywhere

6. Enable the Alert all locations for Click-to-Dial calls option and/or Alert all locations for Group Paging calls option.
7. Click **Available Portal List** to view a list of available Clearspan Anywhere Portals, the **Available Clearspan Anywhere Portals** page appears.

Available Clearspan Anywhere Portals
Lists all available Clearspan Anywhere portals for the user.

OK

Enterprise:Canine Center -- Training and Pet Store
Group:Training
User:Last05, First05 (3124481005@k9center.clearspancloud.com)

Clearspan Anywhere Portals Available to the User

| Portal Name | Phone Number | Extension | Language |
|-------------|--------------|-----------|----------|
| 3124481079 | +13124481079 | 1079 | English |

End of Available Portals

Figure 138 - Available Clearspan Anywhere Portals page

8. Click **Add Phone Number**. The **User: Clearspan Anywhere Phone Number Add** page appears,

9. Click **Edit** in the row of **Clearspan Anywhere Phone Numbers** table. The **User: Clearspan Anywhere Phone Number Modify** page appears.

User: Clearspan Anywhere Phone Number Modify

Modify an existing Clearspan Anywhere phone number, including any defined selective criteria for the phone number. *Pressing OK or Delete retains but does not save entered changes. To save the changes, press OK or Apply on the subsequent page.

OK*

Cancel

Delete*

Enterprise:Canine Center -- Training and Pet Store

Group:Training

User:Last05, First05 (3124481005@k9center.clearspancloud.com)

Phone Number

* Phone Number:

9728881540

Description:

My Mobile

☒Enable this Location

Outbound Alternate Number:

(Phone Number or SIP-URI)

☐Enable Diversion Inhibitor

☒Require Answer Confirmation

☐Use Clearspan-based Call Control Services

Add Selective Criteria

Selective Criteria

| Active | Name / Description | Clearspan Anywhere | Calls From | Calls To | Edit |
|--------------------|--------------------|--------------------|------------|----------|------|
| No criteria exist. | | | | | |

End of Selective Criteria

Figure 139 - Available Clearspan Anywhere Portals page

10. Enter or modify the Clearspan Anywhere phone number and description. Check the **Enable** check box to enable access to the configured Clearspan Anywhere location.
11. Enter or modify the **Outbound Alternate Number**. The **Outbound Alternate Number** allows you to add an outbound number or SIP URI to use when an alternate number must be dialed to reach this Clearspan Anywhere location.
12. Select the options:
 - **Enable Diversion Inhibitor:** This option specifies whether calls to this Clearspan Anywhere location may be redirected. If this setting is enabled and the destination is internal to Clearspan, calls will not be redirected/forwarded.
 - **Require Answer Confirmation:** This option specifies whether calls to this Clearspan Anywhere location require a confirmation touch-tone digit be entered by the answering party. Enabling this setting ensures that calls either connect to a live party or roll over to your Clearspan voice mailbox (or other designated forwarding destination)
 - **Use Clearspan-based Call Control Services:** This option inserts a Clearspan Media Server port into each call so that the answering endpoint can execute a transfer if desired.
13. Click **Add Selective Criteria** to Add a Selective Criteria, or Click **Edit** in the **Selective Criteria**

table to modify the Selective Criteria.

User: Clearspan Anywhere Selective Criteria Add

Add a new selective criteria entry for a Clearspan Anywhere phone number. *Pressing OK retains but does not save entered changes. To save the changes, press OK or Apply on the subsequent page.

OK

Cancel

Enterprise:Canine Center -- Training and Pet Store

Group:Training

User:Last05, First05 (3124481005@k9center.clearspancloud.com)

Selective Criteria

Phone Number:9728881540

* Name / Description:

Block Anonymous Callers

Use Clearspan Anywhere

☒ Use Clearspan Anywhere
 ☐ Do not use Clearspan Anywhere

Time Schedule: Every Day All Day

Holiday Schedule: None

Calls From

☐ All Calls (from any phone number)
 ☒ Calls from the following Phone Numbers:

☒ Private Numbers
 ☒ Unavailable Numbers

Specific Phone Numbers:(wildcard characters: ? for any digit; trailing * for multiple digits)

Calls To

Select called numbers that this criteria applies to. When no numbers are selected, the called number is not used as part of the criteria.

Available Call To Numbers

Primary (3124481005 / 1005)

Add >

Remove <

Selected Call To Numbers

Figure 140 - Clearspan Selective Criteria Modify Page

14. Enter the Name or Description of the Selective Criteria, select a Time Schedule and/or Holiday Schedule to determine when the criteria apply.
15. The received calls that use a Selective Criteria are based on the **Calls From** settings. Select or enter one or more of the following options to use the selective criteria:
 - Select All Calls (from any phone number)
 - Select Calls from any or all the following:
 - Private Numbers
 - Unavailable Numbers
 - Specific Phone Numbers or wildcard matches
 - Enter Specific Phone Numbers (up to 12 numbers). The Phone number digit strings can include:
 - digits from 0 through 9
 - the following wildcard characters:

- * (star) – This wild card can only be used as the last character of the digit strings and matches any number of trailing digits. For example, 60833374*
 - ? (Question mark) – This wild card can be used anywhere in the string and matches any single digit. For example: 608????114 or 6?833??23 or 60?33374*
16. Click the **Available Call To Numbers** from the **Calls To** section, and click **Add** to add a **Call To** number to the **Selected Call To Numbers** list. When a received call uses the criteria, the **Calls To** settings determine the user's phone numbers that will use the selected criteria when called. The phone numbers in the **Available Call to Numbers** list include the user's Primary number and any configured Alternate Numbers.
 17. Click **OK**.*
 18. Click the **Active** check box to activate a Selective Criteria or clear the **Active** check box to deactivate the Selective Criteria.
 19. Click **OK**.* The Advanced: User Modify page opens.
 20. Click OK or Apply.

Do Not Disturb

Allows users to send their calls directly to voicemail (or Call Forward Busy destination) without ringing their phone(s). In addition, the Ring Reminder option can make their primary phone emit a short ring burst to remind them that the feature is enabled, and a call is being diverted.

Advanced: User Modify

Modify an existing Clearspan user.

OK
Cancel
Apply
Delete

Enterprise:pingWeb-dev -- Ping Development & QA
Group:bridgeDev -- Bridge Development
User:Alst, Avan (Avan.alst@cslab.clearspancloud.com)
Service:Do Not Disturb

| User | Optional | Phones | Announcements | Do Not Disturb |
|---|----------|--------|---------------|----------------|
| <div> (Close Tab)(Pin Tab)(Close Other Tabs) </div> <h4>Do Not Disturb</h4> <p>Allows you to send your calls directly to your voice messaging box without ringing your phone. In addition, you can make your primary phone emit a short ring burst to inform you when the call is being sent to voice messaging by using the Ring Reminder. This is important when you have forgotten the service is turned on and you are at your phone waiting to receive calls.</p> <p>Do Not Disturb:</p> <p> <input type="radio"/> On <input checked="" type="radio"/> Off </p> <p><input type="checkbox"/> Play Ring Reminder when a call is blocked</p> | | | | |

Figure 141 - Do Not Disturb Modify Page

Fax Messaging

The Fax Messaging feature allows users to receive faxes on a separate, dedicated phone number.



Note: Fax Messaging is a service that must be assigned to the user on Clearspan.

1. From the main menu, select **Provisioning** and then **Users**. The Users page opens.

2. Select the **Enterprise** and **Group** from the drop-down list, if necessary.
3. Click **Search** to view all the Users or enter Search parameters to filter the Search.
4. Click the **Edit** link in the row or click anywhere in the row of the user you want to set up fax messaging. The Advanced: User Modify page opens.
5. Select **Fax Messaging** from the **Service** Drop-down list.
6. Check the **Enable Fax Messaging** box to enable fax messaging for this user.
7. Select a **Phone Number**. A phone number is required when Fax Messaging is enabled.
8. **Activated** or **Deactivated** indicates the current status of the phone number selected. Change this setting if necessary. Select **Activated** (Recommended) if the phone will receive fax messaging from outside the system or **Deactivated** if fax messaging will be internal only.
9. You can enter an **Extension** for Fax Messaging. This field is optional.
10. You can enter up to three optional SIP **Aliases**.
11. You can configure the user's account so that any fax message received by Voice Mail is sent to email.
 - a. Select Voice Mail from the **Service** Drop-down list.
 - b. Enable **Send Notification to E-mail Address** or **E-mail Carbon Copy to E-mail Address** and enter a valid email address. Any fax message received is sent to the email address listed.



CAUTION: E-mail copies of Voice Mail messages are not necessarily delivered to their final destination using encrypted protocols.

12. Click **OK** or **Apply**.

Advanced: User Modify

Modify an existing Clearspan user.

OK

Cancel

Apply

Delete

Enterprise:Canine Center -- Training and Pet Store

Group:Training

User>Last05, First05 (3124481005@k9center.clearspancloud.com)

Service:

Fax Messaging

| User | Optional | Phones | Announcements | Fax Messaging |
|--|----------|--------|---------------|---------------|
| <div> <div>Close Tabs</div> <div>Pin Tabs</div> <div>Close Other Tabs</div> </div> | | | | |

Fax Messaging

Fax Messaging allows you to receive faxes over a dedicated phone number.

☒Enable Fax Messaging:

Phone Number:

(None)

Extension:

Aliases:

sip:

@k9center.clearspancloud.com

sip:

@k9center.clearspancloud.com

sip:

@k9center.clearspancloud.com

Figure 142 - Advanced: User Modify Page - Fax Messaging Tab

Flexible Seating Guest

Flexible Seating Guests can be associated with a Flexible Seating host device, to use it as if it were their own phone. Flexible Seating Guests can be any users within the relevant Group or Enterprise who have the “Flexible Seating Guest” service assigned, and who have a configured Primary device that is the same device type as the host device. While a guest is associated with it, the host phone functions like the user’s phone device, including all the key assignments and functions.



Note: Flexible Seating Guest is a service that must be assigned to the user on Clearspan.

1. Complete the steps for [Configuring Flexible Seating Hosts](#).
2. Then, from the main menu, select **Provisioning** and then **Users**. The Users page opens.
3. Select the **Enterprise** and **Group** from the drop-down list, if necessary.
4. Click **Search** to view all the Users or enter Search parameters to filter the Search.
5. Click the **Edit** link in the row or click anywhere in the row of the user who will be the Flexible Seating Guest. The Advanced: User Modify page opens.
6. Select **Flexible Seating Guest** from the **Service** drop-down list.
7. When the **On** button is selected, the page refreshes and the Associated Host section is displayed.
8. Select the **Association Limit** check box, and enter the number of hours, if you want to limit the time that the association is active. If an Association Limit is not configured for the guest or the host, the guest is allowed to stay logged onto the host phone indefinitely.
9. Enter an **Unlock Phone PIN Code** if entry of a code is required at the time the user associates with the host phone using the voice portal. If used, the code must be between 4-10 characters.
10. Select the **Phone Device**. The drop-down provides all primary line and SCA devices associated with this user (Mitel and Polycom phones). When you select a phone device, the **Line/Port** field populates automatically.

Associating with a Flexible Seating Phone in OpEasy

1. In the **Associated Host** section of the Flexible Seating Guest tab of the User page, click **Search** to view all the Available Hosts for this group or enterprise that are built with the device type that matches the guest phone's device type.

Advanced: User Modify
Modify an existing Clearspan user.

OK Cancel Apply Delete

Enterprise: Canine Center -- Training and Pet Store
Group: Training
User: Last05, First05 (3124481005@k9center.clearspancloud.com)
Service: Flexible Seating Guest

| User | Optional | Phones | Announcements | Flexible Seating Guest |
|---|----------|--------|---------------|------------------------|
| Close Tabs Pin Tab Close Other Tabs | | | | |

Flexible Seating Guest
Flexible Seating Guest allows a user to associate their device profile with a flexible seating host.

☒ On ☐ Off

☒ Limit Association to 12 Hours

Unlock Phone PIN Code:

Phone Device: (None)

Line / Port: @ k9center.clearspancloud.com

Associated Host
Search for and select a Flexible Seating Host. Then press 'Associate Host' to complete the association of the host with this guest.

Host Search:

(All Hosts) Contains: Search

Associate Host

Available Hosts

Figure 143 - Advanced: User Modify - Flexible Seating Guest Page

2. Select the host from the Available Hosts list and click **Associate Host**. The screen refreshes with information in the Flexible Seating Guest section no longer modifiable. The host association information is presented along with a button to Release Association.

To start the association, click Apply or OK to reboot the host phone, which then loads a new configuration file matching the guest user's device configuration.

3. After the new file is loaded, the host phone functions like the user's primary phone, including all the key assignments and functions of the user's primary phone device. Calls placed to the user's extension are presented to both the user's device and the host phone, and calls can be placed from the host phone.
4. To release the association with the host phone, guests use the host phone to call their personal voice portal, access the Flexible Seating menu, and choose to release association from the host phone.

Associating with a Flexible Seating Phone using the Voice Portal

Guests can associate with a host phone using the voice portal following these steps.

1. Guests use the host phone to call into their personal voice portal using their mailbox ID and passcode.
2. After logging into their personal voice portal, guest users access the Flexible Seating menu,

choose to associate with the host, and enter the Unlock Phone PIN Code if one was configured.

3. The phone reboots and loads a new configuration file matching the guest user's device configuration. While a guest is associated with it, the host phone functions like the user's primary phone, including all the key assignments and functions of the user's primary phone device. While the guest is logged onto the host phone, both the primary device and the host phone are functional and capable of making and receiving calls.
4. To release the association with the host phone, guests use the host phone to call their personal voice portal, access the Flexible Seating menu, and choose to release association from the host phone.

Disassociating a Flexible Seating Guest

The Flexible Seating association remains in effect until one of the following occurs:

- Click the **Release Association** button on the Flexible Seating Guest tab
- The Association Time Limit for the guest expires
- The host phone is used to call the voice portal and make menu selections to Disassociate
- Click the **Force Release Association** button on the Guest Association tab for the host

When the Flexible Seating association is released, the phone reboots and loads the Flexible Seating host configuration. When no guest is associated with it, the host phone can only make emergency

Advanced: User Modify

Modify an existing Clearspan user.

OK

Cancel

Apply

Delete

Enterprise: Canine Center -- Training and Pet Store

Group: Training

User: Last05, First05 (3124481005@k9center.clearspancloud.com)

Service: Flexible Seating Guest

User

Optional

Phones

Announcements

Flexible Seating Guest

(Close Tab)

(Pin Tab)

(Close Other Tabs)

Flexible Seating Guest

Flexible Seating Guest allows a user to associate their device profile with a flexible seating host.

On

Off

Limit Association to

12

Hours (must be within Host Association Limit of 24 hours)

Unlock Phone PIN Code:

Phone Device: PolycmVVXD230DMS-3124481005 (Group)

Line / Port: 3124481005.FlexSeating @ k9center.clearspancloud.com

Associated Host

Name: FSH_1048

Flexible Seating Host ID: 3124481048@k9center.clearspancloud.com

Host Association Limit: 24 Hours

Association Time: Not Started

Association Duration:

Association Limit: 12 Hours

Release Association

Figure 144 - Flexible Seating Host - Release Association

calls or calls into the voice portal.

Hoteling Guest

Hoteling Guest allows users to associate their configuration with a Hoteling Host user. This allows the guest user to use the host's phone device along with the guest user's configuration. This is useful for transient employees.



Note: The Hoteling Host and Hoteling Guest services must be assigned to the user on Clearspan. These are two separate services and should be assigned accordingly.

1. From the main menu, select **Provisioning** and then **Users**. The Users page opens.
2. Select the **Enterprise** and **Group** from the drop-down list, if necessary.
3. Click **Search** to view all the Users or enter Search parameters to filter the Search.
4. Click the **Edit** link in the row or click anywhere in the row of the user who will be the Hoteling Guest. The Advanced: User Modify page opens.
5. Select **Hoteling Guest** from the **Service** drop-down list.
6. Select **On** to enable this user as a Hoteling Guest.
7. Check the **Association Limit** check box to limit the time the Guest is Associated with the Host's Phone. The default is 12 hours.
8. Search for a **Hoteling Host** in the Associated Host section. Select a host from the list of Available Hosts.
9. Click the **Associate Host** button. The page is refreshed, and the Associated Host and AssociatedTime Limit is displayed in the Associated Hosts section.
10. Click **OK** or **Apply**. The Users page opens.

Advanced: User Modify

Modify an existing Clearspan user.

OK

Cancel

Apply

Delete

Enterprise: Canine Center -- Training and Pet Store

Group: Training

User: Last05, First05 (3124481005@k9center.clearspancloud.com)

Service: Hoteling Guest

User

Optional

Phones

Announcements

Hoteling Guest

(Close Tab)

(Pin Tab)

(Close Other Tabs)

Hoteling Guest

Hoteling Guest allows a user to associate their configuration with a Hoteling Host user. This allows the guest user to use the host's phone device with the guest user's configuration. This is useful for transient employees.

☒ On

☐ Off

☒ Limit Association to

12

Hours

Associated Host

Host Search:

Search for and select a Hoteling Host. Then press 'Associate Host' to complete the association of the host with this guest.

(All Users)

Contains:

Search

Associate Host

Available Hosts

Figure 145 - Advanced: User Modify - Hoteling Guest Tab

Disassociating a Hoteling Guest

1. From the main menu, select **Provisioning** and then **Users**. The Users page opens.
2. Select the **Enterprise** and **Group** from the drop-down list, if necessary.
3. Click **Search** to view all the Users or enter Search parameters to filter the Search.
4. Click the **Edit** link in the row or click anywhere in the row of the user who is the Hoteling Guest. The Advanced: User Modify page opens.
5. Select **Hoteling Guest** from the **Service** drop-down list. The Hoteling Guest tab opens.
6. Click **Release Association** to release the Guest association.

Hoteling Host

Hoteling Host allows user to be designated as a Host user. Another user, who is assigned as a Hoteling Guest, can then be "associated" to the host user. When associated, the host user allows the guest user to use the host phone device along with the guest's service profile. If an association limit is not enabled, the guest user is allowed to associate with the host user indefinitely.



Note: The Hoteling Host and Hoteling Guest services must be assigned to the user on Clearspan. These are two separate services and should be assigned accordingly.

1. From the main menu, select **Provisioning** and then **Users**. The Users page opens.
2. Select the **Enterprise** and **Group** from the drop-down list, if necessary.
3. Click **Search** to view all the Users or enter Search parameters to filter the search.
4. Click the **Edit** link in the row or click anywhere in the row of the user who will be the Hoteling Host. The Advanced: User Modify page opens.
5. Select **Hoteling Host** from the **Service** drop-down list.

Advanced: User Modify

Modify an existing Clearspan user.

OK
Cancel
Apply
Delete

Enterprise: Canine Center -- Training and Pet Store

Group: Training

User: Last22, First22 (3124481022@k9center.clearspancloud.com)

Service: Hoteling Host

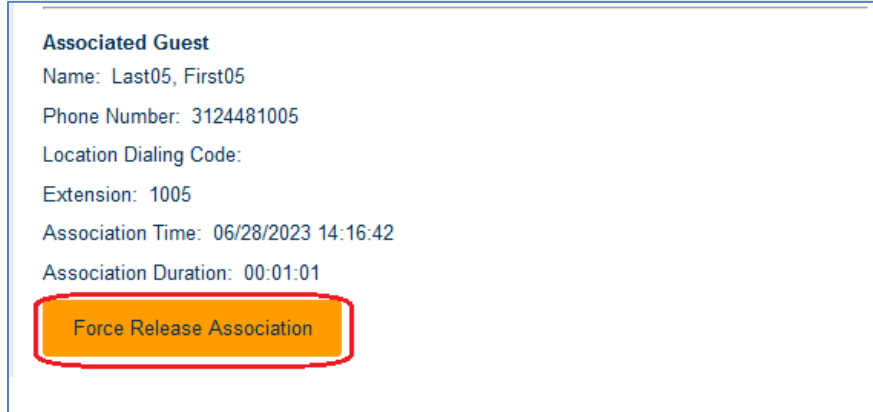
| User | Optional | Phones | Announcements | Hoteling Host |
|---|----------|--------|---------------|---------------|
| <div> (Close Tab) (Pin Tab) (Close Other Tabs) </div> <h4>Hoteling Host</h4> <p>Hoteling Host allows a user to be designated as a host user. A user, who is assigned as a hoteling guest, can then be associated to the host user. When associated, the host user allows the guest user to use the host's phone device with the guest's configuration. If association limit is not enabled, the guest user is allowed to associate with the host user indefinitely.</p> <p> <input checked="" type="radio"/> On <input type="radio"/> Off </p> <p> <input checked="" type="checkbox"/> Enforce Association Limit of 24 Hours </p> <p>Access Level:</p> <p> <input type="radio"/> Enterprise <input checked="" type="radio"/> Group </p> <hr/> <h4>Associated Guest</h4> <p>Name: Last05, First05</p> <p>Phone Number: 3124481005</p> <p>Location Dialing Code:</p> <p>Extension: 1005</p> <p>Association Time: 06/28/2023 14:16:42</p> <p>Association Duration: 00:01:01</p> <div> Force Release Association </div> | | | | |

Figure 146 - Advanced: User Modify – Hoteling Host Tab

6. If the User is Host and has been Associated with a Guest, then the **ON** button is disabled, and the Associated Guest information is displayed.
7. Click **On** to enable this user as a **Hoteling Host**. The page is refreshed, and the Associated Guest section is displayed.
8. Choose the **Association Limit** check box to limit the time the Guest is Associated with the Host's Phone. The default is 24 hours.
9. Set the **Access Level** to Enterprise or Group.
10. Click **OK** or **Apply**.

Release Association with the Hoteling Host

1. From the main menu, select Provisioning and then Users. The Users page opens.
2. Select the **Enterprise** and **Group** from the drop-down list, if necessary.
3. Click **Search** to view all the Users or enter Search parameters to filter the Search.
4. Click the **Edit** link in the row or click anywhere in the row of the user who is the Hoteling Guest. The Advanced: User Modify page opens.
5. Select **Hoteling Host** from the **Service** drop-down list. The Hoteling Host tab opens.
6. Click **Force Release Association** to release the Host association.



Associated Guest
 Name: Last05, First05
 Phone Number: 3124481005
 Location Dialing Code:
 Extension: 1005
 Association Time: 06/28/2023 14:16:42
 Association Duration: 00:01:01
Force Release Association

Figure 147 - Advanced: User Modify - Force Release Hoteling Association

Hunt Group

A Hunt Group allows incoming calls to be rotated through a sub-group of users until a free line is found, and the caller is connected.



Note: Hunt Group is a service that must be assigned to the user on Clearspan.

1. From the main menu, select **Provisioning** and then **Users**. The Users page opens.
2. Select the **Enterprise** and **Group** from the drop-down list, if necessary.
3. Click **Search** to view all the Users or enter Search parameters to filter the Search.
4. Click the **Edit** link in the row or click anywhere in the row of the user that will be allowed to monitor other users' phone status. The Advanced: User Modify page opens.
5. Select **Hunt Group** from the **Service** drop-down list. The Hunt Group tab opens.
6. Select the Hunt Groups in the **Available Hunt Groups** list that the User/Agent will be assigned to. You can use Shift+Click to select specific groups.
7. Click **Add** to assign the User/Agent to the selected Hunt Group(s) or click **Add All** to assign the User/Agent to all Hunt Groups. Use **Remove** or **Remove All** to remove the user from lists.
8. Click **OK** or **Apply**.

Integrated IM&P

Integrated IM&P allows service providers to offer instant messaging, presence, buddy list, chat and telephony integration. IM&P is enabled by default for a new user when the service is assigned.



Note: Integrated IM&P is a service that must be assigned to the user on Clearspan.

1. From the main menu, select **Provisioning** and then **Users**. The Users page opens.
2. Select the **Enterprise** and **Group** from the drop-down list, if necessary.
3. Click **Search**.
4. Click the **Edit** link at the end of the user's row or click anywhere in the row of the user. The Advanced: User Modify page opens.
5. Select **Integrated IM&P** from the **Service** drop-down list. The Integrated IM&P tab opens.
6. Click **On** to enable IM&P services for the user.
7. Select the **Regenerate IM&P Password** check box to create a new IM&P password.
8. Click **OK** or **Apply**.

Music On Hold

The Music On Hold tab allows you to specify settings for playing music during the calls that are holding or parked on the user's phone.



Note: Music On Hold is a service that must be assigned to the user on Clearspan.

1. From the main menu, select **Provisioning** and then **Users**. The Users page opens.
2. Select the **Enterprise** and **Group** from the drop-down list, if necessary.
3. Click **Search** to view all the Users or enter Search parameters to filter the Search.
4. Click the **Edit** link in the row or click anywhere in the row of the user for whom you want to configure Music On Hold settings. The Advanced: User Modify page opens.
5. Select **Music On Hold** from the **Service** drop-down list.
6. If **Music On Hold Profile** is not selected,

Select a **Music On Hold Profile**, The Profile settings are filled in. Go to the last step.

If no **Music On Hold Profile** is selected continue with the steps.
7. Select the **Enable Music On Hold** box to enable music on hold for this user in the General Settings section.
8. Select the **Music Source** for this feature. **Group** uses the music selected for the Group. **Custom Announcement** allows you to select different music for this user. If **Music Source** is set to **Custom Announcement**, specify an **Audio Announcement** or **Video Announcement** by choosing a file from an Announcement Repository. To load a new announcement file, use the Announcements tab.
9. To configure the user's music on hold to be different for internal and external calls, check the **Use Alternate Source** box and configure the Internal Calls Settings.
10. Click **OK** or **Apply**.

Priority Alert

Priority Alert allows you to make a user's phone ring with a different ring based on pre-defined criteria. Use this service if you want to distinguish when a specific person calls such as a manager or spouse, or when a call is from inside or outside the user's group. The criteria for each Priority Alert entry can be a list of up to 12 phone numbers or digit patterns, a specified time schedule, and a specified holiday schedule. All criteria (phone number, day of week, and time of day) for an entry must be true for the phone to ring with a different tone.



Note: Priority Alert is a service that must be assigned to the user on Clearspan.

1. From the main menu, select **Provisioning** and then **Users**. The Users page opens.
2. Select the **Enterprise** and **Group** from the drop-down list, if necessary.
3. Click **Search** to view all the Users or enter Search parameters to filter the Search.
4. Click the **Edit** link in the row or click anywhere in the row of the user who will get priority alerts. The Advanced: User Modify page opens.
5. Select **Priority Alert** from the **Service** drop-down list.
Click **Add Priority Alert** to create a new priority alert or click **Edit** in the **Priority Alert** table to modify or delete a priority alert. The **Priority Alert** table displays the **Calls From** and **Calls To** columns.
The User: Priority Alert Add/Modify page opens as shown in the following example.

User: Priority Alert Add

Add a new priority alert entry. Specify the time schedule and/or holiday schedule you would like a priority alert to occur. You can have the priority alerting occur for all external calls or only for calls from the specified phone numbers. If you need more than 12 numbers or more distinct time or holiday periods, you can create multiple priority alert entries. *Pressing OK retains but does not save entered changes. To save the changes, press OK or Apply on the subsequent page.

OK*

Cancel

Enterprise: Canine Center -- Training and Pet Store
Group: Training
User: Last22, First22 (3124481022@k9center.clearspancloud.com)

Priority Alert

* Name / Description:

Priority Alert

☒ On
☐ Off

Time Schedule: Every Day All Day

Holiday Schedule: None

Calls From

☒ All External Calls
☐ Calls from the following Phone Numbers

☐ Private Numbers
☐ Unavailable Numbers

Specific Phone Numbers(wildcard characters: ? for any digit; trailing * for multiple digits)

Calls To

Available Call To Numbers

Primary (3124481022 / 1022)

Add >

Selected Call To Numbers

Figure 148 - Priority Alert Setup Page

6. Enter a **Name/Description** for the alert.
7. Click **On** for **Priority Alert**.
8. Specify the **Time Schedule** and/or **Holiday Schedule** for which to provide priority alerts.
9. Choose to provide alerts for **All External Calls** or calls from specific numbers. If you specify **Calls from the following Phone Numbers**, you can choose calls from **Private Numbers** and/or calls from **Unavailable Numbers**. You can also enter 12 **Specific Phone Numbers** or number patterns using wildcard characters.
10. Choose the numbers from the **Available Call To Numbers** list in the **Calls To** section, and click **Add** to use the numbers for the Priority Alert.
11. Click **OK***. The Priority Alert is added or changed.
12. Click **OK** or **Apply** again on the Advanced: User Modify page.

Privacy

Privacy allows you to exclude a user from Directory listings, Auto Attendant extension and/or name dialing, and Phone Status monitoring. You can also select the users who are allowed to monitor someone's phone status.



Note: Privacy is a service that must be assigned to the user on Clearspan.

1. From the main menu, select **Provisioning** and then **Users**. The Users page opens.
2. Select the **Enterprise** and **Group** from the drop-down list, if necessary.
3. Click **Search** to view all the Users or enter Search parameters to filter the Search.
4. Click the **Edit** link in the row or click anywhere in the row of the user for which to enable privacy. The Advanced: User Modify page opens.
5. Select **Privacy** from the **Service** drop-down list.

Advanced: User Modify

Modify an existing Clearspan user.

OK

Cancel

Apply

Delete

Enterprise: Canine Center -- Training and Pet Store

Group: Training

User: Last22, First22 (3124481022@k9center.clearspancloud.com)

Service: Privacy

User

Optional

Phones

Announcements

Privacy

[\(Close Tab\)](#)
[\(Pin Tab\)](#)
[\(Close Other Tabs\)](#)

Privacy

Privacy allows you to exclude yourself from Directory listings, Auto Attendant extension and/or name dialing, and Phone Status monitoring. You can also select the users who are allowed to monitor your phone status. These selected users can view your phone status even if you enable phone status privacy.

☒ Enable Directory Privacy
 ☒ Enable Auto Attendant Extension Dialing Privacy
 ☒ Enable Auto Attendant Name Dialing Privacy
 ☒ Enable Phone Status Privacy

Users Authorized to Monitor

Select the users authorized to monitor the phone status when Phone Status Privacy is enabled.

User Search:

(All Users)

Contains:

Search

Available Users

Add >

Remove <

Add All >>

Remove All <<

Users Authorized to Monitor

Last01, First01 (3124481001@k9center.clearspancloud.com ^
Last02, First02 (3124481002@k9center.clearspancloud.com
Last05, First05 (3124481005@k9center.clearspancloud.com
Last04, First04 (3124481004@k9center.clearspancloud.com
Last03, First03 (3124481003@k9center.clearspancloud.com

Figure 149 - Advanced: User Modify – Privacy Tab

6. Select the types of Privacy that you want to enable in the Privacy section. You can select **Enable Directory Privacy**, **Enable Auto Attendant Extension Dialing Privacy**, **Enable Auto Attendant Name Dialing Privacy** or **Enable Phone Status Privacy** to exclude this user from those features.
7. Click **Search** to view all the Users in the Users Authorized to Monitor section or enter Search parameters to filter the search of Available Users, if you want to allow certain users to monitor the phone status of this user.
8. Select the users authorized to monitor the phone status when Privacy is enabled. Click **Add** to add specific users to the Users Authorized to Monitor list or click **Add All** to add all users to the list. Use **Remove** or **Remove All** to remove users from the Users Authorized to Monitor list.
9. Click **OK** or **Apply**.

Sequential Ring

Sequential Ring allows sequential ringing on multiple phones when calls are received. Sequential Ring allows you to add up to five locations in addition to the base location for a specified number of rings. The locations can either be a phone number or a SIP-URI. The sequential ring feature applies to calls matching your pre-defined criteria. The criteria for each Sequential Ring entry can list up to twelve phone numbers or digit patterns, a specified time schedule, and a specified holiday schedule. All criteria for an entry must be satisfied for the call to enter a sequential ring (for example: phone number, time). If the criteria do not match, the call continues as if this service was not turned on.



Note: Sequential Ring is a service that must be assigned to the user on Clearspan.

1. From the main menu, select **Provisioning** and then **Users**. The **Users** page opens.
2. Select the Enterprise and Group from the drop-down list, if necessary.
3. Click **Search**.
4. Click the **Edit** link in the row or click anywhere in the row of the user for which you want to set up the Sequential Ring service. The **Advanced: User Modify** page appears.
5. Select **Sequential Ring** from the **Service** drop-down list. The **Sequential Ring** tab opens as shown in the following example:

Advanced: User Modify

Modify an existing Clearspan user.

OK
Cancel
Apply
Delete

Enterprise: Canine Center -- Training and Pet Store

Group: Training

User: Last22, First22 (3124481022@k9center.clearspancloud.com)

Service: Sequential Ring

| User | Optional | Phones | Announcements | Sequential Ring |
|------|----------|--------|---------------|-----------------|
|------|----------|--------|---------------|-----------------|

(Close Tab) (Pin Tab) (Close Other Tabs)

Sequential Ring

Sequential Ring allows you to sequentially ring up to 5 locations in addition to the base location for a specified number of rings. The 5 locations can be either a phone number or a SIP-URI. The feature applies to calls matching your pre-defined criteria. Use this service to ring calls from your manager, a family member, or an important customer on your cell phone, alternate business phone, or home phone. The criteria for each Sequential Ring entry can be a list of up to 12 phone numbers or digit patterns, a specified time schedule, and a specified holiday schedule. All criteria for an entry must be satisfied for the call to enter Sequential Ring (phone number and day of week and time of day). If the criteria do not match, the call continues as if this service was not turned on.

☒ Use Base Location first

Number of rings for Base Location: 3 (This setting also affects Call Forward Rings Before Forwarding and Voice Mail Greetings Number of Rings)

☒ Continue the search process if the base location is busy.

☒ Enable caller to skip search process. Assumes forwarding or messaging is enabled.

| Location | Phone Number / SIP-URI | Number of rings | Answer confirmation required |
|----------|------------------------|-----------------|------------------------------|
| 1 | | 3 | <input type="checkbox"/> |
| 2 | | 3 | <input type="checkbox"/> |
| 3 | | 3 | <input type="checkbox"/> |
| 4 | | 3 | <input type="checkbox"/> |
| 5 | | 3 | <input type="checkbox"/> |

Add Sequential Ring Criteria

Sequential Ring Criteria

| Active | Name / Description | Ring Sequentially | Calls From | Edit |
|-------------------------------------|--------------------|-------------------|---|-------------------|
| <input checked="" type="checkbox"/> | GloryTest | Yes | Private Numbers, Unavailable Numbers, 9722221001, ... | Edit |

Figure 150 - Advanced: User Modify Page – Sequential Ring Tab

- The **Use Base Location first** option is selected by default, uncheck the **Use Base Location first** check box to disable the option.
- Select the number of rings for base location.
- The option to continue the search process if the base location is busy is selected by default, uncheck the **Continue the search process if the base location is busy** check box to disable the option.
- Enter the Phone Number/SIP-URI, select the number of rings and click the **Answer confirmation required** check box to receive an answer confirmation.
- Click **Add Sequential Ring Criteria** to add a new Sequential ring entry, the **User: Sequential Ring Add** page appears.

User: Sequential Ring Add

Add a new sequential ring entry. Specify the time schedule and/or holiday schedule you would like calls sequentially rung. Also, you can have the call sequentially rung when only the specified numbers call or all numbers call. If you need more than 12 numbers or more distinct time or holiday periods, you can create multiple sequential ring entries. *Pressing OK retains but does not save entered changes. To save the changes, press OK or Apply on the subsequent page.

OK*

Cancel

Enterprise: Canine Center -- Training and Pet Store

Group: Training

User: Last22, First22 (3124481022@k9center.clearspancloud.com)

Sequential Ring

* Name / Description:

Sequential Ring

☒ Use sequential ring
☐ Do not use sequential ring

Time Schedule: Every Day All Day

Holiday Schedule: None

Calls From

☒ All Calls (from any phone number)
☐ Calls from the following Phone Numbers

☐ Private Numbers
☐ Unavailable Numbers

Specific Phone Numbers:(wildcard characters: ? for any digit; trailing * for multiple digits)

Figure 151 - User: Sequential Ring Add

- a. Enter the Name or Description of the criteria, select the option to **Use sequential ring**, or
 - b. Select the Time Schedule and Holiday Schedule.
 - c. Select the option to receive a sequential ring from **All Calls (from any phone number)** or **Calls from the following Phone Numbers** and enter up to 12 phone numbers or digit patterns.
 - d. Select **Private Numbers** or **Unavailable Numbers** or both, to receive calls from private and unavailable numbers.
 - e. Click **OK**.
11. Click any row in the **Sequential Ring Criteria table** to modify an existing sequential ring entry. The **User: Sequential Ring Modify** page opens.
 12. Click **OK** or **Apply**.

Simultaneous Ring

Simultaneous Ring service allows simultaneous ringing on multiple phones when calls are received. Simultaneous Ring allows you to add up to 10 phone numbers or SIP-URI addresses to ring simultaneously, in addition to your primary phone, when you receive a call.



Note: Simultaneous Ring is a service that must be assigned to the user on Clearspan.

If the Simultaneous Ring criteria does not match, the call continues without simultaneous ring.

1. From the main menu, select **Provisioning** and then **Users**. The **Users** page opens.
2. Select the **Enterprise** and **Group** from the drop-down list, if necessary.
3. Click **Search** to view all the Users or enter Search parameters to filter the Search.
4. Click the **Edit** link in the row or click anywhere in the row of the user for which you want to set up the Simultaneous Ring service. The **Advanced: User Modify** page appears.
5. Select **Simultaneous Ring** from the **Service** drop-down list. The **Simultaneous Ring** tab opens as shown in the following example:

Advanced: User Modify

Modify an existing Clearspan user.

OK

Cancel

Apply

Delete

Enterprise: Canine Center -- Training and Pet Store

Group: Training

User: Last22, First22 (3124481022@k9center.clearspancloud.com)

Service: Simultaneous Ring

User

Optional

Phones

Announcements

Simultaneous Ring

(Close Tab)

(Pin Tab)

(Close Other Tabs)

Simultaneous Ring

Simultaneous Ring allows you to list up to 10 phone numbers or SIP-URI addresses you would like to ring in addition to your primary phone when you receive a call. This feature is helpful when you are not at your phone but you would like your cell phone to ring when you get a call. You can also turn off simultaneous ring when you are at your desk on a call. The criteria for each Simultaneous Ring entry can be a list of up to 12 phone numbers or digit patterns, a specified time schedule, and a specified holiday schedule. All criteria for an entry must be satisfied for the call to enter Simultaneous Ring (phone number and day of week and time of day). If the criteria do not match, the call continues as if this service was not turned on. Warning: if your cell phone or other phone has voice mail that picks up before your office voice messaging picks up, your voice mails could be on your cell phone messaging system!

☒ On ☐ Off

☒ Do not ring my Simultaneous Ring Numbers if I'm already on a call

| Answer confirmation required | Phone Number / SIP-URI | Answer confirmation required | Phone Number / SIP-URI |
|-------------------------------------|---|------------------------------|---|
| <input checked="" type="checkbox"/> | <input type="text" value="3124485591"/> | <input type="checkbox"/> | <input type="text" value="3124485592"/> |
| <input checked="" type="checkbox"/> | <input type="text" value="3124485593"/> | <input type="checkbox"/> | <input type="text" value="3124485594"/> |
| <input type="checkbox"/> | <input type="text"/> | <input type="checkbox"/> | <input type="text"/> |
| <input type="checkbox"/> | <input type="text"/> | <input type="checkbox"/> | <input type="text"/> |
| <input type="checkbox"/> | <input type="text"/> | <input type="checkbox"/> | <input type="text"/> |

Add Simultaneous Ring Criteria

Simultaneous Ring Criteria

| Active | Name / Description | Ring Simultaneously | Calls From | Edit |
|-------------------------------------|--------------------|---------------------|---|------|
| <input checked="" type="checkbox"/> | GloryTest | Yes | Private Numbers, Unavailable Numbers, 9722221001, ... | Edit |

Figure 152 - Advanced: User Modify Page – Simultaneous Ring Tab

6. Select **On** to enable the Simultaneous Ring service.
7. Select the **Do not ring my Simultaneous Ring Numbers if I'm already on a call** check box if you do not want to ring the Simultaneous Ring numbers when already on a call.
8. Enter the Phone Number or SIP-URIs. You can configure up to 10 phone numbers or SIP-URI addresses.
9. Click **Add Simultaneous Ring Criteria** to add a new Simultaneous ring entry, the **User: Simultaneous Ring Add** page appears.

User: Simultaneous Ring Add

Add a new simultaneous ring entry. Specify the time schedule and/or holiday schedule you would like calls ring. You can have the calls ring for only specified numbers or all numbers. If you need more than 12 numbers or more distinct time or holiday periods, you can create multiple simultaneous ring entries. *Pressing OK retains but does not save entered changes. To save the changes, press OK or Apply on the subsequent page.

OK*

Cancel

Enterprise: Canine Center -- Training and Pet Store

Group: Training

User: Last22, First22 (3124481022@k9center.clearspancloud.com)

Simultaneous Ring

* Name / Description:

Simultaneous Ring

☒ Use simultaneous ring
 ☐ Do not use simultaneous ring

Time Schedule:

Every Day All Day

Holiday Schedule:

None

Calls From

☒ All Calls (from any phone number)
 ☐ Calls from the following Phone Numbers

☐ Private Numbers
 ☐ Unavailable Numbers

Specific Phone Numbers:(wildcard characters: ? for any digit; trailing * for multiple digits)

Figure 153 - User: Simultaneous Ring Add

- a. Enter the Name or Description of the criteria, select the option to **Use simultaneous ring**,
 - b. Select the Time Schedule and Holiday Schedule.
 - c. Select the option to receive a simultaneous ring from **All Calls (from any phone number)** or **Calls from the following Phone Numbers** and enter up to 12 phone numbers or digit patterns.
 - d. Select **Private Numbers** or **Unavailable Numbers** or both, to receive calls from private and unavailable numbers.
 - e. Click **OK**.
10. Click any row in the **Simultaneous Ring Criteria table** to modify an existing simultaneous ring entry. The **User: Simultaneous Ring Modify** page opens.

Speed Dial 8

Speed Dial 8 allows you to set up to eight speed dial numbers (2 through 9) that can be called with the push of a button. Users can press the speed code on the touchpad of the phone to call the number.



Note: Speed Dial 8 is a service that must be assigned to the user on Clearspan.

1. From the main menu, select **Provisioning** and then **Users**. The Users page opens.
2. Select the **Enterprise** and **Group** from the drop-down list, if necessary.
3. Click **Search** to view all the users or enter Search parameters to filter the Search.
4. Click the **Edit** link in the row or click anywhere in the row of the user for which to configure Speed Dial 8. The Advanced: User Modify page opens.
5. Choose **Speed Dial 8** from the **Service** drop-down list. The Speed Dial 8 tab opens.
6. If you want to assign a predefined Speed Dial 8 List to the user, select it from the **Initialize List Using** drop-down box, and click **Initialize List**. Initializing a predefined list overwrites any existing Speed Code entries.
7. If you want to assign or edit a specific Speed Code entry, enter or change the **Phone Number / SIP-URI** and a **Name/Description**. Enter a phone number as you would normally dial it.
8. Click **OK** or **Apply**.

Speed Dial 100

Speed Dial 100 allows you to set up to 100 speed dial phone numbers or SIP-URI addresses that can be called with the push of a few buttons. Users can enter the number for a Speed Dial 100 entry as they would normally dial it and then just press the speed code prefix and speed code on the touch pad to call it.

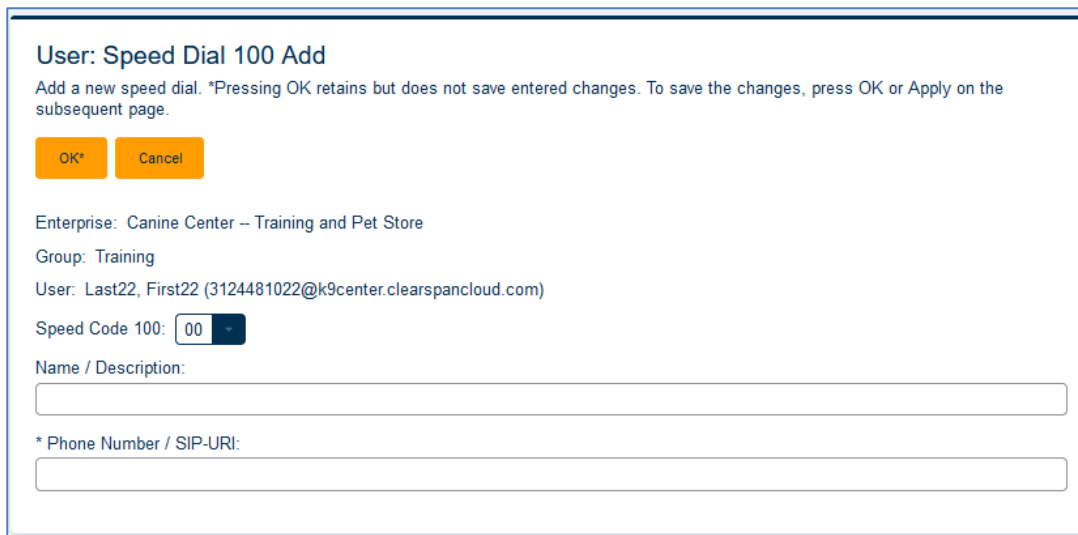


Note: Speed Dial 100 is a service that must be assigned to the user on Clearspan.

The default Dialing Prefix is # but can be changed. Be careful not to assign a #nn code that conflicts with a system feature access code.

Adding Speed Dial 100 Entries

1. From the main menu, select **Provisioning** and then **Users**. The Users page opens.
2. Select the **Enterprise** and **Group** from the drop-down list, if necessary.
3. Click **Search** to view all the Users or enter Search parameters to filter the Search.
4. Click the **Edit** link in the row or click anywhere in the row of the user for which to configure Speed Dial 100. The Advanced: User Modify page opens.
5. Choose **Speed Dial 100** from the **Service** drop-down list. The Speed Dial 100 tab opens.
6. If you want to assign a predefined Speed Dial 100 List to the user, select it from the **Initialize List Using** drop-down box, and click **Initialize List**. Initializing a predefined list overwrites any existing Speed Code entries.
7. If you want to assign a specific Speed Code entry, click the **Add Speed Dial 100** button. The User: Speed Dial 100 Add page displays as in the following example.



User: Speed Dial 100 Add

Add a new speed dial. *Pressing OK retains but does not save entered changes. To save the changes, press OK or Apply on the subsequent page.

OK* Cancel

Enterprise: Canine Center -- Training and Pet Store

Group: Training

User: Last22, First22 (3124481022@k9center.clearspancloud.com)

Speed Code 100: 00

Name / Description:

* Phone Number / SIP-URI:

Figure 154 - User: Speed Dial 100 Add Dialog Box

8. Choose the **Speed Code 100** number from the drop-down list.
9. Enter the Name/Description.
10. Enter the Speed Dial **Phone Number/SIP-URI**. Enter a phone number as you would normally dial it.
11. Click **OK***. The Speed Dial 100 tab opens again with the new speed dial entry.
12. Click **OK** or **Apply** again.

Editing or Deleting Speed Dial 100 Entries

1. From the main menu, select **Provisioning** and then **Users**. The Users page opens.
2. Select the **Enterprise** and **Group** from the drop-down list, if necessary.
3. Click **Search** to view all the Users or enter Search parameters to filter the Search.
4. Click the **Edit** link in the row or click anywhere in the row of the user for which to configure Speed Dial 100. The Advanced: User Modify page opens.
5. Choose **Speed Dial 100** from the **Service** drop-down list. The Speed Dial 100 tab opens.
6. Click the **Edit** link in the row or click anywhere in the row of the Speed Dial 100 entry to modify.
7. Make any changes or click **Delete*** to delete the entry.
8. Click **OK*** to return to the Speed Dial 100 tab.
9. Click **OK** or **Apply** again.

Voice Mail

The Voice Mail tab allows modification of Voice Mail parameters. If a user has “No Voice Mail” assigned, you can add voice mail on this page, activate it, and configure it accordingly.



Note: Voice Mail is a service that must be assigned to the user on Clearspan.

1. From the main menu, select **Provisioning** and then **Users**. The Users page opens.
2. Select the **Enterprise** and **Group** from the drop-down list, if necessary.
3. Click **Search** to view all the Users or enter Search parameters to filter the Search.
4. Click the **Edit** link in the row or click anywhere in the row of the user for which to configure Voice Mail.
5. Select **Voice Mail** from the **Service** drop-down list.

Advanced: User Modify

Modify an existing Clearspan user.

OK

Cancel

Apply

Delete

Enterprise: Canine Center – Training and Pet Store

Group: Training

User: Last22, First22 (3124481022@k9center.clearspancloud.com)

Service: Voice Mail

User

Optional

Phones

Announcements

Voice Mail

[\(Close Tab\)](#)
[\(Pin Tab\)](#)
[\(Close Other Tabs\)](#)

Voice Mail

Voice Mail allows you to record messages for calls that are not answered within a specified number of rings or for busy calls.

Voice Mail: Voice Mail - E-mail Notification

Delete Voice Mailbox

Reset Voice Mailbox

Voice Mail Active

☒ Active
 ☐ Disabled

Calls sent to Voice Mail:

☐ All Calls
 ☒ Busy Calls
 ☒ No Answer Calls
 ☐ Out-of-Zone Calls

Reset Voice Portal Passcode:

(create a numeric passcode of 4 to 8 digits)

Confirm Portal Passcode:

Voice Mail Server: Clearspan: Group Server

Voice Mail Management


Arriving Voice Mail Action: Use Unified Messaging

☒ Use Phone Message Waiting Indicator (MWI)
 ☒ Send Notification to E-mail Address

Notification Email Address

axel@k9center.clearspancloud.com

Figure 155 - Advanced: User Modify Page – Voice Mail Tab

6. If Voice Mail was previously enabled and saved, **Delete Voice Mailbox** and **Reset Voice Mailbox** buttons appear. **Delete Voice Mailbox** removes the voice mail account and any associated greetings without deleting the user. **Reset Voice Mailbox** deletes and rebuilds the voice mail account and deletes any associated greetings to restore the Voice Mail Greetings settings to defaults. These buttons also appear on the **User** tab.
 7. Click the **Active** radio button, if necessary.
 8. Select the **Calls Sent to Voice Mail** options that you want to set for this user.
 9. Enter the **Voice Portal Passcode** and Confirm Portal Passcode for a new user. You can **Reset Voice Portal Passcode** and **Confirm Portal Passcode** to reset the voice portal passcode.
 10. Choose the **Voice Mail Server** from the drop-down list. It should be the Clearspan: Group Server.
 11. Check the **Corrective Action** check box under the **Voice Mail Management** section, to reconcile Clearspan portal with compliance issue.
-
- 

Note: The **Corrective Action** checkbox does not appear if the voicemail fields are already compliant.
12. Choose the **Arriving Voice Mail Action** options.
 13. For **Caller Options**, select whether pressing 0 when voice mail is reached will transfer the caller to another phone number that you specify.
 14. Enter the **E-mail address**, **User ID** and Select the **Full Mailbox Limit** in the **Group Mail Server** options. **Reset Server Password** and **Confirm Server Password** will be displayed as per the Voice Mail Account Settings.
 15. Click **OK** or **Apply**.

Voice Mail Distribution Lists

Voice Mail Distribution Lists allow you to create lists of numbers where you can send voice messages to many users at one time.



Note: Voice Mail Distribution Lists is a service that must be assigned to the user on Clearspan.

Adding Entries to Voice Mail Distribution Lists

1. From the main menu, select **Provisioning** and then **Users**. The Users page opens.
2. Select the **Enterprise** and **Group** from the drop-down list, if necessary.
3. Click **Search** to view all the Users or enter Search parameters to filter the Search.
4. Click the **Edit** link in the row or click anywhere in the row of the user for which to configure Voice Mail Distribution Lists.
5. Select **Voice Mail Distribution Lists** from the **Service** drop-down list. The Voice Mail Distribution Lists tab opens.

Advanced: User Modify
Modify an existing Clearspan user.

Enterprise: Canine Center -- Training and Pet Store
Group: Training
User: Last22, First22 (3124481022@k9center.clearspancloud.com)
Service: Voice Mail Distribution Lists

| User | Optional | Phones | Announcements | Voice Mail Distribution Lists |
|--|----------|--------|---------------|-------------------------------|
| (Close Tab) (Pin Tab) (Close Other Tabs) | | | | |

Voice Mail Distribution Lists
Voice Mail Distribution Lists allows you to create lists of numbers where you can send voice messages to in bulk.

Voice Mail Distribution Lists

| Distribution List Number | Description | Edit |
|--------------------------|--------------|----------------------|
| 1 | Glory Test 1 | Edit |
| 2 | Gewel Test 2 | Edit |

End of Distribution Lists

Figure 156 - Voice Mail Distribution Lists

- Click the **Add Distribution List** button.
- Select the **Distribution List Number** from the drop-down list.
- Enter a list **Description**.
- Enter the **Phone Number/SIP-URI** entries for the list, clicking the **Add** button each time. The numbers display in the Phone Number/SIP-URIs table.
- Click **OK**. The list is saved.
- Click **OK** or **Apply** again.

Removing an Entry in a Voice Mail Distribution List

- From the main menu, select **Provisioning** and then **Users**. The Users page opens.
- Select the **Enterprise** and **Group** from the drop-down list, if necessary.
- Click **Search** to view all the Users or enter Search parameters to filter the Search.
- Click the **Edit** link in the row or click anywhere in the row of the user for which to configure Voice Mail Distribution Lists.
- Select **Voice Mail Distribution Lists** from the **Service** drop-down list. The Voice Mail Distribution Lists tab opens.
- Click the **Edit** link in the row or click anywhere in the row of the distribution list you want to edit. The list opens.
- Select the box beside the numbers to remove.
- Click **Remove**. The numbers are removed.

9. Click **OK**.
10. Click **OK** or **Apply** again.

Voice Mail Greetings

The Voice Mail Greetings tab allows modification of a user's Voice Mail Busy and No Answer greetings.



Note: Voice Mail Greetings is a service that must be assigned to the user on Clearspan.

1. From the main menu, select **Provisioning** and then **Users**. The Users page opens.
2. Select the **Enterprise** and **Group** from the drop-down list, if necessary.
3. Click **Search** to view all the Users or enter Search parameters to filter the Search.
4. Click the **Edit** link in the row or click anywhere in the row of the user for which to configure Voice Mail.
5. Select **Voice Mail Greetings** from the **Service** drop-down list.

Advanced: User Modify

Modify an existing Clearspan user.

OK

Cancel

Apply

Delete

Enterprise: Canine Center -- Training and Pet Store

Group: Training

User: Last22, First22 (3124481022@k9center.clearspancloud.com)

Service: Voice Mail Greetings

User

Optional

Phones

Announcements

Voice Mail Greetings

[\(Close Tab\)](#)
[\(Pin Tab\)](#)
[\(Close Other Tabs\)](#)

Busy Greeting Settings

Greeting Source: System Greeting

Personal Audio Greeting: (None)

Personal Video Greeting: (None)

No Answer Greeting Settings

Number of Rings: 3 (This setting also affects Call Forward Rings Before Forwarding and Sequential Ring Number of Rings for Base Location)

No Answer Greeting Type: Use Normal No Answer Greeting

Extended Away Settings

Audio Greeting: (None)

Video Greeting: (None)

☒ Disable Message Deposit:

Normal No Answer Settings

Greeting Source: System Greeting

Unavailable Greeting Settings

Audio Greeting: (None)

Video Greeting: (None)

Alternate No Answer Greeting #1

Name:

Figure 157 - Advanced: User Modify Page – Voice Mail Greetings Tab

6. Set **Greeting Source** to **System Greeting** to use the standard voice mail greeting played for callers when this user's phone line is busy or set it to **Personal Greeting** if you want to select a file from the user's Announcement Repository. If you choose Personal Greeting, select the **Personal Audio Greeting** or **Personal Video Greeting** file to use.
7. In the No Answer Greeting Settings section, set the **Number of Rings** before callers are sent to Voice Mail, and select the **No Answer Greeting Type** to either Use **Extended Away Greeting** or **Use Normal No Answer Greeting**, as configured on this page.
8. To configure Extended Away Greeting Settings, select an **Audio Greeting** or **Video Greeting** file from the user's Announcement Repository. Select the **Disable Message Deposit** check box to prevent callers from leaving a Voice Mail message.
9. To configure Normal No Answer Greeting Settings, set the **Greeting Source** to the standard **System Greeting** or select one of the alternate greetings configured on this page.
10. To configure Unavailable Greeting Settings, select an **Audio Greeting** or **Video Greeting** file from the user's Announcement Repository.
11. To configure an Alternate No Answer Greeting, select an **Audio Greeting** or **Video Greeting** file from the user's Announcement Repository and enter a Name that describes the greeting.
12. Click **OK** or **Apply**.

User Settings

You can view or modify user settings at the System, Enterprise, and Group level.

1. From the main menu, select **Provisioning** and then **Users**.
2. Click **General Settings** and then **User Settings**. The User Settings page opens.
3. Set the **Account ID** under System Settings. If it is set to **Required**, the administrator must enter an Account ID when creating or modifying a user. By default, the **Voicemail Email** is set to **Enabled**.
4. Set the **Account ID** under Enterprise Settings. It can be **Required**, **Not Required**, or **Use System Setting**, which uses the system setting specified on this screen. This setting appears only when an Enterprise is specified. By default, the **Voicemail Email** is set to **Use System Setting**.
5. Set the **Integrated IM&P** under Enterprise Settings. Setting this to **Use System Setting** uses the configuration set for the system. If you set this to **IM&P service domain**, enter the service domain in the text field that appears. This setting appears only when an Enterprise is specified.
6. Select **Manual** from the **Voicemail Acct Password** dropdown list under Enterprise Settings to manually enter the password. By default, **Voicemail Acct Password** is set to **Automatic**.
7. Set the **Account ID** under Group Settings. It can be **Required**, **Not Required**, or **Use Enterprise Setting**, which uses the enterprise settings on this screen. This setting appears only when a Group is specified. By default, the **Voicemail Email** is set to **Use Enterprise Setting**.
8. Set the **Integrated IM&P** under Group Settings. Setting this to **Use Enterprise Setting** uses the enterprise settings on this screen, if you set this to **IM&P service domain**, enter the service domain in the text field that appears. This setting appears only when a Group is specified.



Note: When the Voicemail Email setting is Enabled, all the Users, Auto Attendants, and Hunt Groups Voicemail Email settings in the Enterprise/Group are disabled for Voicemail Email compliance and vice-versa. Only SR administrators and above can edit the Voicemail Email settings.

9. Select **Use Enterprise Setting/Manual/Automatic** from the **Voicemail Acct Password** dropdown list under Group Settings for the password. By default, **Voicemail Acct Password** is set to **Use Enterprise Settings**.
10. Click **OK**.

New User E-mail Notification

After a new user is created, an optional e-mail goes out to the user containing instructions for setting up the new phone. The User Profile specifies whether or not the e-mail will be sent. A DA cannot change the content of this message but can view it.

1. From the main menu, select **Provisioning** and then **Users**.
2. Click **General Settings** and then **New User E-mail Notification**. The User General Settings: New User E-mail Notification page opens.
3. Click **OK** to exit General Settings.

User General Settings: New User E-mail Notification

Display and modify the E-mail message that is sent to new users based on phone type. The E-mail notification typically provides instructions on phone setup.

OK Cancel Apply Save As System-Wide Default

Enterprise: Canine Center -- Training and Pet Store

Phone Manufacturer: Mitel (Aastra)

New User E-mail Message

Enter or modify the 'From' address, 'Subject' line, and body of the E-mail message that is to be sent to new phone users. The subject line and message body can contain any of the substitution tags (identified by {} braces) listed at the bottom of the page. When the E-mail is sent, these tags are replaced by the appropriate user-specific information.

The text between {CCDesktopStart} and {CCDesktopEnd} is sent only when the new user has a Clearspan Communicator - Desktop device configured. Similarly the text between {CSEngageDesktopStart} and {CSEngageDesktopEnd} is sent for a CS Engage - Desktop device, between {CCS4BStart} and {CCS4BEnd} is sent for a Clearspan Communicator - S4B device, between {CSEngageMobileStart} and {CSEngageMobileEnd} is sent for a UC-One/CS Engage - Mobile device, between {CCMobileStart} and {CCMobileEnd} is sent for a Clearspan Communicator - Mobile device, between {CSEngageTabletStart} and {CSEngageTabletEnd} is sent for a UC-One/CS Engage - Tablet device, and between {CCTabletStart} and {CCTabletEnd} is sent for a Clearspan Communicator - Tablet device.

Similarly, the {DMMACAddressStart} and {DMMACAddressEnd} tags surround text only sent when the user's phone device is configured using the device's MAC Address. The {DMCredentialsStart} and {DMCredentialsEnd} tags surround text only sent when the user's phone device is configured using the device's credentials (access User Name and Password).

Reset to System-Wide Default

Clear

From:
No-Reply@hospitality.csllab.clearspancloud.com

Subject:
Your New Mitel (Aastra) Phone

Email Message Body

Greetings {UserName}:
Your organization has provided you with a new Mitel (Aastra) {PhoneModel} phone and the latest Unified Communications and messaging features.

The following steps are required to install and activate your new phone:

- 1) When you receive your phone, unpack the phone and follow the assembly instructions.
- 2) The following link is to Mitel's online training/tutorials, which includes phone assembly, user training, unified messaging (voice mail) and other optional applications. Please choose the appropriate training which applies to your device.
<https://<insert link here>>

Figure 158 - User General Settings: New User E-mail Notification



Note: OpEasy validates the length of the new user email content for 8000 bytes and if the limit is exceeded then emails are not sent.

Deleting a User

You can delete a user after it has been created.

1. From the main menu, select **Provisioning** and then **Users**.
2. Click **Search** to view all the Users.
3. Click the **Edit** link in the row or click anywhere on the row of the user you want to delete. The User Modify page displays with a Delete button.
4. Click **Delete**.



Note: If the Delete button does not appear, then you are not authorized to add or delete users.

5. Click **Yes** in the confirmation dialog box.
6. If no devices are associated with the user, the user is deleted. If none of the associated devices can be deleted, only the user is deleted. All of the associated devices remain, with other users assigned.

An associated device CANNOT be deleted if:

- The device is a primary phone device of the user, and that device is also a primary phone device of another user. In other words, if the primary device of this user either has no other users assigned or the only other users assigned use it as a Shared Call Appearance (SCA) and not as a primary device, the device can be deleted.
- The device is a Shared Call Appearance of this user and has any other users assigned. In other words, any SCA device of this user that has no other assigned users can be deleted.
- The device is a Clearspan Bridge device type.



Note: If the user being deleted has an associated Clearspan PING account, i.e. has a Clearspan Bridge assigned as one of its devices, additional information will be requested on the disposition of the PING account. See the instructions in the next section.

7. If any of the devices associated with the user can be deleted, the User Delete page is displayed. Select either **User** or **User and Associated Phone Devices** from the **Settings to Delete** drop-box.

User Delete

Delete a Clearspan user, an associated primary phone device, and any associated Clearspan Communicator/Clearspan Mobile devices only used by this user.

Cancel

Delete

Enterprise: Canine Center -- Training and Pet Store

Group: Training

User: Unger, Felix (3124481047@k9center.clearspancloud.com)

User Delete

User: Unger, Felix (3124481047@k9center.clearspancloud.com)

Settings to Delete:

User and Associated Phone Devices

☒ Select All Devices

Phone Devices

| Selected | Device Type | Device Name | Type |
|-------------------------------------|----------------------|----------------------------|---------|
| <input checked="" type="checkbox"/> | Polycm VVX 150 (DMS) | PolycmVVX150DMS-3124481047 | Primary |

- End of Phone Devices - (Soft Client devices are always removed on user delete)

Figure 159 - User Delete Page

- When **User** is selected, only the user and any associated Clearspan Business Communicators/Clearspan Mobile devices are deleted. All the associated devices remain, with other users assigned.
- When User and Associated Phone Devices is selected:
 - The user is deleted.
 - The Associated Phones Devices such as the Primary Phone device, SCA Phone devices, and the Business Communicators/ Clearspan Mobile devices are displayed in the Phone Devices table. Select the Primary Phone Device check box and/or the SCA Phone Device check box to delete the associated phone device(s). The associated Business Communicators/Clearspan Mobile devices will not contain a check box.
 - The user's primary phone device, if any, is deleted but ONLY if that device has no other assigned primary users. Note that the device is still deleted even if it has other users assigned as long as those users are assigned as a Shared Call Appearance (SCA); the other user will be removed (unassigned) before the device is deleted.
 - Before deleting the user, you can always remove (unassign) any other users, including other primary users, from the user's primary device to allow the device to be deleted.
 - Any devices that the user is assigned to as a Shared Call Appearance (SCA) are deleted but ONLY if that device has no other assigned users.
 - Before deleting the user, you can always remove (unassign) any other users from any of the devices assigned to the user to allow the SCA devices to be deleted.
 - Any Clearspan Communicator device/Clearspan Mobile device assigned to the user is deleted because Clearspan Communicators/Clearspan Mobile devices cannot have any other user assigned.
 - In addition, any device that the administrator deleted by editing the device and pressing the "Delete Device" button will be deleted. The "Delete Device" button is available only when the only other users on the device are SCAs (in other words, when no other user has the device as

their primary device). Note that these devices are deleted independent of the “User Delete” page, which might not be displayed.

8. Click **Delete** on the **User Delete** page. The user and phone devices are deleted.

Deleting a user makes available any licenses that were allocated to the user.

Special Instructions when Deleting a PING Client User

Clicking the ‘Delete’ button on the User screen when a Clearspan Bridge device is assigned to the user navigates the admin to a new GUI page with options to choose a ‘Ping User Dispositional State’.

A PING User Disposition state must be chosen.

- ‘Deactivate’ sets the Ping user account to an unusable state. The PING account cannot be re-assigned.
- ‘Retain’ disassociates the Ping user account from the Clearspan user. This option should be used, for example, when the user is being deleted from one Group in order to move it to a different Group within the same Enterprise. ‘Retaining’ the PING account leaves the chat history, call history, contacts, and team associations intact for re-association with the user account once created in the target Group.

Ping User Deactivate/Retain

Ping User can be set to deactivate or retain state for future use.

OK **Cancel**

Enterprise: SystemValidation -- System Validation
Group: JazzTest -- JazzTest
User: temp3, temp3 (testertemp@hosp.cslab.clearspancloud.com)
Ping Client Username: @viru.kulkarni:test.clearspanuc.com

Ping User Dispositional State Selection:

☐ Deactivate ☐ Retain

"Deactivate" clears the Ping avatar and display name, sets the Ping account to an unusable state and disassociates the phone number. The associated Ping username cannot be re-used.

"Retain" leaves the Ping account in tact, but without the ability to originate or receive extension and PSTN phone calls until it is re-associated with a Clearspan user. The Ping username/account can be re-used.

Figure 160 - Ping User Deactivate/Retain

Polycom Phone Users

When creating a user or adding a phone to an existing user, any phone device created for that user may be a Polycom phone. An OpEasy 3rd Party License is required for each added or modified Polycom phone. An error message appears if no license is available.

User Device Settings for Polycom Phones

For any of the supported Polycom phones, the Device Access: User Name and Password fields appear and are *required* for definition of the phone. Valid password characters are a-z, A-Z, 0-9, blank, or special characters: - _ . , ! \$ % & * + / = ? ^ { } | ~ @.

When a phone uses device credentials, the MAC Address field is optional. However, if entered for a Polycom phone, the contents of the MAC Address field **MUST** be valid, matching the MAC address of the physical Polycom phone assigned to that phone device. The Polycom phone will not be able to load its configuration files if an incorrect MAC address is entered. Therefore, it is highly recommended to leave the MAC Address field empty. If Polycom Phone Support licensing is installed and enabled, the MAC address is automatically provisioned when the phone starts up.

Primary Phone Device

* Device Name: PolycomV VX150DMS-3124481428

Device Level: Group

* Line / Port: 3124481428.primary @ k9center.clearspancloud.com

VLAN ID: (VLAN is not enabled in the template) Warning: Modifying the VLAN ID may cause the phone to stop operating.

MAC Address: (Device's MAC Address)

ERL Record Name: (None)

Device Access:

* User Name: PolycomV VX150DMS-3124481428

* Password:

Figure 161 - User Add with Polycom Phone - Primary Phone Device Section

User: Primary Phone Device Add

Add a phone device as the primary phone for the user. *Pressing OK retains but does not save entered changes. To save the changes, press OK or Apply on the subsequent page.

OK*

Cancel

Manage Users

Custom Tags

Enterprise: Canine Center -- Training and Pet Store

Group: Training

User: Last04, First04 (3124481004@k9center.clearspancloud.com)

Phone Device

Phone Device: (New Phone Device)

* Device Name: 1004.PolyVX500

* Device Level: Group

Device Type: Polycom VVX 500 (DMS)

Template: (Select Template)

View Template

Device Billing Type: Use Org Billing Type

User Line

* Line / Port: 3124481004.primary @ k9center.clearspancloud.com

Line Position: 1st Phone Line

Device Description

Description:

Serial Number:

Phone Location:

Figure 162 - User Primary Phone Device Settings for Polycom Phones

User General Settings for Polycom Phones

As with Mitel phones, when creating a user with a Polycom phone as the primary phone, an E-mail message can be sent to that user to notify of the new phone. Mitel phones and Polycom phones have a different new user E-mail message because of the differences in setting up the phones.

To set up the new user E-mail notification message for a Polycom phone from the Users page of Provisioning, click General Settings and New User E-mail Notification. Then, select the specific enterprise and Polycom from the Phone Manufacturer drop-down list. Change the new user E-mail message as you would for a Mitel phone, with the text appropriate for a Polycom phone.

User General Settings: New User E-mail Notification

Display and modify the E-mail message that is sent to new users based on phone type. The E-mail notification typically provides instructions on phone setup.

OK

Cancel

Apply

Save As System-Wide Default

Enterprise: Canine Center -- Training and Pet Store

Phone Manufacturer: Polycom

New User E-mail Message

Enter or modify the 'From' address, 'Subject' line, and body of the E-mail message that is to be sent to new phone users. The subject line and message body can contain any of the substitution tags (identified by {} braces) listed at the bottom of the page. When the E-mail is sent, these tags are replaced by the appropriate user-specific information.

The text between {CCDesktopStart} and {CCDesktopEnd} is sent only when the new user has a Clearspan Communicator - Desktop device configured. Similarly the text between {CSEngageDesktopStart} and {CSEngageDesktopEnd} is sent for a CS Engage - Desktop device, between {CCS4BStart} and {CCS4BEnd} is sent for a Clearspan Communicator - S4B device, between {CSEngageMobileStart} and {CSEngageMobileEnd} is sent for a UC-One/CS Engage - Mobile device, between {CCMobileStart} and {CCMobileEnd} is sent for a Clearspan Communicator - Mobile device, between {CSEngageTabletStart} and {CSEngageTabletEnd} is sent for a UC-One/CS Engage - Tablet device, and between {CCTabletStart} and {CCTabletEnd} is sent for a Clearspan Communicator - Tablet device.

Similarly, the {DMMACAddressStart} and {DMMACAddressEnd} tags surround text only sent when the user's phone device is configured using the device's MAC Address. The {DMCredentialsStart} and {DMCredentialsEnd} tags surround text only sent when the user's phone device is configured using the device's credentials (access User Name and Password).

Reset to System-Wide Default

Clear

From:

No-Reply@hospitality.cslab.clearspancloud.com

Subject:

Your New Polycom Phone

Email Message Body

Greetings {UserName}:

{DMMACAddressStart}

Your organization has provided you with a new Polycom {PhoneModel} phone. Setup your phone as described in the installation instructions provided with the phone.

{DMMACAddressEnd}

{DMCredentialsStart}

Your organization has provided you with a new Polycom {PhoneModel} phone. The following steps are required to install and activate your new phone:

1) When you receive your phone, unpack the phone and follow the assembly instructions as described in the installation instructions provided with the phone.

Figure 163 - User General Settings E-mail Notification for Polycom Phones

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Virtual Users

A Virtual User is a group service that has many of the characteristics of a user (for example, User Id, Name, Phone Number, and Extension). It can be assigned services just as a normal user can be assigned services. A Virtual User does not consume an OpEasy User License or Clearspan User License by means of its existence. However, if one or more user services are assigned to a Virtual User, a Clearspan User License will be consumed.


The Virtual User types include:

- Auto Attendant
- Clearspan Anywhere Portal
- Call Center
- Collaborate Bridge
- Find Me/Follow Me
- Flexible Seating Host
- Group Paging
- Hunt Group
- Instant Group Call
- Meet-Me Conference Bridge
- Route Point
- VoiceXML

Auto Attendants

The Auto Attendant is like a virtual receptionist. It automatically answers and directs incoming calls to your main business number with a personalized greeting up to 24 hours a day, 7 days a week. The Auto Attendant provides your callers with a menu of options which they select from to connect to the right person or department. The Auto Attendant page allows you to manage this functionality for an Enterprise or Group.

Planning and Testing Auto Attendants

1. Map out your interactive menu structure.
2. Configure a time schedule for your organization's business hours and a holiday schedule for your organization's holidays.
3. Configure the addresses for the phone numbers.
4. Create an Auto Attendant account for the main menu in your structure.
5. Set up the main menu and all submenus.
6. Record custom messages using the voice portal or upload audio files using the web interface. If you enabled video support, also upload video files.
7. Call the Auto Attendant numbers to test your design.
 -  • Internal transfers require only an extension.
 - First-level extension dialing and extension dialing at any time allow the user to dial an extension without having to select an option first.
 - List the menu options in a predictable order.
 - List the menu options that transfer to the operator last ("to reach the operator, press 0 or stay on the line"). Callers who do not press a key are transferred to the operator.

Adding a New Auto Attendant

1. Select **Provisioning** from the main menu, and then select **Virtual Users** and **Auto Attendants**.
2. Select the **Enterprise** and **Group** from the drop-down list, if necessary.
3. Click the Add button.

Click the **Add** button. The Auto Attendant tab displays by default.



Note: If the Add button does not appear, then you are not authorized to add or delete virtual users.

4. If you select a service from the **Service** drop-down list, an additional Service Tab will appear. For example, if you select **Alternate Numbers**, the **Alternate Numbers** tab appears.
5. Enter a **Name** for the Auto Attendant.
6. Enter an **Auto Attendant ID** and domain.
7. Select the **Auto Attendant Type**, either **Basic** or **Standard** based on the license.
8. Select the **Department** for which to implement the Auto Attendant.
9. Select the **Phone Number** and/or **Extension** for which to implement the Auto Attendant.
10. **Activated** or **Deactivated** indicates the current status of the phone number selected. Change this setting if necessary. Select **Activated** (Recommended) if the phone will place and receive calls from outside the system or **DeActivated** if the calls will be internal only.

11. Choose to **Enable Video Support** and **Confirm Portal Passcode**. This field appears only when the group has Auto Attendant - Basic Video or Auto Attendant - Standard service assigned.
12. Enter the **Voice Portal Passcode** if Voice Mail is enabled for the Auto Attendant. The passcode must contain 4-8 digits as determined by the administrator.
13. For **Calling Line ID**, enter the **Last Name**, **First Name**, and **Phone Number** for the Auto Attendant.
14. Select the **Business Hours** and **Holiday Schedule** to use for the Auto Attendant.
15. Select **Enterprise**, **Group**, or **Department** as the dialing option for **Extension Dialing Scope** and **Name Dialing Scope**. Use the name and extension dialing scope controls to specify whether your Auto Attendant can make direct calls to users in the same group, department, or enterprise.
16. Choose the **LastName** and **FirstName** order for **Name Dialing Order**. This setting determines whether callers can enter either the last name or first name of the person they want to reach, or only the last name.
17. Determine the features to enable for the Auto Attendant. Click the **Available Service(s)** in the list on the left and click **Add**.
18. **User Defined Fields** – These fields are displayed only if the Enterprise User Fields are defined at the Enterprise level. To change the default value of the User Defined Fields, clear the **Use Default** check box and enter the value of the User Defined Field in the **Value** box.

You can click **OK** at this time to save the Auto Attendant, or you can enter information in the Optional, Menus, Announcements, and Voice Mail tabs. When you click OK, the Auto Attendant is saved.

Optional Tab

Click the Optional tab of the Auto Attendant Add page to view or change optional values such as Time Zone, Language information, and Aliases used to place and receive calls.

Menus Tab

1. Click on the **Menus** tab of the Auto Attendant Add page to view or change the menu selections, options, and key definitions for the Auto Attendant functionality.
2. Choose **Business Hours Menu** to configure the **Menu Selection** for business hours.
3. Select **Default Greeting** or choose a **Personal Greeting** for the **Greeting Selection**. The Personal Greeting choices come from the Auto Attendant's Announcement Repository or its Group's Announcement Repository.
4. Check **Enable First-Level Extension Dialing** if you want to enable that feature. When using First-level Extension dialing, you are not required to configure a key for extension dialing.
5. In the Menu Key Definitions section, configure a **Description**, an **Action**, and the **Action Data** for each key that you want to assign to the Auto Attendant feature.
6. Set **Menu Selection** to **After Hours Menu** if you want to configure separate options for non-business hours.
7. Set **Menu Selection** to **Holiday Menu** if you want to configure separate options for holiday hours.
8. Click **OK**.

Submenus Tab

1. Click on the **Submenus** tab of the Auto Attendant Add page to view or change the submenus

for the Auto Attendant functionality. This tab opens when the Auto Attendant Type is set to **Standard**.

2. Search for a Submenu to edit or click **Add Submenu**.
3. Enter the **Submenu ID**.
4. Select **Default Greeting** or choose a **Personal Greeting** for the **Greeting Selection**. The Personal Greeting choices come from the Auto Attendant's Announcement Repository or its Group's Announcement Repository.
5. Select **Enable extension dialing at any time** if you want to enable that feature. When using extension dialing, you are not required to configure a key for extension dialing if you select this option.
6. In the Submenu Key Definitions section, configure a **Description**, an **Action**, and the **Action Data** for each key that you want to assign to the Auto Attendant feature.
7. Click **OK**.

Announcements Tab

OpEasy allows you to upload, delete, or configure audio or video announcement files to repositories. Announcements repositories are kept for Users, Auto Attendant and Hunt Group virtual users, and Groups. Once an announcement is saved to a repository, OpEasy allows you to assign it to Voice Mail Greetings, Auto Attendant menus, and Music on Hold. You can search, upload, rename, or delete announcements on a user's Announcements tab. You can also view announcement types, size, and usage. You can manage announcements when you create a new user or when modifying a user, as described in the section [Announcements](#).

Alternate Numbers Tab

1. Select **Alternate Numbers** from the **Service** drop-down list. The Alternate Numbers tab allows up to 10 additional phone numbers or extensions to be assigned in addition to your primary number and extension.
2. Select the phone number from the **Phone Number** drop-down list and add an extension if available.
3. Click the **Activated** check box to activate the alternate phone number or extension.
4. Click **OK**.

Call Forward Tab

1. Select **Call Forward** from the **Service** drop-down list. Call Forwarding allows you to forward some or all calls for the Auto Attendant to a different phone number. The type of forwarding (Always, or Busy) determines whether a call is forwarded and the destination number to which that call is forwarded. The phone number to which the calls are forwarded must be permitted by your organization's calling restrictions.
2. Select the phone number from the **Phone Number** drop-down list and add an extension if available.

Voice Mail Tab

1. Select **Voice Mail** from the **Service** drop-down list on the Auto Attendant page to view or change the Voice Mail settings.
2. If Voice Mail was previously enabled and saved, **Delete Voice Mailbox** and **Reset Voice Mailbox** buttons appear. **Delete Voice Mailbox** removes the voice mail account and any

associated greetings without deleting the Auto Attendant. **Reset Voice Mailbox** deletes and rebuilds the voice mail account and deletes any associated greetings to restore the Voice Mail Greetings settings to defaults.

3. Click the **Active** radio button, if necessary.
4. Select the **Calls Sent to Voice Mail** options that you want to set for the Auto Attendant.
5. Choose **Voice Mail Server** from the drop-down list. Select Clearspan: Group Server.
6. Choose Voice Mail Management settings to determine the **Arriving Voice Mail Action** options, **Caller Options** for dialing 0 to transfer, and the action to take **After Playing Greeting**.



CAUTION: E-mail copies of Voice Mail might not be sent over secure E-mail.

-
7. Enter the **E-mail address**, **User ID** and Select the **Full Mailbox Limit** in the **Group Mail Server** options. **Server Password** and **Confirm Server Password** will be displayed as per the Voice Mail Account Settings.
 8. Click **Apply**, and then click **OK**.

Voice Mail Greetings Tab

1. Select **Voice Mail Greetings** from the **Service** drop-down list. The Voice Mail Greetings tab allows modification of an Auto Attendant's Voice Mail Busy and No Answer greetings.
2. Set **Greeting Source** to **System Greeting** to use the standard voice mail greeting played for callers when the Auto Attendant line is busy or set it to **Personal Greeting** if you want to select a file from the Auto Attendant's individual or group Announcement Repository. If you choose Personal Greeting, select the **Personal Audio Greeting** or **Personal Video Greeting** file to use.
3. In the No Answer Greeting Settings section, select the **No Answer Greeting Type** as either **Use Extended Away Greeting** or **Use Normal No Answer Greeting**.
4. To configure Extended Away Greeting Settings, select an **Audio Greeting** or **Video Greeting** file from the Auto Attendant's individual or group Announcement Repository. Select the **Disable Message Deposit** check box to prevent callers from leaving a Voice Mail message.
5. To configure Normal No Answer Greeting Settings, set the **Greeting Source** to the standard **System Greeting** or select one of the alternate greetings configured on this page.
6. To configure Unavailable Greeting Settings, select an **Audio Greeting** or **Video Greeting** file from the Auto Attendant's individual or group Announcement Repository.
7. To configure an Alternate No Answer Greeting, select an **Audio Greeting** or **Video Greeting** file from the Auto Attendant's individual or group Announcement Repository, and enter a **Name** that describes the greeting.

Call Centers

A Call Center is a virtual user service that allows agents to receive incoming calls from a central phone number. Using this service, an enterprise can establish technical assistance lines, customer support numbers, or order-taking centers. There is no restriction on the number of Call Centers that can be created. Incoming calls to a call center are presented to agents according to the selected Call Distribution policies.



Call Center functionality is available at three different licensing tiers: **Basic**, **Standard**, and **Premium**. The screen captures shown in this section reflect OpEasy GUI pages associated with a Premium Call Center, some of the tabs and parameters shown in this document section are not applicable and therefore will not be rendered when managing Basic or Standard Call Centers

Add or Modify a Call Center

1. From the main menu, select **Provisioning** and then **Virtual Users**.
2. Select Call Centers.
3. Select the **Enterprise** and **Group** from the drop-down list, if necessary.
4. Search for a Call Center to edit or click the **Add** button to create a new Call Center.



Note: If the Add button does not appear, then you have not been authorized to add or delete virtual users.

Call Center Add

Add a new call center.

OK **Cancel**

Enterprise: CallCenter -- CCTesting
 Group: CallCenter -- CallCenterGroup
 Call Center:
 Service: (Select Service) ▼

| | | | | | | | |
|--------------------|----------|---------------|-------------------------|--------|-------------------|---------------------|------------------|
| Call Center | Optional | Announcements | Announcement Management | Agents | Disposition Codes | Distinctive Ringing | Routing Policies |
|--------------------|----------|---------------|-------------------------|--------|-------------------|---------------------|------------------|

Call Center

* Name:

* CallCenter ID: @ cctestng.aastra.com ▼

* Call Center Type: Premium ▼

☐ Support User

Department: (None) ▼

* Phone Number: 717-555-7021 ▼ ☐ Activated ☒ DeActivated

Extension:

Network Server Site: DFLT_SITE -- Default Site ▼

Voice Mail: No Voice Mail

Voice Portal Passcode:

Confirm Portal Passcode:

* Call Center Password:

* Confirm Call Center Password:

Calling Line ID Settings

* Last Name:

* First Name:

Phone Number:

Call Center Settings

Routing Type:
☒ Priority Based ☐ Skill Based
 (Changing the Routing Type from Skill Based to Priority Based will cause the loss of the Skill Level information for all the agents, if any are assigned to this Call Center.)

Group Policy:
☐ Circular ☒ Regular ☐ Simultaneous ☐ Uniform ☐ Weighted Call Distribution

Queue Length: 0 calls

☐ Enable video support

☒ Play ringing when offering call

☒ Allow callers to dial 0 to escape out of queue

☐ Reset caller statistics upon entry to queue

Figure 164 - Call Center Add Page

5. On the Call Center tab enter a descriptive **Name** for the Call Center and a unique **Call Center ID**. Call Center ID has no practical external use but is required as an internal data element for all Virtual Users
6. Select a Call Center Type
 - A **Basic** Call Center provides basic queuing capabilities distributing calls to devices and people. This is an inexpensive option for multiple receptionists and other call center applications that only require basic queuing capabilities.
 - **Standard** Call Centers provide such functions as agent states, supervising, and reporting.

- A **Premium** Call Center is the most feature-rich Call Center solution provided by Clearspan. In addition to the capabilities provided by the standard offering, it provides features such as Night Service, Stranded Calls, and Bounced Calls routing policies. It is intended to meet the call center needs of most businesses.
7. Select a **Phone Number** and optional **Extension** for the Call Center. This will be the 'pilot' number for the Call Center queue.
 8. Enter and confirm a **Password** for the Call Center ID.
 9. Enter a **Last Name** and **First Name** in the **Calling Line ID Settings**. This name will be displayed when agents make outbound calls on behalf of the Call Center. An optional Calling Line ID **Phone Number** can also be set for the agent outbound calling function.
 10. Under 'Call Center Settings,' choose a **Routing Type** (*Premium Call Center only*)
 - **Priority Based** routing is based on time-in-queue and agent availability regardless of skill assignment.
 - **Skill Based** (*Premium Call Center only*) routing selects available agents who may have joined multiple call center queues based on a provisioned skill level (1-20) within each call center. Agents in these call centers are assigned a skill level (1-20, with 1 the highest) to indicate their ability to handle calls in that call center.
 - If one or more call centers in an Enterprise is skill-based, the routing policy for the Enterprise is also said to be "skill-based". In this case, call centers that are not explicitly defined as skill-based are considered to have all assigned agents at skill level 1 (the highest). Therefore, if an agent belongs to both skill-based and non-skill-based queues, their skill level is assumed to be 1 (highest) in the non-skill-based queues.
 - Like priority-based queues, if calls are queued on multiple call centers and an agent becomes available, bounced calls take precedence. If no bounced calls are queued, the agent's skill level in each queue is examined; a call from the queue where the agent is most skilled is delivered. If the agent is equally skilled in more than one call center, the Enterprise priority routing policy is applied.
 11. Choose a **Group Policy**
 - **Circular:** Incoming calls are distributed to idle agents in the order they appear in the provisioned list, starting with the agent who follows the agent who received the previous call. When the search reaches the end of the list, the hunt loops back to the top and continues until it has tried all agents.
 - **Regular:** Incoming calls are distributed to idle agents in the order they appear in the provisioned list, starting from the first agent in the list each time.
 - **Simultaneous:** All agents are alerted simultaneously for each incoming call.
 - **Uniform:** Incoming calls are distributed to idle agents starting with the agent that has been idle the longest.
 - **Weighted:** Incoming calls are distributed to idle agents based on percentages assigned to the agents in the call center's profile. This feature supports an element of skills-based routing, since a higher percentage of calls can be routed to more highly skilled agents within the call center.
 - Set the **Queue Length** to the desired maximum number of unanswered incoming calls to be queued. When the queue is full, additional calls are treated according to the Call Center's Overflow policy.
 - Basic Call Center: Maximum queue capacity = **25**
 - Standard Call Center: Maximum queue capacity = **50**
 - Premium Call Center: Maximum queue capacity = **525**
 - **Enable video support** to allow video calls to agents.
 - **Play ringing when offering a call** connects the caller to ring back tone when their call is offered to an agent after having been queued to music or an announcement.

- **Allow callers to dial < > to escape out of queue** is self-explanatory.
- **Reset caller statistics upon entry to queue** if the accumulated wait time of a call is to be reset to zero when the call enters this call center queue from another.

12. Under 'Reporting Settings' (Standard and Premium Call Centers only) enable/disable **External Call Center Reporting**.

13. Under 'Agent Settings':

- The **Allow agents to join Call Centers** option controls the ability of agents to choose the call center queues from which they will be offered calls.
- The **Allow Call Waiting on agents** option controls the default behavior of call centers that ignores the Call Waiting service, i.e. if the agent is on a call, they are seen as busy by the call center regardless of the enablement of the Call Waiting service.
- You may choose to enable calls to agents who are in the 'wrap-up' state (*Standard and Premium Call Centers only*).
- You may choose to enable/disable a maximum ACD wrap-up timer (*Standard and Premium Call Centers only*).
- You may choose to enable/disable the automatic setting of each agent to a particular availability state after the end of each call (*Standard and Premium Call Centers only*).
- You may choose to enable/disable automatic answering of calls to agents after a provisioned number of seconds (*Premium Call Centers only*) this feature requires a compatible SIP endpoint for each agent that will respond to the 'Answer-after' tag.

Optional Tab

On the Optional tab, select the appropriate **Class of Service**, **Time Zone** and **Language** and **Bandwidth and QoS Settings** for the selected Call Center from the drop-down lists.

Call Center Modify

Modify an existing call center.

OK Cancel Apply Delete

Enterprise: CallCenter -- CCTesting
 Group: CallCenter -- CallCenterGroup
 Call Center: CCTesting_Classes (CC_Classes2@cctesting.aastra.com)
 Service: (Select Service)

Call Center Optional Announcements Announcement Management Agents Disposition Codes Distinctive Ringing Routing Policies Supervisors Thresholds [\(Close Other Tabs\)](#)

Information

Class of Service: No Restrictions
 Time Zone: (GMT-05:00) (US) Central Time
 Language: English

Bandwidth and QoS Settings

Preferred announcement / music codec for external calls: None
 Preferred announcement / music codec for internal calls: None

Figure 165 - Call Center Optional Tab

Announcements Tab

The Announcements tab provides an interface to upload new audio files for use within the Call Center call processing flow. Once uploaded, such files can also be replaced and/or deleted from the same tab.

1. Click the 'Add Announcement' button and then create a unique 'Announcement Name' for the new entry.
2. Click the 'Load Announcement' button to launch a file manager window on your computer.
3. Browse your computer's file system and select a .wav file to be uploaded.
4. Click 'Open' to return to OpEasy
5. Click OK

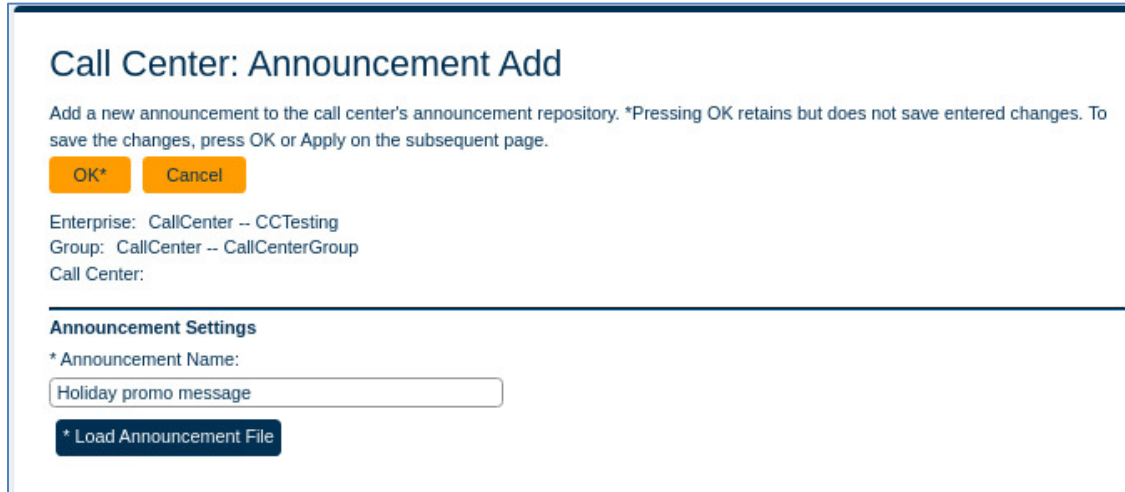


Figure 166 - Call Center Announcement Add page



Note: Audio announcement files must be recorded as .wav files in 16kHz, 8 or 16-bit mono format with u-law or PCM encoding to be accepted for upload and use by the Clearspan system.

Announcement Management Tab

On the Announcement Management tab, select a message type from the dropdown menu.

The screenshot shows the 'Call Center Add' form with the 'Announcement Management' tab selected. The form includes fields for 'Enterprise', 'Group', and 'Call Center'. Below these is a tabbed interface with 'Announcement Management' highlighted. Under this tab, the 'Announcement Message' section has a 'Message Selection' dropdown menu open, showing options: 'Entrance Message', 'Estimated Wait Message', 'Comfort Message', 'Music On Hold Message', and 'Call Whisper Message'. The 'Entrance Message' option is selected. Below the dropdown, there are checkboxes for 'Play Entrance Message' (checked) and 'Always Play' (unchecked), and an 'Audio' dropdown menu set to 'Default'. A '(Close Other Tabs)' link is visible in the top right corner of the tabbed area.

Figure 167 - Call Center Announcement Management tab

Entrance Message

The entrance message is the first message played to the caller when the call reaches the call center. The entrance message is optional.

- If the entrance message option is enabled, it is played under the following conditions:
 - There are no agents available to accept the call, or
 - Agents are available, and the **Play ringing when offering call** (Call Center tab) option is not enabled
- Once the entrance message has finished playing, Music-on-Hold and comfort messaging are provided to the caller, if enabled.
- You can enable **Always Play Complete Entrance Message** to mandate the message be played to completion before any attempt is made to offer the call. The caller cannot escape out of the message using the escape digit and a supervisor cannot manipulate the call during the mandatory entrance message. The message is played in its entirety before processing the call out of the queue by a Call Center policy, such as Stranded Calls, or Overflow based on time.
- At the **Audio** dropdown menu, you may choose the **Default** entrance message “*Your call is very important to us. Please wait for the next available agent,*” a custom audio file previously uploaded to the Announcement Repository, or an audio file available via an http://URL reachable by the Clearspan Application Server.

Best Practice

It is critical to design announcements that correspond to the flow of calls through the call center, including when calls route to overflow queues. Step through each call scenario, including calls that are directly routed to agents, calls that get queued, and calls that immediately overflow, to ensure the announcements provide the appropriate experience to the caller.

Estimated Wait Message

The Estimated Wait Message (EWM) provides queue information to the caller. When a new call is added to the call queue, the EWM is played in the order determined by the delays configured for the different call center announcements. If the Comfort message and EWM are both enabled and the delay is configured to the same value for both messages, the Comfort message is played first. The EWM has two modes of operation:

- **Announce Queue Position:** In this case, the caller is informed of their current position in the call queue (for example, “*You are caller number 12 in the queue*”). The queue position can be announced for positions 1 – 100 in the queue. The **high volume message**, “*We are experiencing a high volume of calls, please hold*” can be enabled for callers queued beyond the provisioned queue limit.
- **Announce Wait Time:** In this case, the caller hears an estimated number of minutes before the call will be answered by an agent (for example, “*Your estimated wait time is 5 minutes*”). The **high volume message**, “*We are experiencing a high volume of calls, please hold*” can be enabled for callers queued beyond the provisioned queue duration.

The screenshot shows a web-based configuration interface for an 'Announcement Message'. At the top, 'Message Selection:' is set to 'Estimated Wait Message'. Below this, the 'Estimated Wait Message' section contains several options:

- ☐ Enable estimated wait message for queued calls
- ☐ Play updated wait message every seconds
- ☐ Announce Queue Position
- ☒ Announce Wait Time
 - * Play message for callers with a wait time of: minutes or lower.
 - ☒ Play high volume message
 - Note: The High Volume message is played to callers whose estimated waiting time is longer than the configured maximum.
 - * Default handling time: minutes per call

Figure 168 - Call Center Estimated Wait Message

The EWM can be configured to recalculate and play at a specified interval. If the caller overflows to another queue, they hear a new EWM, if the message is enabled in the overflow queue.

Comfort Message

The **Comfort** message is played to the caller after the **Entrance** message and **Music-on-Hold** messages (if those are configured to play). The administrator can specify the use of the default message, “*Your call is very important to us, please wait for the next available agent,*” a custom file previously uploaded to the Announcement Repository, or an audio file available via an http://URL

reachable by the Clearspan Application Server.

The screenshot shows a web interface with four tabs: 'Call Center', 'Optional', 'Announcements', and 'Announcement Management'. The 'Announcement Management' tab is active and highlighted in orange. Below the tabs, the section is titled 'Announcement Message'. Under 'Message Selection:', there is a dropdown menu currently set to 'Comfort Message'. Below this, the section is titled 'Comfort Message'. It contains a checked checkbox for 'Play comfort Message', a text input field for 'Time between messages' set to '10' with the unit 'seconds' to its right, and an 'Audio:' dropdown menu set to 'Default'.

Figure 169 - Call Center Comfort Message

The **Comfort** and **Music-on-Hold** messages keep playing to the caller in a loop until the call is answered by an agent or until action is taken by a Call Center policy (for example, Overflow).

Music-on-Hold Message

The **Music-on-Hold** message is played to the caller after the **Entrance** message if configured to play. The **Comfort** and **Music-on-Hold** messages keep playing to the caller in a loop until the call is answered by an agent or until action is taken by a Call Center policy (for example, Overflow). The administrator can specify the use of the default music file, a custom file previously uploaded to the Announcement Repository, or an audio file available via an <http://URL> reachable by the Clearspan Application Server.

Call Whisper Message

The call whisper message is a message that can be played to the agent (*Premium Call Centers only*) immediately before an inbound call is connected. When enabled, the calling party hears ringback, announcements, or Music-on-Hold while the whisper message is being played to the agent. The message typically announces which call center (especially important when using DNIS) the call is coming from. For example, ten separate numbers can all be routing their inbound calls to a single call center. Each of the ten numbers can have its own customized call whisper message so the agent knows which number was originally dialed and can then provide an appropriate greeting. The administrator can specify the use of the default Call Whisper message (*"New call from queue"*), a custom file previously uploaded to the Announcement Repository, or an audio file available via an <http://URL> reachable by the Clearspan Application Server.

Agents Tab

A Clearspan user can be associated with a Call Center as an agent if they have been assigned the Call Center user service corresponding with the Call Center type. For example, a user with the Call Center – Premium service can be associated with Basic, Standard, and/or Premium Call Center queues. A user with the Call Center – Standard service can be associated with Basic and Standard queues, but not Premium queues. A user with the Call Center – Basic service can only be associated with Basic Call Center queues.

The Agents tab allows the administrator to search for Clearspan users within the Enterprise that meet the requirements for the selected Call Center and then choose which users from the search results to associate as agents.

Call Center Add

Add a new call center.

OK Cancel

Enterprise: CallCenter -- CCTesting
Group: CallCenter -- CallCenterGroup
Agent: Good Answers (goodanswers@cctesting.aastra.com)

Call Center
Optional
Announcements
Announcement Management
Agents
Distinctive Ringing
Routing Policies
Supervisors
Thresholds

(Close Other Tabs)

Agents

Configure the list of agents that belong to this call center. Users are available if they have been assigned an appropriate Call Center feature. Users with Call Center - Basic may be assigned to Basic call centers. Users with Call Center - Standard may be assigned to Basic or Standard call centers. Users with Call Center - Premium may be assigned to any call center.

Agent Search

(All Users) Contains:

Search

Available Agents

Assigned Agents

Add >
Remove <
Add All >>
Remove All <<

Figure 170 - Call Center - Add/Remove Agents

Disposition Codes Tab

Disposition codes are a feature of Premium Call Centers. They provide agents with the possibility to enter one or more disposition codes for each call center call. The purpose of these codes is to associate a given call with customized information elements, such as a 'word-of-mouth referral' or 'Internet add referral.' Disposition codes can also associate the call with a customer complaint or management follow up requirement. The disposition codes contain two elements: an identification value and a description. When the Call Center – Premium service is authorized, disposition codes can be created at the Enterprise-level and at the Call Center-level. Premium call centers can also use the Enterprise-level codes. Disposition codes may be entered by a call center agent while a call center call is in progress or once the call has been finished and the agent is in Wrap-up state. When the agent enters the disposition code while the call is in progress, the agent selects the call identification as well as the disposition code. The agent may be involved in several ongoing calls and therefore the call identification is required to ensure that the entered disposition code is associated with the appropriate call center call. When the agent enters a disposition code while in Wrap-up state, the agent provides only the disposition code. The previous call information is retrieved from the Application Server.

The administrator can enable call disposition codes for the call center and choose to allow use of the Enterprise-level codes as well as the Call Center/Queue-level codes. Additionally, the administrator can force a default disposition code to be associated with every call when the agent does not specify a code.

Best Practice

Disposition codes can be used to address multiple scenarios, for example, capturing the result of the call ("Requires Follow-Up", "Issue Resolved", "Contacted Sales Rep"), capturing customer comments ("Angry", "Happy", "Called Multiple Times"), or capturing marketing campaign feedback ("Print Advertisement", "Web Site", "Direct Mailing").

Distinctive Ringing Tab

The Distinctive Ringing policy provides a distinctive ring to an agent when the call is routed from a call center. If the administrator configures the option to enable the Distinctive Ringing policy, the Application Server includes the Session Initiation Protocol (SIP) Alert-Info header within the SIP INVITE request when offering the call to an agent (with the configured ring pattern).

Enterprise: CallCenter -- CCTesting
Group: CallCenter -- CallCenterGroup
Call Center:

| | | | | | |
|-------------|----------|---------------|-------------------------|--------|---------------------|
| Call Center | Optional | Announcements | Announcement Management | Agents | Distinctive Ringing |
|-------------|----------|---------------|-------------------------|--------|---------------------|

Distinctive Ringing
Configure the call center distinctive ringing policies for calls routed to the agent.

☐ Enable distinctive ringing for call center calls

Ring Pattern: Long-Long

Ring Pattern for forced delivered call center calls: Short-Long-Short

- Long-Long
- Normal
- Short-Long-Short
- Short-Short-Long

Figure 171 - Call Center - Distinctive Ringing

Best Practice

Distinctive ringing can be used with casual call center agents; such that they know that the call is an ACD-related call and not a direct dialed call. Different ring patterns allow them to distinguish between different call centers.

Routing Policies Tab

The following table contains a mapping of Call Center policies with their respective configurable actions.

| Policy | CC Type | Perform No Action | Busy | Transfer | Night Service | Ringing | Announcement Cycle |
|----------------------|------------------|-------------------|------|----------|---------------|-------------|--------------------|
| Bounced | Standard Premium | X | | X | | | |
| Forced Forwarding | Premium | X | | X | | | Once |
| Holiday Service | Premium | X | X | X | | | Once |
| Night Service | Premium | X | X | X | | | Once |
| Overflow | All | | X | X | | | Once |
| Stranded | Standard Premium | X | X | X | X (Premium) | X (Premium) | Loop (Premium) |
| Stranded Unavailable | Standard Premium | X | X | X | X (Premium) | X (Premium) | Loop (Premium) |

On the Routing Policies tab, select a Routing Policy from the dropdown menu.

Call Center Modify

Modify an existing call center.

OK Cancel Apply Delete

Enterprise: CallCenter -- CCTesting
Group: CallCenter -- CallCenterGroup
Call Center: CCTesting_Classes (CC_Classes2@cctesting.aastra.com)

Call Center Optional **Routing Policies** Announcements Announcement Management Supervisors Thresholds

(Close Other Tabs)

Routing Policies: Bounced Calls

Bounced Calls

- ☒ Bounce calls a
- ☐ Transfer to ph
- ☐ Bounce calls i
- ☐ Alert agent if c
- ☐ Bounce calls a

Comfort Message Bypass
Forced Forwarding
Holiday Service
Night Service
Overflow
Stranded Calls
Stranded Calls - Unavailable

seconds
longer than 60 seconds

Figure 172 - Call Center Routing Policy Tab

Bounced Calls

- When Bounced Calls are enabled, a call presented to an agent and not answered after the number of rings provisioned, will be returned to the queue as the next call to be answered.
- You may choose to bounce calls if the targeted agent becomes unavailable while the call is being presented to them.
- You may choose to alert an agent when they have a Call Center-originated call on hold and the hold time has exceeded a provisioned number of seconds. When the held Call Center call is the only call present on the agent's device, then the Clearspan Application Server triggers a hold reminder by sending an INVITE request with the ring splash cadence.
- You may choose to bounce calls back to the queue after having been held by an agent for longer than the provisioned number of seconds.

Comfort Message Bypass

An alternate comfort message can be enabled for calls that are expected to be answered quickly instead of passing through the usual comfort/Music-on-Hold treatments. This policy is available for Premium Call Centers only and applies after the **Entrance message** has finished playing (if applicable). The time threshold that triggers the comfort message bypass is configurable.

When a new incoming call is received by the queue, if the longest waiting time for a call in the queue is less than or equal to this threshold, then the alternate Comfort Message service is triggered. The comfort message bypass options include playing ringback and/or playing a specific comfort message bypass announcement.

- Choose to enable/disable **Comfort Message Bypass** by selecting the On or Off radio button.

Call Center Add

Add a new call center.

OK
Cancel
Delete

Enterprise: CallCenter -- CCTesting
Group: CallCenter -- CallCenterGroup
Call Center: Answer Center (answercenter@cctesting.aastra.com)

| | | | | | | |
|-------------|----------|------------------|---------------|-------------------------|-------------|------------|
| Call Center | Optional | Routing Policies | Announcements | Announcement Management | Supervisors | Thresholds |
|-------------|----------|------------------|---------------|-------------------------|-------------|------------|

[\(Close Other Tabs\)](#)

Routing Policies: Comfort Message Bypass

Comfort Message Bypass

☐ On
☐ Off

* Bypass comfort message when estimated wait time is less than: seconds

☐ Play announcement after ringing for seconds

Audio: Custom

File1: Standard.wav (Group)

File2: (None)

File3: (None)

File4: (None)

Figure 173 - Call Center Comfort Message Bypass

- If “On” is chosen, you must provision the number of seconds of estimated wait time as the threshold for bypass; i.e. if the estimated wait time is **less than or equal** to the number of seconds provisioned, the comfort message will be bypassed in favor of the selected Audio option.
- You may choose to play the bypass Audio option after ringback for a provisioned number of seconds (recommended). This provides most short-queued callers with ringback tone followed by agent answer with a fall back to a short queue message under quickly changing queue conditions where the wait time may be difficult to estimate.

Best Practice

The comfort message bypass is designed to support periods of low call volume. Call flows in call centers are designed to support an “expected” call volume and wait time for callers. Standard comfort messages are designed to support these wait times and provide periodic reassurance that a call has not been forgotten. This feature provides a trigger that automatically alters the default behavior when the wait time is short. This prevents a caller from hearing a short portion of the standard comfort message that abruptly ends when they are connected to an agent. In a typical scenario, the option to **Play announcement after ringing X seconds** is enabled, which provides ringback to the caller, followed by a shorter comfort message **if** the call is not answered within a certain period of time.

- At the **Audio** dropdown menu, you may choose the **Default** bypass message “*Please hold while we transfer you to an Agent,*” a custom audio file previously uploaded to the

Announcement Repository, or an audio file available via an http://URL reachable by the Clearspan Application Server.

Forced Forwarding

This policy allows calls to be temporarily diverted to the provisioned destination. This policy can be activated and configured by an OpEasy administrator or by a Call Center Supervisor using the Clearspan Supervisor client or through the phone interface in the Voice Portal. If the option is enabled, incoming calls to the queue are forwarded to the configured destination. Calls that are already in the queue remain queued. The policy can be configured to play an announcement prior to proceeding with the forward. In this case, the announcement is played once to completion before the forwarding action is processed.

Best Practice

The Forced Forwarding policy is useful in scenarios where there is an emergency or no agents are available to staff a call center. In such a situation, the administrator or supervisor can temporarily redirect all new calls to an alternate call center until the situation is resolved.

At the **Audio** dropdown menu, you may choose the **Default** forced forwarding message, “*Your call is very important to us, but due to an emergency, our agents are not available. Please hold on while we transfer you to a location that may assist you,*” a **custom** audio file previously uploaded to the Announcement Repository, or an audio file available via an http://URL reachable by the Clearspan Application Server.

| Call Center | Optional | Announcements | Announcement Management | Agents | Distinctive Ringing | Routing Policies |
|--|----------|---------------|-------------------------|--------|---------------------|------------------|
| Select Routing Policy: Forced Forwarding | | | | | | |
| Forced Forwarding <input checked="" type="radio"/> On <input type="radio"/> Off Calls Forward to phone number / SIP-URI: <input type="text" value="9722225555"/> <input checked="" type="checkbox"/> Allow feature access codes to configure forced forwarding <input checked="" type="checkbox"/> Play announcement before forwarding Audio: Custom File1: (None) File2: (None) File3: (None) File4: (None) | | | | | | |

Figure 174 - Call Center - Forced Forwarding Policy

Holiday Service

The Holiday Service policy allows calls to be processed differently during holiday periods. The Queue policy refers to a particular schedule and allows configuration of a specific routing action when a call is received during this schedule. The following actions may be configured:

Enterprise: CallCenter -- CCTesting
Group: CallCenter -- CallCenterGroup
Call Center:

Call Center Optional Announcements Announcement Management Agents Distinctive Ringing **Routing Policies**

Select Routing Policy: Holiday Service

Holiday Service

Action:

☒ None
☐ Perform busy treatment
☐ Transfer to phone number / SIP-URI

Holiday Schedule: Columbus Day 12th (Enterprise)

☒ Play announcement before holiday service action

Audio: Default

Figure 175 - Call Center - Holiday Service

- **None:** This is equivalent to not having a holiday schedule. The call is processed as if it was received during a non-holiday period.
- **Perform busy treatment:** The incoming call is provided with Busy treatment. If the Call Center is configured with the Call Forwarding Busy or the Voice Messaging service, then the call is handled accordingly.
- **Transfer to phone number / SIP-URI:** The incoming call is transferred to the configured destination.
- **Holiday Schedule:** You can select a pre-provisioned day-of-year/time-of-day schedule to apply the alternative routing action.
- Optionally, an announcement can be played to callers immediately prior to execution of the holiday service action. At the **Audio** dropdown menu, you may choose the **Default** announcement, *"Your call is very important to us, but you have reached us on a scheduled holiday. Please call back during normal business hours or wait to leave a message,"* a **custom** audio file previously uploaded to the Announcement Repository, or an audio file available via an http://URL reachable by the Clearspan Application Server. The announcement is played once to completion before the action is processed.

Night Service

The Night Service routing policy allows calls to be processed differently during non-business hours. **Business hours** are defined as a time schedule at the Group or Enterprise-level. The routing policy refers to this and allows the configuration of a specific routing action when a call is received outside of business hours. By default, an "Every Day, All Day" business hour schedule is defined for the queue. The following actions can be configured:

None: This is equivalent to having an "Every Day, All Day" business hour schedule.

Enterprise: CallCenter -- CCTesting
 Group: CallCenter -- CallCenterGroup
 Call Center:

| | | | | | | |
|-------------|----------|---------------|-------------------------|--------|---------------------|------------------|
| Call Center | Optional | Announcements | Announcement Management | Agents | Distinctive Ringing | Routing Policies |
|-------------|----------|---------------|-------------------------|--------|---------------------|------------------|

Select Routing Policy: Night Service

Night Service

Action:

☒ None
☐ Perform busy treatment
☐ Transfer to phone number / SIP-URI

Force night service now regardless of business hours schedule: ☐ On ☒ Off

Business hours: Every Day All Day

☒ Allow feature access codes to manually override night service
☐ Play announcement before night service action

Announcement to play in manual override mode: ☐ Normal announcement ☒ Manual mode announcement

Manual Mode Audio: Default

Figure 176 - Call Center - Night Service

Perform busy treatment: The incoming call is provided with Busy treatment. If the queue is configured with the Call Forwarding Busy or the Voice Messaging service, then the call is handled accordingly.

Transfer to phone number/SIP-URI: The incoming call is transferred to the configured destination.

For the busy and transfer actions, the policy can be configured to play an announcement prior to proceeding with the action. In this case, the announcement is played once to completion before the action is processed.

A supervisor or administrator can override the time schedule and manually initiate Night Service for the queue (Force night service now regardless of business hours schedule). This manual override can be activated by an OpEasy administrator or by a Call Center supervisor using the Clearspan Supervisor client. Optionally, forcing Night Service can be allowed using a feature access code input from a phone keypad when connected to the Voice Portal. A specific announcement can be configured for calls entering the queue after the Night Service forced override.

'Force night service now' can be used for times when the call center closes earlier than usual due to a holiday, special event, or an operational problem. The alternate "Manual Override" Night Service announcement allows the usual announcement to remain unchanged.

Optionally, an announcement can be played to callers immediately prior to execution of the night service action. At the **Audio** dropdown menu, you may choose the **Default** announcement, "Your call is very important to us, but you have reached us outside of business hours. Please call back during normal business hours or wait to leave a message," a **custom** audio file previously uploaded to the Announcement Repository, or an audio file available via an http://URL reachable by the Clearspan Application Server. The announcement is played once to completion before the Night Service action is processed. The default announcement is the same for both 'Normal Mode' and 'Manual Mode.'

Overflow

The Overflow policy allows the configuration of specific routing behavior if a call stays in the queue beyond a configurable time threshold or if the queue has reached a set maximum capacity in terms of number of queued calls. The maximum capacity is set in the **Queue length** field on the Call Center tab but may not exceed the following:

Basic Call Center: Maximum queue capacity = **25**

Standard Call Center: Maximum queue capacity = **50**

Premium Call Center: Maximum queue capacity = **525**

Select the action to perform after unanswered, incoming calls have been queued for a configurable wait time. The options are:

- Perform busy treatment as defined in the Call Forward Busy service assigned to the Call Center
 - Play ring back tone to the caller until they hang up
 - Transfer to a specific phone number
- Choose to enable/disable the overflow policy and set the overflow threshold time.
- Choose to enable/disable the playback of an announcement to callers immediately prior to the processing of the overflow action.

The screenshot shows the configuration interface for the Overflow policy. At the top, it displays the Enterprise (CallCenter -- CCTesting), Group (CallCenter -- CallCenterGroup), and Call Center (CCTesting_Shop (CC_Shop2@cctesting.aastra.com)) information. Below this is a 'Service' dropdown menu. A navigation bar contains tabs for Call Center, Optional, Announcements, Announcement Management, Agents, Distinctive Ringing, and Routing Policies, with 'Routing Policies' being the active tab. Under 'Select Routing Policy', 'Overflow' is selected. The 'Overflow' section includes an 'Action:' label with three radio button options: 'Perform busy treatment' (selected), 'Play ringing until caller hangs up', and 'Transfer to phone number / SIP-URI:'. Below these is an empty text input field. There are two checkboxes: 'Enable overflow after calls wait 30 seconds' (checked) and 'Play announcement before overflow processing' (unchecked). At the bottom, the 'Audio' dropdown is set to 'Default'.

Figure 177 - Call Center - Overflow Policy

Stranded Calls

The Stranded Calls policy allows the configuration of specific routing behavior for stranded calls.

A stranded call is a call that is being processed by a queue that has no agents currently staffed. (An agent is said to be staffing a queue if the agent has joined the queue and is not in the Sign-out state.) If the last agent staffing a queue “unjoins” the queue or signs out, then all calls in the queue become stranded and handled as described. If an incoming call is received by a queue with no agents staffing the call center, then the call is initially put in the queue. Once the queued call is ready to be offered to an agent, if there are no agents staffing the queue, then the call is processed as a stranded call. If the mandatory Entrance Message option is enabled, then the entrance message is played to completion before the call is handled as a stranded call.

There are multiple options for handling stranded calls. The following actions may be configured:

Enterprise: CallCenter -- CCTesting
 Group: CallCenter -- CallCenterGroup
 Call Center: CCTesting_Shop (CC_Shop2@cctestesting.aastra.com)
 Service: (Select Service) ▼

| | | | | | | | |
|-------------|----------|---------------|-------------------------|--------|-------------------|---------------------|------------------|
| Call Center | Optional | Announcements | Announcement Management | Agents | Disposition Codes | Distinctive Ringing | Routing Policies |
|-------------|----------|---------------|-------------------------|--------|-------------------|---------------------|------------------|

Select Routing Policy: (Stranded Calls) ▼

Stranded Calls

Action:

- ☒ Leave in queue
- ☐ Perform busy treatment
- ☐ Night Service
- ☐ Play ringing until caller hangs up
- ☐ Play announcement until caller hangs up
- ☐ Transfer to phone number / SIP-URI:

Audio: (Default) ▼

Figure 178 - Stranded Calls Policy

- Leave in queue.
- Perform busy treatment: Calls are removed from the queue and are provided with the Busy treatment. If the queue is configured with the Call Forwarding Busy or the Voice Messaging service, then the call is handled accordingly.
- Night Service (Premium Call Center only): Calls are handled according to the Night Service configuration. If the Night Service action is set to “none”, then this is equivalent to this policy being set to “none” (that is, calls remain in the queue).
- Play ringing until caller hangs up (Premium Call Center only): Calls are removed from the queue and are provided with ringing until the caller releases the call. The ringback tone played to the caller is localized according to the country code of the caller.
- Play announcement until caller hangs up (Premium Call Center only): Calls are removed from the queue and are provided with an announcement that is played in a loop until the caller releases the call.
- Transfer to phone number: Calls are removed from the queue and are transferred to the configured destination.
- At the **Audio** dropdown menu, you may choose the **Default** entrance message “*Your call is very important to us. Please wait for the next available agent.*” a custom audio file previously uploaded to the Announcement Repository, or an audio file available via an http://URL reachable by the Clearspan Application Server.

Stranded Calls - Unavailable

The Stranded Calls – Unavailable policy allows the configuration of specific routing behavior for calls stranded in a staffed queue when all agents are unavailable.

A “staffed” queue has one or more agents who are both joined to and signed in to the queue.

Two conditions trigger the configured policy action:

1. An incoming call is received by a queue where all staffed agents are unavailable. If the mandatory entrance message option is enabled, it is played to completion before the policy action is applied to the call.
2. One or more calls are waiting in a call center queue when it is determined that all staffed agents are unavailable. The policy action is applied to all calls in the queue.

One configurable option is available that constrains triggering the action:

This policy is performed when all agents are unavailable, and at least [1..1000] agents have unavailable code [select from existing unavailable codes]. When this option is enabled and the condition is true, calls are **not** considered stranded, and the action of the policy is **not** taken. This option is ignored if unavailable codes are not provisioned for the call center.

There are multiple options for handling stranded-unavailable calls. The following actions may be configured:

Enterprise: CallCenter -- CCTesting
Group: CallCenter -- CallCenterGroup
Call Center: CCTesting_Shop (CC_Shop2@cctesting.aastra.com)
Service: (Select Service)

| | | | | | | | |
|-------------|----------|---------------|-------------------------|--------|-------------------|---------------------|------------------|
| Call Center | Optional | Announcements | Announcement Management | Agents | Disposition Codes | Distinctive Ringing | Routing Policies |
|-------------|----------|---------------|-------------------------|--------|-------------------|---------------------|------------------|

Select Routing Policy: Stranded Calls - Unavailable

Stranded Calls-Unavailable
This policy is performed when all agents are unavailable, and:
☒ at least 1 agents have unavailable code: 02-Lunch

Action:
☒ Leave in queue
☐ Perform busy treatment
☐ Night Service
☐ Play ringing until caller hangs up
☐ Play announcement until caller hangs up
☐ Transfer to phone number / SIP-URI:

Audio: Default

Figure 179 - Stranded Calls - Unavailable Policy

- **Leave in queue:** Calls remain in the queue.
- **Perform busy treatment:** Calls are removed from the queue and are provided with Busy treatment. If the queue is configured with the Call Forwarding Busy or the Voice Messaging service, then the call is handled accordingly.
- **Night Service** (Premium Call Center only): Calls are handled according to the Night Service configuration. If the Night Service action is set to “none”, then this is equivalent to this policy being set to “none” (that is, calls remain in the queue).
- **Play ringing until caller hangs up** (Premium Call Center only): Calls are removed from the queue and are provided with ringing until the caller releases the call. The ringback tone played to the caller is localized according to the country code of the caller.
- **Play announcement until caller hangs up** (Premium Call Center only): Calls are removed from the queue and are provided with an announcement that is played in a loop until the caller releases the call.
- **Transfer:** Calls are removed from the queue and are transferred to the configured

destination.

- At the **Audio** dropdown menu, you may choose the **Default** entrance message “*Your call is very important to us. Please wait for the next available agent,*” a custom audio file previously uploaded to the Announcement Repository, or an audio file available via an <http://URL> reachable by the Clearspan Application Server.

Supervisors Tab

The Supervisors tab allows the administrator to search for Clearspan users within the Enterprise and then choose which users from the search results to associate with the Call Center as authorized Supervisors.



Note: Any user within the Enterprise can be authorized as a Supervisor. There is no license requirement for the designation. A license is required for a user to utilize the Clearspan Supervisor web application which allows the following functions:

- View and change agent availability states
- Silently monitor or barge in on an active call
- Silently monitor the next call to a queue or agent
- Manipulate calls that are in queue (reorder calls, transfer calls, retrieve calls)
- Monitor (real-time monitoring of) queues and agents.

Thresholds Tab

Standard and Premium call centers have the option of setting “Yellow” and “Red” threshold values for a set of queue-related statistics. When these thresholds are crossed (increasing or decreasing severity), the severity is rendered visually in the corresponding Agent / Supervisor web clients by displaying those measurements in the respective colors on the Dashboard. Additionally, an email may be generated and sent to email addresses provisioned against the call center.

| Attribute | Configuration |
|------------------------|--|
| Call Center Thresholds | Set to “On” to use the provisioned values of Thresholds. When on, clients and email addresses (if provisioned) will receive a notification of threshold crossings. |

| | |
|---|---|
| Calls In Queue - Yellow / Red Threshold | If provisioned, it specifies the number of queued calls, which will trigger yellow/red notifications. |
| Current Longest Waiting Call – Yellow / Red Threshold | If provisioned, it specifies the wait time for the longest waiting call in the queue, which will trigger a yellow/red notification. |
| Estimated Wait Time – Yellow / Red Threshold | If provisioned, it specifies the estimated wait time (calculated) for the queue, which will trigger a yellow/red notification. |
| Average Handling Time – Yellow / Red Threshold | If provisioned, it specifies the average handling time for the queue, which will trigger a yellow/red notification. |
| Average Speed of Answer – Yellow / Red Threshold | If provisioned, it specifies the average speed of answer for the queue, which will trigger a yellow/red notification. |
| Email Notification | Set to true if an email should be generated when thresholds are crossed. |

Enterprise: CallCenter -- CCTesting
Group: CallCenter -- CallCenterGroup
Call Center: CCTesting_Classes (CC_Classes2@cctesting.aastra.com)
Service: (Select Service) ▼

| | | | | | | | | |
|-------------|----------|---------------|-------------------------|--------|---------------------|------------------|-------------|------------|
| Call Center | Optional | Announcements | Announcement Management | Agents | Distinctive Ringing | Routing Policies | Supervisors | Thresholds |
|-------------|----------|---------------|-------------------------|--------|---------------------|------------------|-------------|------------|

[\(Close Other Tabs\)](#)

Thresholds

Configure key statistical call center thresholds. When Call Center Thresholds is On and a threshold is crossed, notification emails can be sent or other applications can be notified about it. Select the call center threshold you want to enable by setting a value for it.

Call Center Thresholds: ☒ On ☐ Off

| Statistic Name | Yellow threshold | Red threshold |
|-------------------------------|---|---|
| Current Calls In Queue: | <input type="text"/> (1-525) | <input type="text"/> (1-525) |
| Current Longest Waiting Call: | <input type="text"/> : <input type="text"/> (mm:ss) | <input type="text"/> : <input type="text"/> (mm:ss) |
| Estimated Wait Time: | <input type="text"/> : <input type="text"/> (mm:ss) | <input type="text"/> : <input type="text"/> (mm:ss) |
| Average Handling Time: | <input type="text"/> : <input type="text"/> (mm:ss) | <input type="text"/> : <input type="text"/> (mm:ss) |
| Average Speed Of Answer: | <input type="text"/> : <input type="text"/> (mm:ss) | <input type="text"/> : <input type="text"/> (mm:ss) |

Notification email

☐ Enable Email Notification

Email Addresses:

Figure 180 - Call Center - Thresholds

Flexible Seating Hosts

Flexible Seating allows users to associate with a Mitel (DMS) or a Polycom (DMS) host device and use it as if it were their own phone. To set up Flexible Seating, create a Flexible Seating host and then configure users with the Flexible Seating Guest service. Flexible Seating Guests can be any users within the relevant Group or Enterprise who have the “Flexible Seating Guest” service assigned, and who have a primary device configured that is the same device type as the host device. Assign the Flexible Seating Guest service to the group that will include the Flexible Seating host. For more information, refer to [Authorizing Groups to Use a Service Pack](#).

Create and configure the Flexible Seating host phone if you have not already. For more information, refer to Under Display Selection, select the Template Information box to include Phone Template information in the “Phone Devices” table. Check Registration Status to display the column for this additional information in the table *Adding a Phone Device*.

1. To create the Flexible Seating host, select **Provisioning**, **Virtual Users**, and **Flexible Seating Hosts**.
2. Select the **Enterprise** and **Group** from the drop-down list, if necessary.
3. Search for a Flexible Seating host to edit or click **Add** to create a new Flexible Seating host.



Note: If the Add button does not appear, then you have not been authorized to add or delete virtual users.

Flexible Seating Host Add

Add a new flexible seating host.

OK

Cancel

Enterprise: Canine Center -- Training and Pet Store

Group: Training

Flexible Seating Host:

Service: (Select Service)

Host

Optional

Phone

Guest Association

Host

* Name:

* Flexible Seating Host ID:

@ k9center.clearspancloud.com

Support User:

Department: (None)

Phone Number: (Select Phone Number)

Extension:

Calling Line ID

* Last Name:

* First Name:

Phone Number:

Routing Policies

☒ Allow Emergency Calls
 ☒ Allow Voice Portal Calls

Services

Select all Services required by the Flexible Seating Host:

Available Services

Authentication
 Basic Call Logs
 Calling Line ID Blocking
 Privacy

Add >

Remove <

Host Services

Figure 181 - Flexible Seating Host Add Page

4. On the Host tab, enter a **Name** and unique **Flexible Seating Host ID**, and select a domain from the drop-down list.
5. Configure the **Department**, **Phone Number**, and **Extension** settings for the Flexible Seating host.
6. Enter the **Last Name**, **First Name**, and **Phone Number** for Calling Line ID (CLID) Settings.
7. Select the Routing Policies.
 - Allow Emergency Calls permits emergency calls from this user.
 - Allow Voice Portal Calls permits voice portal calls from this user.
8. Use **Add** and **Remove** to select all user services required by the Flexible Seating host.
9. **User Defined Fields** – These fields are displayed only if the Enterprise User Fields are defined at the Enterprise level. To change the default value of the User Defined Fields, clear the **Use Default** check box and enter the value of the User Defined Field in the **Value** box.
10. Enter the Name, Password, and Confirm Password for Authentication.
11. The **Primary Phone Device** settings for **Device Name**, **Device Level**, **Line/Port**, **VLAN ID**, **MAC Address**, **ERL Record Name**, and **Encryption** are displayed after they are populated on the Phone Tab of the Flexible Seating Host.

Optional Tab

On the Optional tab, configure **Class of Service**, **Time Zone**, and **Language**.

Phone Tab

1. On the Phone Tab, use the **Phone Devices** section to select a primary phone for the host. The host phone can have multiple users, with the virtual user host as one of the primary users on the phone. Click **Add Primary Phone** to display the Flexible Seating Host: Primary Phone Device Add page. To change an existing host phone device, click **Edit**.
2. On the Flexible Seating Host: Primary Phone Device Add page, search for and select the **Phone Device** to use as the host phone. To remove a phone device currently being used by a host, click **Unassign Device**. Click **OK** or **Cancel** to return to the Flexible Seating Host page.
3. On the Phone tab, select whether to **Restart Phones on Save**.
4. In the Phone Devices table, you can view or change the associated template or edit the primary phone device for this host.

Guest Association Tab

1. On the Guest Association tab, select the **Association Limit** check box and enter a number for **Enforce Association Limit** if you want to set a maximum time limit for a guest to be logged into the host phone.
2. Choose **Enterprise** or **Group** for the **Access Level** to restrict availability of the host phone to all users in a group or all users in the enterprise.
3. The **Associated Guest** section shows information about any guest currently using the host phone. You can click **Force Release Association** to log the current guest off the host phone.

Privacy Tab

1. Select **Privacy** from the **Service** drop-down menu to access the Privacy tab.
2. For **Privacy Enable**, select the privacy settings for the Flexible Seating host.

- Enable Directory Privacy excludes the host from Directory listings.
- Enable Auto Attendant Extension Dialing Privacy excludes the host from auto extension dialing.
- Enable Auto Attendant Name Dialing Privacy excludes the host from auto name dialing.

3. Click **OK** or **Apply**.

After you have created a Flexible Seating host, configure users with the Flexible Seating Guest service to associate with the host device.

While a guest is associated with it, the host phone functions like the user's phone device, including all the key assignments and functions. When no guest is associated with the host phone, the phone can make emergency calls only or calls into the voice portal.

Group Paging

The Group Paging service allows the authorized users (paging group originators) to page a group of users (paging group targets) by dialing a phone number or an extension. OpEasy enables to configure or add the list of originators, targets and manage settings.

Only Group Administrator and above can configure the Group Paging.

The Group Paging screen displays the list of Paging Group for selected Enterprise and Group.

Adding a new Group Paging

1. Select **Provisioning** from the main menu, and then select **Virtual Users** and **Group Paging**.
2. Select the **Enterprise** and **Group** from the drop-down list.
3. Click the **Add** button. The Group Paging Add page is displayed.

Group Paging Add

Add a new paging group.

OK Cancel

Enterprise: Canine Center -- Training and Pet Store

Group: Training

Group Paging:

Service: (Select Service)

Group Paging Optional

(Close Other Tabs)

Group Paging

* Name:

* Paging Group ID:

@ k9center.clearspancloud.com

☐ Support User

Department: (None)

* Phone Number: (Select Phone Number)

Extension:

Confirmation Tone Sending Timeout: 1 (Seconds)

Time Zone: (Group Default)

Figure 182 - Group Paging Add Page

Enter a **Name** for the Group Paging under the **Group Paging** tab.

4. Enter a **Paging Group ID**.
5. Select the **Support User** check box for Support.
6. Select **Department** from the drop-down list.
7. Select the **Phone Number**.
8. Enter the **Extension** number.
9. Select the time (seconds) for **Confirmation Tone Sending Timeout**.
10. Select the **Time Zone** from the drop-down list.

11. Enter **Last Name** and **First Name** for Group Paging under the **Calling Line ID Settings** tab.
12. Select **Paging Group** or **Originating User with Prefix** with prefix under **Calling Line ID deliver**.
13. Select all the Services required by the Group Paging under the **Services** tab.
14. **User Defined Fields** – These fields are displayed only if the Enterprise User Fields are defined at the Enterprise level. To change the default value of the User Defined Fields, clear the **Use Default** check box and enter the value of the User Defined Field in the **Value** box.
15. Click **OK**.

Modifying Group Paging

1. Select **Provisioning** from the main menu, and then select **Virtual Users** and **Group Paging**.
2. Select the **Enterprise** and **Group** from the drop-down list in the Group Paging page.
3. Click **Search** to view the list of paging groups.
4. Click **Edit** in the row for any Paging Group you want to edit. It displays the Group Paging Modify page.

Group Paging Modify
Modify an existing paging group.

OK Cancel Apply Delete

Enterprise: Canine Center -- Training and Pet Store
Group: Training
Group Paging: Smokey_159 (3124481115@k9center.clearspancloud.com)
Service: (Select Service)

| Group Paging | Optional | Originators | Targets |
|--------------------|----------|-------------|---------|
| (Close Other Tabs) | | | |

Group Paging

* Name: Smokey_159

* Paging Group ID: 3124481115 @ k9center.clearspancloud.com

☐ Support User

Department: (None)

* Phone Number: 312-448-1115 ☒ Activated ☐ DeActivated

Extension: 1115

Network Server Site: DFLT_SITE -- Default Site

Confirmation Tone Sending Timeout: 1 (Seconds)

Time Zone: (GMT-05:00) (US) Central Time

Figure 183 - Group Paging Modify Page

Optional Tab

1. Select the **Class of Service** from the drop-down list.
2. Select the **Language** from the drop-down list.
3. Enter the aliases in the Aliases section.

Originators Tab

1. Select the **User Search** from drop-down list in the Paging Group Originators tab.
2. Click **Search** to view the list of **Available Originators** that can be added or removed to the **Assigned Originators**.

Targets Tab

1. Select the **User Search** from drop-down list in the Paging Group Targets tab.
2. Click **Search** to view the list of **Available Targets** that can be added or removed to the **Assigned Targets**.

Activate/Deactivate Group Paging

1. Select the **Enterprise** and **Group** from the drop-down list in the Group Paging page.
2. Click **Search** to view all the paging groups under the selected Enterprise and Group.
3. Select the **Active** check box to activate the paging group in the Group Paging table.

Group Paging

Choose the desired Enterprise and Group. To add a new paging group, press the Add button. To display a list of group paging to edit or delete, press the Search button.

Enterprise:

Group:

Group Paging Search

Group Paging

| Active | Name | Department | Phone Number | Extension | Group Paging ID | Support User | Edit | View |
|-------------------------------------|------------|--|--------------|-----------|--|--------------|----------------------|----------------------|
| <input checked="" type="checkbox"/> | PG_80 | Test,TestTestTestTestTestTestTest (Enterprise) | 312-448-1080 | 1080 | 9722221080@%9center.clearspancloud.com | | Edit | View |
| <input type="checkbox"/> | Smokey_159 | | 312-448-1115 | 1115 | 3124481115@%9center.clearspancloud.com | | Edit | View |
| <input type="checkbox"/> | Smokey_172 | | 312-448-1059 | 1059 | 3124481059@%9center.clearspancloud.com | | Edit | View |

End of Group Paging

Figure 184 - Activate/Deactivate Group Paging

4. Click **OK**.

Hunt Groups

You can configure Hunt Groups. A Hunt Group allows incoming calls to be rotated through a sub-group of users until a free line is found, and the caller is connected.

1. From the main menu, select **Provisioning** and then **Virtual Users**.
2. Select Hunt Groups.
3. Select the **Enterprise** and **Group** from the drop-down list, if necessary.
4. Search for a Hunt Group to edit or click the **Add** button to create a new Hunt Group.



Note: If the Add button does not appear, then you are not authorized to add or delete virtual users.

Hunt Group Add

Add a new hunt group.

OK

Cancel

Enterprise: Canine Center -- Training and Pet Store

Group: Training

Hunt Group:

Service: (Select Service)

Hunt Group

Optional

Users

User Weights

Announcements

(Close Other Tabs)

Hunt Group

* Name:

* Hunt Group ID:

@ k9center.clearspancloud.com

☐ Support User

Department: (None)

Phone Number: (Select Phone Number)

Extension:

Voice Mail: No Voice Mail

Voice Portal Passcode:

(create a numeric passcode of 4 to 8 digits)

Confirm Portal Passcode:

Calling Line ID Settings

* Last Name:

* First Name:

Phone Number:

Handling:

☐ Use the system default CLID configuration (currently including the Hunt Group Name in the CLID)
 ☒ Customize the CLID for this Hunt Group
 ☐ Include the Hunt Group Name in the CLID

Figure 185 - Hunt Group Add Page

5. If you select a service from the **Service** drop-down list, an additional Service Tab will appear. For example, if you select **Alternate Numbers**, the **Alternate Numbers** tab appears.
6. On the Hunt Group tab, enter a **Name** and unique **Hunt Group ID** for the hunt group, and select a domain from the drop-down list.
7. Select the **Support User** check box for Support.
8. Configure the Department, Phone Number, Extension, Network Server Site, and Voice Mail settings for the Hunt Group.
9. **Activated** or **Deactivated** indicates the current status of the phone number selected. Change this setting if necessary. Select **Activated** (Recommended) if the phone will place and receive calls from outside the system or **Deactivated** if the calls will be internal only.
10. Enter the Voice Portal Passcode and Confirm Portal Passcode.
11. Enter the **Last Name**, **First Name**, and **Phone Number** for Calling Line ID (CLID) Settings.
12. Specify the hunt group's Calling Line ID **Handling**.

Select Use the system default CLID configuration to use the setting defined at the system level(displayed in parentheses).

Select Customize the CLID for this Hunt Group to use the setting defined on this page and checkor clear **Include the Hunt Group Name** in the CLID.

13. Select the **Group Policy**.
 - Circular sends incoming calls to users according to their position in a list. After a call has been sent to the last user on the list, the next call is sent to the user at the top of the list.
 - Regular sends incoming calls to the next available user in the Hunt Group.
 - Simultaneous sends incoming calls to all user numbers at the same time. Once the call has been answered, the remaining calls to other users are released.
 - Uniform sends the current incoming call to the user who has been idle the longest. After a user has answered a call, they are moved to the bottom of the call queue.
 - Weighted Call Distribution assigns calls in a pseudo-random fashion according to their relative weight. Agents with a higher weight are assigned more incoming calls than agents with lower weights.
14. Select or clear the **Allow Call Waiting on agent's** box. When Directory Number Hunting has been assigned to a Hunt Group, you can assign Call Waiting to Hunt Group agents so that they can handle more than one call directed to them, regardless of their Call Waiting feature status.
15. Select **Enable Group Busy** to activate the group busy policy for the hunt group.
16. You can select **Allow members to control Group Busy** to give group members control over this policy.
17. Select the **Apply Group Busy When Terminating Call to Agent** box to always apply the Enable Group Busy policy when calls are made through the directory hunting number.
18. Select **Allow members to control Group Busy** to allow group members to control the hunt group's busy status.
19. Select **Skip to next agent after** to have the system pass incoming unanswered calls to the next user, determined by the current group policy, after the specified number of rings.
20. Select **Forward call after waiting** to forward calls that have not been answered by any user after the specified number of seconds to the specified phone number. This box accepts values from 0 to 7200 seconds (2 hours). Enter the **Calls Forward to** number where you want to transfer

calls not answered in the time specified.

21. Select **Enable Call Forwarding Not Reachable** to forward calls to the specified phone number when all agents are not reachable.
22. Select **Make Hunt Group busy when all available agents are not reachable** to apply busy treatment to calls when all available agents are not reachable. This setting is ignored if Enable Call Forwarding Not Reachable setting is not selected.
23. Enter the **Calls Forward to** number where you want the calls to be forwarded when all agents are unreachable.
24. Use **Add** and **Remove** to select all user services required by the Hunt Group.
25. **User Defined Fields**– These fields are displayed only if the Enterprise User Fields are defined at the Enterprise level. To change the default value of the User Defined Fields, clear the **Use Default** check box and enter the value of the User Defined Field in the **Value** box.

Optional Tab

1. On the Optional tab, configure **Time Zone** and **Language**.
2. Specify up to three additional SIP addresses as **Aliases** to associate with the group. Calls directed to any of these aliases are redirected to the assigned Hunt Group.

Users Tab

On the Users tab, use Add and Remove to select Assigned Users as members of the Hunt Group.

User Weights

On the User Weights tab, weights can be assigned to users of hunt groups. The total weights must sum up to 100%.

Announcements Tab

OpEasy allows you to upload, delete, or configure audio or video announcement files to repositories. Announcements repositories are kept for Users, Auto Attendant and Hunt Group virtual users, and Groups. Once an announcement is saved to a repository, OpEasy allows you to assign it to Voice Mail Greetings, Auto Attendant menus, and Music On Hold. You can search, upload, rename, or delete announcements on a user's Announcements tab. You can also view announcement types, size, and usage. You can manage announcements when you create or modify a user, as described in the section [Announcements](#).

Call Forward Tab

To configure call forwarding for the Hunt Group, select Call Forward from the Service drop-down. This service allows you to forward some or all of your incoming calls to a different phone number or SIP-URI. The type of forwarding determines whether a call is forwarded and the number to which that call is forwarded.

Call Forward Selective Tab

This Call Forward Selective service allows you to forward specific calls matching your pre-defined forwarding criteria to a different phone number or SIP-URI. The criteria for each forwarding criteria entry can be a list of up to 12 phone numbers or digit patterns, a specified time schedule, and a specified holiday schedule.

To configure selective call forwarding for the Hunt Group:

1. From the main menu, select **Provisioning** and then **Virtual Users**.
2. Select Hunt Groups.
3. Select the **Enterprise** and **Group** from the drop-down list, if necessary.
4. Search for a Hunt Group to edit or click **Add** to create a new Hunt Group.
5. Click the **Edit** link in the row or click anywhere in the row of the user for which you want to set up call forwarding. The Advanced: User Modify page opens.
6. Select **Call Forward Selective** from the **Service** drop-down list.
7. Click **On** for Call Forwarding Selective to have specific calls forwarded and enter a number or SIP-URI for the **Default Forward-To Number** destination. Select the **Ring Reminder** box to hear a short ring burst when the call is forwarded. This is important when users have forgotten the service is turned on and are at their primary phone waiting to receive calls.
8. Click **Add Forwarding Criteria** to create a new set of call forwarding criteria or click **Edit** in the **Forwarding Criteria** table to modify or delete existing criteria. The **Forwarding Criteria** table displays the **Calls From** and **Calls To** columns. The **Calls To** criteria controls call forwarding based on the destination that was dialed.
The Hunt Group: Call Forwarding Selective page opens.
9. Enter a **Name/Description** for the call forwarding selective entry.
10. Select to forward calls to the default number or another number or choose Do Not Forward.
11. Specify the **Time Schedule** and/or **Holiday Schedule** for which to forward calls.
12. Select to forward **All Calls** or calls from specific numbers. If you specify **Calls from the following Phone Numbers**, you can select calls from **Private Numbers** and/or calls from **Unavailable Numbers**. You can also enter **Specific Phone Numbers** or only 12 numbers or number patterns using wildcard characters.
13. Choose the numbers from the **Available Call To Numbers** list in the **Calls To** section, and click **Add** to use the number for the Calls To criteria.
14. Click **OK***.
15. Click **OK** or **Apply**.

Voice Mail Tab

1. To configure Voice Mail for the Hunt Group, select **Voice Mail** from the Service list. This service allows you to record messages for calls that are not answered or for busy calls.
2. If Voice Mail was previously enabled and saved, **Delete Voice Mailbox** and **Reset Voice Mailbox** buttons appear. **Delete Voice Mailbox** removes the voice mail account and any associated greetings without deleting the Hunt Group; **Reset Voice Mailbox** deletes and rebuilds the voice mail account and deletes any associated greetings to restore the Voice Mail Greetings settings to defaults.
3. Click the **Active** radio button, if necessary.
4. Select the **Calls Sent to Voice Mail** options that you want to set for the Hunt Group.
5. Choose the **Voice Mail Server** from the drop-down list. Select Clearspan: Group Server.
6. Choose Voice Mail Management settings to determine the **Arriving Voice Mail Action** options, **Caller Options** for dialing 0 to transfer, and the action to take **After Playing Greeting**.

7. Enter the **E-mail address**, **User ID** and Select the **Full Mailbox Limit** in the **Group Mail Server** options. **Server Password** and **Confirm Server Password** will be displayed as per the Voice Mail Account Settings.



CAUTION: E-mail copies of Voice Mail messages are not necessarily delivered to their final destination using encrypted protocols.

8. Click **Apply**, and then click **OK**.

Voice Mail Greetings Tab

1. Select **Voice Mail Greetings** from the **Service** drop-down list. The Voice Mail Greetings tab allows modification of a Hunt Group's Voice Mail Busy and No Answer greetings.
2. Set **Greeting Source** to **System Greeting** to use the standard voice mail greeting played for callers when the Hunt Group's lines are busy or set it to **Personal Greeting** if you want to select a file from an available Announcement Repository. If you choose Personal Greeting, select the **Personal Audio Greeting** or **Personal Video Greeting** file to use.
3. In the No Answer Greeting Settings section, select the **No Answer Greeting Type** to either Use **Extended Away Greeting** or **Use Normal No Answer Greeting**, as configured on this page.
4. To configure Extended Away Greeting Settings, select an **Audio Greeting** or **Video Greeting** file from an available Announcement Repository. Select the **Disable Message Deposit** check box to prevent callers from leaving a Voice Mail message.
5. To configure Normal No Answer Greeting Settings, set the **Greeting Source** to the standard **System Greeting** or select one of the alternate greetings configured on this page.
6. To configure Unavailable Greeting Settings, select an **Audio Greeting** or **Video Greeting** file from an available Announcement Repository.
7. To configure an Alternate No Answer Greeting, select an **Audio Greeting** or **Video Greeting** file from an available Announcement Repository and enter a **Name** that describes the greeting.
8. Click **OK** or **Apply**.

Alternate Numbers Tab

1. Select **Alternate Numbers** from the **Service** drop-down list. The Alternate Numbers tab allows up to ten additional phone numbers or extensions to be assigned in addition to your primary number and extension.
2. Select the phone number from the **Phone Number** drop-down list or add an extension and select a **Ring Pattern**.
3. Click the **Active** check box to activate the alternate phone number or extension.
4. Click **OK**.

Virtual User Inventory

The Virtual User Inventory allows you to search and display the inventory of all virtual users in Clearspan.

1. Select **Provisioning** from the main menu, and then select **Virtual Users** and **Virtual User Inventory**.
2. Select the **Enterprise** and **Group** from the drop-down list, if necessary.
3. Click **Search** to view all the Virtual Users or enter Search parameters to filter the Search. The search in the following figure is an example of the Virtual User Inventory page.

Virtual User Inventory

Choose the desired Enterprise and Group. To display a list of virtual users, press the Search button.

Enterprise:

Group:

Virtual User Search

Virtual Users

| Active | Name | Virtual User Type | Department | Phone Number | Extension | User ID | Support User |
|-------------------------------------|------------|---------------------------|---|--------------|-----------|---|--------------------------|
| <input checked="" type="checkbox"/> | 3124481079 | Clearspan Anywhere Portal | Ent_Dept (Enterprise) | 312-448-1079 | 1079 | CS_Anywhere@k9center.clearspancloud.com | <input type="checkbox"/> |
| | 3124481086 | Collaborate Bridge | Test_TestTestTestTestTestTestTestTest (Enterprise) | 312-448-1086 | 1086 | CollaborateBridge@k9center.clearspancloud.com | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | 3124481087 | Find-Me/Follow-Me | This_Is_Very_Long_Named_Department_See_A_Long_Name (Enterprise) | 312-448-1087 | 1087 | FindFollow@k9center.clearspancloud.com | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | 3124481089 | Meet-Me Conference Bridge | Dept_1 (Group) | 312-448-1089 | 1089 | MeetMe@k9center.clearspancloud.com | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | AA_84 | Auto Attendant - Basic | | 312-448-1084 | 1084 | 9722221084@k9center.clearspancloud.com | <input type="checkbox"/> |

Figure 186 - Virtual User Inventory Search

Import

The Import function allows you to Add, Modify, and Delete multiple users, devices, or features using a spreadsheet (worksheet). Import types include:

- **Advanced**—Advanced Import allows you to manipulate multiple users by spreadsheet as in Basic Import; however, it also allows you to assign features such as Call Forwarding, Busy Lamp Field, Hoteling, Auto Attendant, etc.
- **Enterprise**—Enterprise Import allows you to configure Enterprise settings such as Departments, Emergency Call Notification, Voice VPN policies, Phone Numbers and Account ID.
- **Group**—Group Import allows you to configure group settings such as Announcements, Authorization Codes, Call Pickup Groups, Departments, Emergency Call Notifications, Phone Numbers, User Profiles and so on. The Manage Groups tab allows creating, modifying, and deleting Groups. It handles Import and Export of the Group profile information, authorizing and assigning the Group Services and Service Packs, Group Call Processing Policies, Password and Passcode rules for the Group, and setting up the Group Voice Portal access.

For information about the worksheet versions for each release, refer to the *OpEasy Release Notes*. For detailed information about each spreadsheet's columns and commands, as well as version differences, refer to the *Import Worksheet Definitions* guide.

The Import: Advanced page displays the number of User Licenses that are used and available. Administrators can, if needed, set the User or 3rd Party licensing for an enterprise to Auto, so that licenses do not have to be set and maintained manually. For more information, refer to [Configuring License Allocations](#).

The Import: Advanced and Import: Group pages allow you to upload one or more Announcement Files along with your spreadsheet.



Note:

- Advanced Import and Enterprise Import includes Multiple Enterprises option in the Enterprise drop down list for SR and above administrator level.
- When Multiple Enterprises are selected from the Enterprise drop down list, Provisioning Spreadsheet accepts a zip file with multiple worksheets for the selected Import type.

Opening a Worksheet

To add or remove users, devices, or features using import, you must first open and prepare an Excel worksheet to use.

1. In OpEasy, click **Import** from the menu tree or from the main Provisioning menu.
2. Select the **Import Type** and **Enterprise** on the Import page.
3. Click Get Worksheet.
4. Click **Open**. The new worksheet opens. Do not try to edit the worksheet until you have cleared all the Windows security warnings.
5. Click **Enable Editing**. The appropriate new spreadsheet opens.

Editing the Worksheet

After you have retrieved and opened an Excel worksheet to use, fill it in with the changes you want to import.



| A | B | C | D | E | F | G | H | I | J | K |
|--|---------------------|-----------------|--|------------|--------------------|--------------------|------------------------|-------------------------|--------------------|---|
| Enterprise: Moorehouse -- Moore Enterprises of Texas | | | | | | | | | |  |
| Date: | | | | | | | | | | |
| Version: A274 | | | | | | | | | | |
| Modify Command: | | | ModifyUser | ModifyUser | ModifyUser | ModifyUser | ModifyUser | ModifyUser | ModifyDevice | Modify Device |
| | | (See Data-Help) | | | (NULL will delete) | (NULL will delete) | (NULL will delete) | (Activate/Deactivate) | (NULL will delete) | (Enter only if ID set at device level) (NULL will delete) |
| General Information | | | | | | | | | | |
| Status | Command | Group ID | Last Name | First Name | Email Address | Department | Phone Number (Primary) | Phone Number Activation | Physical Location | VLAN ID |
| | | | | | | | | | | |
| | | | | | | | | | | |
| | Done | | | | | | | | | |
| | Commands | | | | | | | | | |
| | AddUser | | Add a new user | | | | | | | |
| | ModifyUser | | Modify user information (modifiable fields indicated by ModifyUser) | | | | | | | |
| | DeleteUser | | Delete the user | | | | | | | |
| | AddUserDevice | | Add a new User and a new Device (and assign the device) | | | | | | | |
| | AddUserAssignDevice | | Add a new User and assign to an existing device | | | | | | | |
| | AddMigDeviceUser | | Add a new User and new Device without assigning the phone number. A later MigrateTrunkUser can migrate a Trunk User to this Device User. | | | | | | | |
| | AddDevice | | Add a new device | | | | | | | |
| | ModifyDevice | | Modify device information (modifiable fields indicated by ModifyDevice) | | | | | | | |
| | ReplaceDevice | | Prepare database to replace a physical Phone Device with another phone of an identical Model and Functionality | | | | | | | |
| | DeleteDevice | | Delete the device | | | | | | | |
| | AssignDevice | | Assign a device to the specified user | | | | | | | |
| | UnassignDevice | | Unassign a device from the specified user | | | | | | | |
| | ModifyUserid | | Change the Userid to the new one placed in the Extension column | | | | | | | |
| | AssignSP | | Assign one or more Service Packs (separate service packs with ALT-ENTER in the worksheet) | | | | | | | |
| | ReplaceSP | | Replace all user service packs with those specified (separate service packs with ALT-ENTER in the worksheet) | | | | | | | |
| | DeleteSP | | Delete one or more service packs (separate service pack names with ALT-ENTER in the worksheet) | | | | | | | |
| | DeleteAllSP | | Delete all Service Packs for the user | | | | | | | |
| | AddCBAC | | Add the specified communication barring auth code | | | | | | | |
| | DeleteCBAC | | Delete the specified communication barring auth code | | | | | | | |

Figure 187 - Import Advanced – Get Worksheet – New Worksheet

| | | | | | | | | | | |
|---|------------------|----------|-----------------------------------|--|-------------------|---------------------------------|-----------------------------------|------------------|--|---|
| Enterprise: Bulk Provisioning -- Lab Val, Inc | | | | | | | | | |  |
| Date: | | | | | | | | | | |
| Version: E225.1 | | | | | | | | | | |
| Modify Command: | | | | | | | | | | |
| | | | (1-50) chars | Modify Only entered during Modify to change dept name (0-50 chars) | Modify | Modify | Modify | Modify | | |
| | | | | | NULL will delete. | NULL will delete | NULL will delete | NULL will delete | | |
| Status | Command | Group ID | Department Name | New Department Name | Parent Department | Department Calling Line ID Name | Department Calling Line ID Number | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |
| | Done | | | | | | | | | |
| | Commands: | | Description: | | | | | | | |
| | AddEntDept | | Add Enterprise Department | | | | | | | |
| | ModifyEntDept | | Modify Enterprise Department data | | | | | | | |
| | DeleteEntDept | | Delete Enterprise Department | | | | | | | |

Figure 188 - Import Enterprise – Get Worksheet – New Worksheet

| | | | | | |
|--|----------------------|------------------------------------|----------------------------------|--|---|
| Enterprise: Bulk Provisioning -- Lab Val, Inc Date: Version: Q289.4 | | | |  | |
| Applicable Command: | | Add/Modify/Delete | | Modify | |
| (Group for Group Repository Type, or leave blank) | | (Do NOT include extension) | | (If using a zip file, include the path within the zip file if one is used. Include extension) | |
| Status | Command | Repository Type | Group ID / Hunt Group ID | Announcement Name | New Announcement Name |
| | | | | | Announcement File Name |
| | Done | | | | |
| | Commands | | | | |
| | Add | | Add a new announcement | Or add multiple announcements to the same repository with specification of only Announcement Name and Announcement File Name | |
| | Modify | | Modify an announcement | Or modify multiple announcements in the same repository with specification of only New Announcement Name and/or Announcement File Name | |
| | | | | To replace an announcement, specify Announcement Name and Announcement File Name | |
| | | | | To rename an announcement, specify Announcement Name, New Announcement Name and Announcement File Name | |
| | Delete | | Delete an announcement | To delete multiple announcements, specify the 'Delete' command on each row | |
| DataHelp | Announcements | AuthorizationCodes | CallPickupGroups | Departments | EmergencyCallNotification |

1. Enter the commands in the **Command** column and the corresponding information that you wish to process into each column. Each tab shows all possible commands that can be used and the definitions of those commands, as in the following example.

[illegible]

Only those rows with “Commands” entered will be processed.

If you just want to assign Hoteling, for example, you can run the spreadsheet and it will process only the commands in the Hoteling portion, if there are no other commands in the spreadsheet. You do not need to have any data in any other tab in the spreadsheet.

Each spreadsheet shows the acceptable commands for that spreadsheet.

2. Save the worksheet with a meaningful name so that you can use it in the Import process. The new worksheet is named, for example, "ClearspanAdvancedImport <your username>.xlsx".

It is helpful to save your spreadsheets and keep the data in the spreadsheet. For example, you can keep your user lists in the Users tab, and if there are no commands to execute, the list remains, and you keep your data. This applies to all tabs of the spreadsheet.



Note: All users must have the appropriate services assigned to them in Clearspan.

Importing the Worksheet

The Import page allows you to set up Worksheet processing and view results.

1. In OpEasy, click **Import** in the menu tree or click **Import** on the menu page.
2. Select **Import Type** drop-down list.

Import

Import a list of phone devices, users, or features from a spreadsheet.
Press 'Start Import' to begin import processing. To schedule an import for later processing, press 'Schedule Import'.
Press 'Retrieve Results' to download results of the current import. Press 'E-mail Results' to E-mail results of the current import.

OK Get Worksheet E-mail Worksheet Scheduling

Import

Import Type: Import: Advanced

Enterprise: Canine Center -- Training and Pet Store

Spreadsheet Version: A290

Load Provisioning Spreadsheet

Load Announcement Files

Notification:

☐ Send E-mail Notification

E-mail To: randy.craig@clearspancloud.com

Attachment:

☒ Attach Excel Spreadsheet

Attachment File Name:

ClearspanImportAdvancedResults_{Id}_{Time}.xlsx

Retrieve:

Retrieve File Name:

ClearspanImportAdvancedResults_{Id}_{Time}.xlsx

(Useful tags for File Names: {Id}, {Enterprise}, {Time}, {StartTime}, {EndTime}, {Admin})

Start Import Schedule Import

User Licenses (Enterprise):
Used: 84
Available: Auto

3rd Party Phone Licenses (Enterprise):
Used: 39
Available: Auto

Figure 191 - Import Page - Advanced

3. Select the desired Enterprise from the drop-down list, if needed. You cannot select a group.
4. Browse to the filename of the **Provisioning Spreadsheet** that you want to run. As a reminder, the **Spreadsheet Version** that is required is displayed on the Import page.
5. If you are importing **Announcement Files** to upload to an Announcement Repository, browse to the file to upload. If you are uploading multiple files, use a zip file.
6. Select the **Notification** check box to have an E-Mail notification sent to you with processing results.
7. Select the **Attach Excel Spreadsheet** box if you want to receive the results spreadsheet.
8. Enter the **Attachment File Name** in the text box or keep the default. The system will rename the results file for you. You can also use the suggested tags (that are listed below the text box) in the filename.
9. Enter the **Retrieve File Name** or keep the default. The system will rename the results file for you. You can also use the suggested tags in the filename.

10. Click **Start Import**. Worksheet processing starts and the **Progress Messages** box is updated to reflect the text “**Import waiting to start...**”



Note:

- A User License is required for each added or modified user, and a 3rd Party PhoneLicense is required for each added or modified Polycom phone. The import aborts on a line where a license could not be obtained. You can restart the import after adding the appropriate number and type of licenses to the Enterprise.
- Clicking Start Import for a Multiple Enterprise queues the worksheets in a zip file scheduled to run each worksheet individually.

11. Click **Refresh** while processing is active to get status updates. The message “Import Advanced completed successfully” appears.

Viewing Import Results

After the import has processed, a message such as “*Successful: Import Advanced completed successfully*” appears at the bottom of the Import page.

1. Click Retrieve Results.
2. Click **Open**. An Excel spreadsheet opens.

| | | | | | | | |
|--|-----------------|-----------------|---|-------------------|----------------------|--------------------|-------------------------------|
| Enterprise: Bulk Provisioning -- Lab Val, Inc | | | | | | | |
| Date: | | | | | | | |
| Version: A282 | | | | | | | |
| Modify Command: | | | ModifyUser | ModifyUser | ModifyUser | ModifyUser | ModifyUser |
| | | (See DataHelp) | | | (NULL will delete) | (NULL will delete) | (NULL will delete) |
| General Information | | | | | | | |
| Status | Command | Group ID | Last Name | First Name | Email Address | Department | Phone Number (Primary) |
| | Done | | | | | | |
| | Commands | | | | | | |
| | AddUser | | Add a new user | | | | |
| | ModifyUser | | Modify user information (modifiable fields indicated by ModifyUser) | | | | |
| | DeleteUser | | Delete the user | | | | |

Figure 192 - Spreadsheet Processed Successfully – User Deleted

The following tabs are listed in the Advanced import excel sheet:

- Users
- AlternateNumbers
- Announcements
- AutoAttendant
- BLF
- CallCenterAgent
- CallCenterSupervisor
- CallForwarding
- CallForwardingSelective

- CallRecording
- ClearspanAnywhere
- CutsomRing
- DeviceTypeConversion
- FaxMessaging
- FlexSeatingGuest
- Hoteling
- IntegratedIM&P
- MigrateTrunkUser
- MusicOnHold
- PriorityAlert
- Privacy
- SCA
- SequentialRing
- SimultaneousRing
- SpeedDial
- UserDefinedFields
- VMDistribution
- Voicemail

| | | | | | | | |
|--|---------------------|-----------------|--|-------------------|----------------------|--------------------|-------------------------------|
| Enterprise: Bulk Provisioning -- Lab Val, Inc | | | | | | | |
| Date: | | | | | | | |
| Version: A282 | | | | | | | |
| Modify Command: | | | ModifyUser | ModifyUser | ModifyUser | ModifyUser | ModifyUser |
| | | (See DataHelp) | | | (NULL will delete) | (NULL will delete) | (NULL will delete) |
| | | | | | | | |
| General Information | | | | | | | |
| Status | Command | Group ID | Last Name | First Name | Email Address | Department | Phone Number (Primary) |
| | AddUser | BNG_6 | BNG_6 | x1020 | | | 6103331020 |
| | Done | | | | | | Activate |
| Commands | | | | | | | |
| | AddUser | | Add a new user | | | | |
| | ModifyUser | | Modify user information (modifiable fields indicated by ModifyUser) | | | | |
| | DeleteUser | | Delete the user | | | | |
| | AddUserDevice | | Add a new User and a new Device (and assign the device) | | | | |
| | AddUserAssignDevice | | Add a new User and assign to an existing device | | | | |
| | AddMinDeviceUser | | Add a new User and new Device without assigning the phone number. A later MigrateTrunkUser can migrate a Trunk User to this Device User. | | | | |

Figure 193 - Advanced Import Excel Sheet

The following tabs are listed in the Import System excel sheet:

- AINList
- AccountIDs
- Domains


| | | | | | | | | |
|-----------------------------|---------------------------|---------|---------------|---|--------------------------|--------------------------|---|---|
| | A | B | C | D | E | F | G | H |
| 1 | Date: 04/07/2020 06:38:05 | | | | | |  | |
| 2 | Version: S205 | | | | | | | |
| 3 | | | | | | | | |
| 4 | | | | | | | | |
| 5 | | | | | | | | |
| 6 | Modify Command: | | | Modify (5-15 digits) | Modify (max 80 chars) | | | |
| 7 | | | | | | | | |
| 8 | Status | Command | Enterprise ID | Group ID | AIN List | Description | Error Response | |
| 9 | Failure | Add | India | BNG_5 | 111222 | AddedThroughImportSystem | Error: Could not add AIN - Duplicate AIN already exists in the g | |
| 10 | | | | | | | | |
| 11 | | Done | | | | | | |
| 12 | | | Commands: | Description: | | | | |
| 13 | | | Add | A list of new AINs are added to a group (First row of each enterprise and group contains the command, subsequent rows may contain additional entries to | | | | |
| 14 | | | DeleteEntries | A list of AINs are removed from a group (First row of each enterprise and group contains the command, subsequent rows may contain additional entries to | | | | |
| 15 | | | DeleteList | The entire list of AINs are removed from a group | | | | |
| 16 | | | ReplaceList | The entire list of AINs for a group are replaced with a newly supplied list (First row of each enterprise and group contains the command, subsequent rows | | | | |
| 17 | | | | | | | | |
| 18 | | | Done | Done (end processing) | | | | |
| 19 | | | | | | | | |
| 20 | | | | | | | | |
| 21 | | | | | | | | |
| 22 | | | | | | | | |
| 23 | | | | | | | | |
| 24 | | | | | | | | |
| 25 | | | | | | | | |
| 26 | | | | | | | | |
| DataHelp AINList AccountIDs | | | | | | | | |

Figure 194 - Import System Excel Sheet

The following tabs are listed in the Import Enterprise excel sheet:

- AccountIDs
- BroadWorksSchedule
- Departments
- Domains
- Emergency Call Notification
- EnterpriseVoiceVPNPolicy
- ErlRecords
- PhoneNumbers

| | | | | | | | |
|--|---------|-----------------|---|--|-----------------------------|---------------------------------|-----------------------------------|
| Enterprise: SystemValidation -- System Validation | | | | | | | |
| Date: | | | | | | | |
| Version: E229.1 | | | | | | | |
| Modify Command: | | | | | | | |
| | | | Modify Only entered during Modify to change dept name (1-50) chars | Modify Modify to change dept name (0-50) chars | Modify NULL will delete. | Modify NULL will delete. | Modify NULL will delete. |
| | | | | | | | |
| Status | Command | Group ID | Department Name | New Department Name | Parent Department | Department Calling Line ID Name | Department Calling Line ID Number |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | Done | | | | | | |
| | | Commands: | Description: | | | | |
| | | AddEntDept | Add Enterprise Department | | | | |
| | | ModifyEntDept | Modify Enterprise Department data | | | | |
| | | DeleteEntDept | Delete Enterprise Department | | | | |
| | | AddGroupDept | Add Group Department | | | | |
| | | ModifyGroupDept | Modify Group Department data | | | | |
| | | DeleteGroupDept | Delete Group Department | | | | |
| Departments Domains EmergencyCallNotification EnterpriseVoiceVPNPolicy ErlRecords PhoneNumbers | | | | | | | |

Figure 195 - Import Enterprise Excel Sheet

The following tabs are listed in the Import Group excel sheet:

- Announcements
- AuthorizationCodes
- BroadWorksSchedule
- Call Centers

- CallPickupGroups
- Departments
- Domains
- Emergency Call Notification
- ErlRecords
- FlexSeatingHosts
- FSH Guest Association
- FSH Privacy
- Gbl Settings – AutoCodes500&800
- Gbl Settings – AudioCodes MP
- Gbl Settings – CC Mobile
- Gbl Settings – CC S4B
- Gbl Settings – CC Tablet
- Gbl Settings – Cisco
- Gbl Settings – CSEngage Desktop
- Gbl Settings – CS MobileTablet
- Gbl Settings - -Grandstream ATA
- Gbl Settings – Grandstream WP820
- Gbl Settings – Clearspan
- Gbl Settings – Media5
- Gbl Settings – Mitel Aastra
- Gbl Settings – Mitel DECT112
- Gbl Settings – Mitel MiVoice
- Gbl Settings – Panasonic
- Gbl Settings – Polycom
- Gbl Settings - Poly D230
- Gbl Settings – Poly EdgeB
- Gbl Settings – Poly EdgeE
- Gbl Settings – Poly Rove
- Gbl Settings – UC1 Engage MobTab
- Group Paging
- Hunt Groups
- HG AlternateNumbers
- HG CallForwarding
- HG CallForwardingSelective

- HG Voicemail
- ManageGroups
- MusicOnHold
- PhoneNumbers
- SpeedDial8
- SpeedDial100
- UserDefinedFields
- UserProfiles
- VirtualOnNetExtensions
- VoicePortals

| Enterprise: SystemValidation - System Validation | | opeasy® Provisioning | | | | | |
|---|---------|----------------------------|--------------------------|---|-----------------------|--|--------------|
| Date: | | | | | | | |
| Version: G302.1 | | | | | | | |
| Applicable Command: | | Add/Modify/Delete | | Modify | | Add/Modify | |
| (Group for Group Repository Type, or leave blank) | | (Do NOT include extension) | | (Do NOT include extension) | | (If using a zip file, include the path within the zip file if one exists. Include extension.) (WAV, ...) | |
| Status | Command | Repository Type | Group ID / Hunt Group ID | Announcement Name | New Announcement Name | Announcement File Name | Announcement |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | Done | | | | | | |
| | | Commands | | | | | |
| | | Add | Add a new announcement | Or add multiple announcements to the same repository with specification of only Announcement Name and Announcement File Name on subsequent rows | | | |
| | | Modify | Modify an announcement | Or modify multiple announcements in the same repository with specification of only New Announcement Name and/or Announcement File Name on subsequent rows | | | |
| | | | | To replace an announcement, specify Announcement Name and Announcement File Name | | | |
| | | | | To rename an announcement, specify Announcement Name, New Announcement Name and Announcement File Name | | | |
| | | Delete | Delete an announcement | To delete multiple announcements, specify the 'Delete' command on each row | | | |
| | | Done | Done (end processing) | | | | |

DataHelp
Announcements
AuthorizationCodes
BroadWorksSchedule
Call Centers
CallPickupGroups
Departments
Domains
EmergencyCallNotif ...

Figure 196 - Import Group Excel Sheet

Importing the Worksheet with Multiple Enterprises

The Import page allows you to set up Worksheet processing and view results with multiple enterprises selected. Advanced and Enterprise data can be imported for SR and above admin level.

1. In OpEasy, click **Import** in the menu tree or click **Import** on the menu page.
2. Select Advanced or Enterprise from the **Import Type** drop-down list.

3. Select the **Multiple Enterprises** from the **Enterprise** drop-down list.

The screenshot shows the 'Import' page with the following elements:

- Buttons:** OK, Get Worksheet, E-mail Worksheet, Scheduling.
- Import Type:** Import: Advanced
- Enterprise:** (Select Enterprise) - This dropdown is open, showing a list of enterprises including 'Multiple Enterprises' (highlighted), 'A_Test', 'AllianceLab -- UC Alliance Lab', 'ATest', 'AutomationDisabled', 'AutomationTest -- Automation Test', 'AutomationTrial', 'AutoTestEntDisabled -- AutoTest Ent License Disable', 'AutoTestEntTrial -- AutoTest Ent License Trial', 'B_Test', 'BengaluruLab -- Bengaluru Lab', 'CallCenter -- CCTesting', 'Canine Center -- Training and Pet Store', 'HawkinsTest', 'JazzAutomation_Disabled', 'JazzAutomation_Trial', 'pingWeb-dev -- Ping Development & QA', 'PianoLab', and 'SystemValidation -- System Validation'.
- Spreadsheet:** (Select Spreadsheet)
- Attachments:** A list of attachments including 'AutomationDisabled', 'AutomationTest -- Automation Test', 'AutomationTrial', 'AutoTestEntDisabled -- AutoTest Ent License Disable', 'AutoTestEntTrial -- AutoTest Ent License Trial', 'B_Test', 'BengaluruLab -- Bengaluru Lab', 'CallCenter -- CCTesting', 'Canine Center -- Training and Pet Store', 'HawkinsTest', 'JazzAutomation_Disabled', 'JazzAutomation_Trial', 'pingWeb-dev -- Ping Development & QA', 'PianoLab', and 'SystemValidation -- System Validation'.
- Retrieve:** Retrieve Results
- Clearspace:** Clearspace
- Useful tags:** (Useful tags)
- Start Import:** Start Import

Figure 197 - Import Worksheet - Advanced with Multiple Enterprises

Selecting Multiple Enterprises enables the Provisioning Spreadsheet to accept a zip file with multiple worksheets for the selected import type.

4. Browse to the filename (zip file) of the **Provisioning Spreadsheet** that you want to run. Zip file contains. 'xlsx' extension worksheet files of all the selected **Import Type**.
5. Click **Start Import**. The following message is displayed, "Import queued to start. 'Scheduling' page contains list of all Scheduling requests with progress and result of each worksheet uploaded in the .zip file".

Clicking Start Import for a Multiple Enterprise queues the worksheets in a zip file scheduled to run each worksheet individually.

Viewing Import Results with Multiple Enterprises

1. Click the **Scheduling** button. The Scheduling page is displayed which lists the current status of the individual worksheets for the multiple enterprises selected with different **Request ID**.
2. Click the **Results** link of each individual worksheet in the Scheduling Requests table. The Scheduling Results: Import Advanced page is displayed.
3. Click **Retrieve Results**. The Import worksheet for the selected enterprise is downloaded.


Similarly, Click the **Results** link for the rest of the worksheets for the selected enterprise and click **Retrieve Results** to download the import worksheets.

4. Click **OK**. The Scheduling page is displayed.
5. Click **OK**. The Import page is displayed.

Export

The Export function allows you to obtain information on users and features from the Clearspan system database. The information is presented in Excel spreadsheets created by the system. Advanced, System, Enterprise, and Group exports are supported. The export function is not available to admins restricted to Basic privileges.

Using the Exported Worksheets checklist, you can export one or more spreadsheets at the same time. If you run more than one at one time, a separate tab is created in the Results spreadsheet for each of the features that you chose.

The Enter Search Criteria section of the page allows you to be selective in the data you choose to obtain. You can search by a specific field and use the plus sign  to add criteria.



Note:

- Advanced Export and Enterprise Export includes Multiple Enterprises option in the Enterprise drop down list for SR and above administrator level.
- Selecting Multiple Enterprises enables a list box selection containing entire list of Enterprises which allows a SR and above level administrator to select more than one Enterprises.

Exporting User Defined Fields

Select the **UserDefinedField** check box in the Advanced export page to export the User Defined Field Values for Users and Auto Attendants or select the **UserDefinedField** check box in the Group Export page to export the User Defined Fields for Hunt Groups and Flexible Seating Hosts.

The following search criteria can be used to refine the export results:

User Defined Field Name

- User Defined Field: Virtual User ID.
- User Defined Field: Field Name
- User Defined Field: Include Unsupported User Types

If no search criteria are selected in the Enter Search Criteria section, the User Defined Fields of all Users and all Auto Attendants in the Enterprise or Group are exported.

If any of the User tabs (check boxes) are selected in the Advanced Export page, or User search criteria is selected, and the AutoAttendant tab or Auto Attendant search criteria are not selected, then only the User Defined Fields for Users are exported.



Notes:

- The AutoAttendant search criteria include AutoAttendant ID, AutoAttendant Name, and AutoAttendant Type.

Export Clearspan Data

Export clearspan data into a spreadsheet.
 Press 'Start Export' to begin export processing. To schedule an export for later processing, press 'Schedule Export'.
 Press 'Retrieve Results' to download results of the current export. Press 'E-mail Results' to E-mail results of the current export.

OK

Scheduling

Export

Export Type: Export: Advanced

Enterprise: Canine Center -- Training and Pet Store

Spreadsheet Version: A290

Exported Worksheets: [Select All](#) [Clear All](#)

| | | | |
|--|---|---|---|
| <input checked="" type="checkbox"/> Users | <input type="checkbox"/> AlternateNumbers | <input type="checkbox"/> Announcements | <input type="checkbox"/> AutoAttendant |
| <input type="checkbox"/> BLF | <input type="checkbox"/> CallCenterAgent | <input type="checkbox"/> CallCenterSupervisor | <input type="checkbox"/> CallForwarding |
| <input type="checkbox"/> CallForwardingSelective | <input type="checkbox"/> CallRecording | <input type="checkbox"/> ClearspanAnywhere | <input type="checkbox"/> CustomRing |
| <input type="checkbox"/> DeviceTypeConversion | <input type="checkbox"/> FaxMessaging | <input type="checkbox"/> FlexSeatingGuest | <input type="checkbox"/> Hoteling |
| <input type="checkbox"/> IntegratedIM&P | <input type="checkbox"/> Media5AndMediaPackReport | <input type="checkbox"/> MusicOnHold | <input type="checkbox"/> PriorityAlert |
| <input type="checkbox"/> Privacy | <input type="checkbox"/> SCA | <input type="checkbox"/> SequentialRing | <input type="checkbox"/> SimultaneousRing |
| <input type="checkbox"/> SpeedDial | <input type="checkbox"/> UserDefinedFields | <input type="checkbox"/> VMDistribution | <input type="checkbox"/> Voicemail |

Notification:

☐ Send E-mail Notification

E-mail To: randy.craig@clearspancloud.com

Attachment:

☒ Attach Excel Spreadsheet

Attachment File Name:

ClearspanExportAdvanced_{Id}_{Time}.xlsx

Retrieve:

Retrieve File Name:

ClearspanExportAdvanced_{Id}_{Time}.xlsx

(Useful tags for File Names: {Id}, {Enterprise}, {Time}, {StartTime}, {EndTime}, {Admin})

Enter Search Criteria:

(Select Field)

Contains

-

+

Start Export

Schedule Export

Figure 198 - Export-Advanced Clearspan Data

Export Clearspan Data

Export clearspan data into a spreadsheet.
Press 'Start Export' to begin export processing. To schedule an export for later processing, press 'Schedule Export'.
Press 'Retrieve Results' to download results of the current export. Press 'E-mail Results' to E-mail results of the current export.

OK **Scheduling**

Export

Export Type: **Export: Group**

Enterprise: SystemValidation -- System Validation
Group: JazzTest -- JazzTest
Spreadsheet Version: G302.1
Exported Worksheets: [Select All](#) [Clear All](#)

| | | | |
|--|--|--|---|
| <input type="checkbox"/> Announcements | <input type="checkbox"/> AuthorizationCodes | <input type="checkbox"/> BroadWorksSchedule | <input type="checkbox"/> Call Centers |
| <input type="checkbox"/> CallPickupGroups | <input type="checkbox"/> Departments | <input type="checkbox"/> Domains | <input type="checkbox"/> EmergencyCallNotification |
| <input type="checkbox"/> EriRecords | <input type="checkbox"/> Flex Seating Hosts | <input type="checkbox"/> FSH Guest Association | <input type="checkbox"/> FSH Privacy |
| <input type="checkbox"/> Gbl Settings -AudioCodes5XX&800 | <input type="checkbox"/> Gbl Settings -AudioCodes MP | <input type="checkbox"/> Gbl Settings - CC Mobile | <input type="checkbox"/> Gbl Settings - CC S4B |
| <input type="checkbox"/> Gbl Settings - CC Tablet | <input type="checkbox"/> Gbl Settings - Cisco | <input type="checkbox"/> Gbl Settings - CSEngage Desktop | <input type="checkbox"/> Gbl Settings - CS MobileTablet |
| <input type="checkbox"/> Gbl Settings - Grandstream | <input type="checkbox"/> Gbl Settings - Media5 | <input type="checkbox"/> Gbl Settings - Mitel Aastra | <input type="checkbox"/> Gbl Settings - Mitel DECT112 |
| <input type="checkbox"/> Gbl Settings - Mitel MiVoice | <input type="checkbox"/> Gbl Settings - Panasonic | <input type="checkbox"/> Gbl Settings - Polycom | <input type="checkbox"/> Gbl Settings - Poly D230 |
| <input type="checkbox"/> Gbl Settings - Poly EdgeB | <input type="checkbox"/> Gbl Settings - Poly EdgeE | <input type="checkbox"/> Gbl Settings-UC1 Engage MobTab | <input type="checkbox"/> Group Paging |
| <input type="checkbox"/> Hunt Groups | <input type="checkbox"/> HG AlternateNumbers | <input type="checkbox"/> HG CallForwarding | <input type="checkbox"/> HG CallForwardingSelective |
| <input type="checkbox"/> HG Voicemail | <input type="checkbox"/> ManageGroups | <input type="checkbox"/> MusicOnHold | <input type="checkbox"/> PhoneNumbers |
| <input type="checkbox"/> SpeedDial8 | <input type="checkbox"/> SpeedDial100 | <input type="checkbox"/> UserDefinedFields | <input type="checkbox"/> UserProfiles |
| <input type="checkbox"/> VirtualOnNetExtensions | <input type="checkbox"/> VoicePortals | | |

Notification:
☐ Send E-mail Notification
E-mail To: ercraigdos@gmail.com

Attachment:
☒

Attachment File Name:

Retrieve:
Retrieve File Name: (Useful tags for File Names: {Id}, {Enterprise}, {Group}, {Time}, {StartTime}, {EndTime}, {Admin})

Enter Search Criteria:

Start Export **Schedule Export**

Figure 199 - Export - Group

Selecting Data to Export

Advanced, System, Enterprise, and Group data can be exported. However, Group Administrators cannot export Enterprise data, and Department Administrators can export Advanced data only.

1. In OpEasy, click **Export** from the menu tree or from the main Provisioning menu.
2. Select the **Export Type** and **Enterprise** from the drop-down lists.
3. Select the type of information you want in the **Exported Worksheets** checklist.
4. Select the **Notification** check box to have an E-Mail notification sent to you with processing results.
5. Select the **Attach Excel Spreadsheet** box if you want to receive the results spreadsheet.
6. Enter the **Attachment File Name** in the text box or keep the default. The system will rename the results file for you. You can also use the suggested tags in the filename.
7. Enter the **Retrieve File Name** or keep the default. The system will rename the results file for you. You can also use the suggested tags in the filename.
8. Enter the Search Criteria.



Note:

- Clicking Start Export for Multiple Enterprises selected creates an individual request for each enterprise selected from Multiple Enterprises list.
- Scheduling page lists all the Enterprises requests, processing in a queue in the order received.

9. Click **Start Export**
10. Click **Refresh** to get status updates on processing. When the process is complete, a message such as *Export Advanced completed successfully* will display.

Results
Results: Completed Start Time: 06/29/2023 17:56:29
Scheduling Request ID: 21530 End Time: 06/29/2023 17:56:30
Scheduling Results ID: 2173845 Results Time: 06/29/2023 17:56:30
Notification: ☐ E-mail Notification Sent

Retrieve Results

E-mail Results

Delete

Details:
*** Clearspan Export: Group ***

Enterprise: Canine Center -- Training and Pet Store
Group: (All Groups)

Scheduling:
Request ID: 21530
Started: 06/29/2023 17:56:29
Finished: 06/29/2023 17:56:30

SUCCESSFUL: Export: Group completed successfully.

Figure 200 - Export Clearspan Data – Advanced Export Complete

Viewing the Export Results

Click **Retrieve Results**. The spreadsheet opens. On each tab, the Command options display so that you can process the spreadsheet using the Import function to make changes if necessary.

Sample Spreadsheets for Export

| Enterprise: Bulk Provisioning -- Lab Val, Inc | | | | | | |
|---|---------|--------------|------------|--------------------|--------------------------|----------------|
| Date: 10/21/2020 10:56:45 | | | | | | |
| Version: A282.4 | | | | | | |
| Modify Command: | | ModifyUser | ModifyUser | ModifyUser | ModifyUser | |
| | | | | | | |
| (See DataHelp) | | | | (NULL will delete) | (NULL will delete) | |
| | | | | | | |
| Status | Command | Group ID | Last Name | First Name | Email Address | Department |
| | | Group_G | LTest04 | FTest04 | | Dept_1 (Group) |
| | | Group_Pronto | Tester002 | Test002 | Test002@labval.mitel.com | |
| | | Group_Pronto | Tester003 | Test003 | Test003@labval.mitel.com | |
| | | Group_Pronto | Tester004 | Test004 | Test004@labval.mitel.com | |
| | | Group_Pronto | Tester005 | Test005 | Test005@labval.mitel.com | |
| | | Group_H | Tester001 | Test001 | Test001@labval.mitel.com | |
| | | Group_H | Tester002 | Test002 | Test002@labval.mitel.com | |
| | | Group_H | Tester003 | Test003 | Test003@labval.mitel.com | |
| | | Group_H | Tester004 | Test004 | Test004@labval.mitel.com | |
| | | Group_H | Tester005 | Test005 | Test005@labval.mitel.com | |

Figure 201 - Advanced Export Results Spreadsheet

[illegible]

Figure 202 - System Data Export Results

[illegible]

Figure 203 - Enterprise Data Export Results

| | | | | | | | | | | |
|-----------------|--|--------------|---------------------|------------------------------------|------------------|--------------------|---------------------|------------|--------------|--------|
| Enterprise | System Validation -- System Validation | | | | | | | | | |
| Date: | 05/28/2024 10:50:41 | | | | | | | | | |
| Version: | G302.1 | | | | | | | | | |
| Modify Command: | | Modify | | Modify | | Modify | | Modify | | Modify |
| Valid Values: | | (True/False) | | Standard, Premium | | (Rename Only) | | | | |
| | General Information | | | | | | | | | |
| Status | Command | Group ID | Active | Call Center ID | Call Center Type | New Call Center ID | Call Center Name | Department | Phone Number | |
| | | JazzTest | True | HospBasic@hosp.cslab.clearspan* | Basic | | BasicCCC | | 6413295979 | |
| | | JazzTest | True | cola.budget@hosp.cslab.clearspan* | Standard | | Budget Review | | 6413295215 | |
| | | JazzTest | True | cola.council@hosp.cslab.clearspan* | Premium | | Council-Meeting | | 6413295214 | |
| | | JazzTest | True | Jazz_CC@hosp.cslab.clearspanlo* | Standard | | Jazz CallCenter | | 6413295998 | |
| | | JazzTest | True | cola.safety@hosp.cslab.clearspan* | Standard | | Public Safety Forum | | 6413295216 | |
| | | JazzTest | True | techSupport@hosp.cslab.clearspan* | Standard | | Technical Support | | 6413295230 | |
| | Done | | | | | | | | | |
| | | Commands | Description | | | | | | | |
| | | Add | Add Call Center. | | | | | | | |
| | | Modify | Modify Call Center. | | | | | | | |
| | | Delete | Delete Call Center. | | | | | | | |
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Figure 204 - Group Data Export Results

Selecting Data to Export with Multiple Enterprises

Advanced and Enterprise data can be exported for SR and above admin level.

1. In OpEasy, click **Export** from the menu tree or from the main Provisioning menu.
2. Select the Advanced or Enterprise from the **Export Type** drop down list.
3. Select **Multiple Enterprises** from the **Enterprise** drop-down list. This opens a box listing all the enterprises.

Export Clearspan Data

Export clearspan data into a spreadsheet.
Press 'Start Export' to begin export processing. To schedule an export for later processing, press 'Schedule Export'.
Press 'Retrieve Results' to download results of the current export. Press 'E-mail Results' to E-mail results of the current export.

Export

Export Type:

Enterprise:

AutomationTest -- Automation Test
AutomationTrial
AutoTestEntDisabled -- AutoTest Ent License Disabled
AutoTestEntTrial -- AutoTest Ent License Trial
B_Test
BengaluruLab -- Bengaluru Lab
CallCenter -- CCTesting
Canine Center -- Training and Pet Store
HawkinsTest
JazzAutomation_Disabled
JazzAutomation_Trial
pingWeb-dev -- Ping Development & QA
PlanoLab
System Validation -- System Validation
TB20North -- Test Bed 20 North
test-Full -- Automationtest
Spreadsheet Version:A290

Exported Worksheets:[Select All](#)[Clear All](#)

| | | | |
|--|---|---|---|
| <input checked="" type="checkbox"/> Users | <input type="checkbox"/> AlternateNumbers | <input type="checkbox"/> Announcements | <input type="checkbox"/> AutoAttendant |
| <input type="checkbox"/> BLF | <input type="checkbox"/> CallCenterAgent | <input type="checkbox"/> CallCenterSupervisor | <input type="checkbox"/> CallForwarding |
| <input type="checkbox"/> CallForwardingSelective | <input type="checkbox"/> CallRecording | <input type="checkbox"/> ClearspanAnywhere | <input type="checkbox"/> CustomRing |
| <input type="checkbox"/> DeviceTypeConversion | <input type="checkbox"/> FaxMessaging | <input type="checkbox"/> FlexSeatingGuest | <input type="checkbox"/> Hoteling |
| <input type="checkbox"/> IntegratedIM&P | <input type="checkbox"/> Media5AndMediaPackReport | <input type="checkbox"/> MusicOnHold | <input type="checkbox"/> PriorityAlert |
| <input type="checkbox"/> Privacy | <input type="checkbox"/> SCA | <input type="checkbox"/> SequentialRing | <input type="checkbox"/> SimultaneousRing |
| <input type="checkbox"/> SpeedDial | <input type="checkbox"/> UserDefinedFields | <input type="checkbox"/> VMDistribution | <input type="checkbox"/> Voicemail |

Figure 205 - Advanced Export with Multiple Enterprises

4. Select multiple enterprises from the Enterprise list.
5. Click **Start Export**. The following message is displayed, Export queued to start. 'Scheduling' page contains list of all Scheduling requests with progress and results of each enterprise selected in 'Multiple Enterprises'.

Viewing the Export Results with Multiple Enterprises

1. Click **Scheduling**. The Scheduling page is displayed and lists the current status for the Exports for multiple enterprises selected with different **Request IDs**.
2. Click **Refresh** to get the status updates on processing.
3. Click the **Results** link in the Scheduling Request table. The Scheduling Results: Export: Advanced page is displayed.
4. Click **Retrieve Results**. The export worksheet for the selected enterprise is downloaded.
Similarly Click the **Results** link for the rest of the worksheets for the selected enterprise and click **Retrieve Results** to download the export worksheets.
5. Click **OK**. The Scheduling page is displayed.
6. Click **OK**. The Export Clearspan Data page is displayed.

Scheduling an Import or Export

You can schedule an Import or Export to happen later or on a recurring basis. The Scheduling page displays imports and exports that have already been scheduled to run.

1. From the OpEasy main menu, select **Provisioning**, and then select **Import** or **Export**.
2. Configure the Import or Export information that you want to use.
3. Click **Schedule Import** or **Schedule Export**. The Scheduling Request page opens.

Note:



- Do not use the Start Import or Start Export button until you have provided the Schedule information.
- For Multiple Enterprises, Clicking the Scheduled Import/Export navigates to the Scheduling page that displays the list of all the enterprises selected in Multiple Enterprises separated by '::'.

Scheduling Request: Import: Advanced

Setup a request to run an Import: Advanced on a pre-defined schedule.

OK
Cancel

Scheduling Request

Scheduled Task: Import: Advanced

Request ID:

Creating OpEasy Admin: ercraig2

Request Creation Time:

Enterprise: PlanoLab

Import Spreadsheet: ClearspanImportAdvanced_PlanoLab.1.xlsx

Start Import

Schedule

Schedule: Run Once

Start Time: (Date and time, in 'MM/DD/YYYY HH:MM' format. Example: 11/19/2012 21:00)

E-mail Notification

Success:

☐ E-mail notification of successful completion

To: randy.craig@clearspancloud.com

From:

Subject:

☒ Attach Excel Spreadsheet

File Name:

Failure:

☐ E-mail notification of failure

Figure 206 - Scheduling Request: Import: Advanced

4. Select the **Schedule** type from the Schedule drop-down menu.

Schedule

Schedule: **Run Once** ▼

Start Time: 06/30/2023 10:28 (Date and time, in 'MM/DD/YYYY HH:MM' format. Example: 11/19/2012 21:00)

E-mail Notification: ☐ E-mail me on successful completion

To: randy.c@cloud.com

Options in dropdown: Run Once, Repeated, Hourly, Daily, Weekly, Monthly

Figure 207 - Selecting the Schedule Type

- If you selected Run Once:
 - Enter the Start Time: The date, a space, and the time (hour and minute). The Import or Export runs only one time.

Schedule

Schedule: **Run Once** ▼

Start Time: 06/30/2023 10:28 (Date and time, in 'MM/DD/YYYY HH:MM' format. Example: 11/19/2012 21:00)

Figure 208 - Schedule Run Once

- If you selected Repeated:
 - Enter the Initial Start Time: The date, a space, and the time (hour and minute).
 - Enter the Repeat Run: The Import or Export runs every (number of minutes).
 - Enter the Maximum Number of Runs. Leave the box blank or enter 0 if there is no limit.

Schedule

Schedule: **Repeated** ▼

Initial Start Time: 06/30/2023 10:28 (Date and time, in 'MM/DD/YYYY HH:MM' format. Example: 11/19/2012 21:00)

* Repeat Run: Every 60 (minutes)

Maximum Number of Runs: (Blank or 0 for no limit)

Figure 209 - Schedule Repeated

- If you selected Hourly:
 - Enter the Start After time: The date, a space, and the time (hour and minute).
 - Enter an Hourly Schedule: A list of minutes within the hour. Example: 00:15, 00:45. The Import or Export runs at 15 minutes, and another at 45 minutes.
 - Enter the Maximum Number of Runs. Leave the box blank or enter 0 if there is no limit.

Schedule

Schedule: **Hourly** ▼

Start After: 06/30/2023 10:28 (Date and time, in 'MM/DD/YYYY HH:MM' format. Example: 11/19/2012 21:00)

* Hourly Schedule: 00:10,00:25,00:40
(List of minutes in the hour, in '00:MM' format, separated by commas or blanks. Example: 00:15, 00:45)

Maximum Number of Runs: (Blank or 0 for no limit)

Figure 210 - Schedule Hourly

- If you selected Daily:
 - Enter the Start After time: The date, a space, and the time (hour and minute).

- Enter the Daily Schedule: A list of times within the day using the 24-hour clock. See the following example.
- Enter the Maximum Number of Runs. Leave the box blank or enter 0 if there is no limit.

Schedule

Schedule:

Start After: (Date and time, in 'MM/DD/YYYY HH:MM' format. Example: 11/19/2012 21:00)

* Daily Schedule:

(List of times, in 'HH:MM' format, separated by commas or blanks. Example: 03:00, 21:30)

Maximum Number of Runs: (Blank or 0 for no limit)

Figure 211 - Schedule Daily

- If you selected Weekly:
 - Enter the Start After time: The date, a space, and the time (hour and minute).
 - Enter the Weekly Schedule. See the following example.
 - Enter the Maximum Number of Runs. Leave the box blank or enter 0 if there is no limit.

Schedule

Schedule:

Start After: (Date and time, in 'MM/DD/YYYY HH:MM' format. Example: 11/19/2012 21:00)

* Weekly Schedule: Recurs every weeks on:

☐ Sunday ☐ Monday ☒ Tuesday ☐ Wednesday ☒ Thursday ☐ Friday ☐ Saturday

at the following times of the day:

(List of times, in 'HH:MM' format, separated by commas or blanks. Example: 03:00, 21:30)

Maximum Number of Runs: (Blank or 0 for no limit)

Figure 212 - Schedule Weekly

- If you selected Monthly:
 - Enter the Start After time: The date, a space, and the time (hour and minute).
 - Enter the Monthly Schedule. See the following example.
 - Enter the Maximum Number of Runs. Leave the box blank or enter 0 if there is no limit.

Schedule

Schedule: Monthly

Start After: (Date and time, in 'MM/DD/YYYY HH:MM' format. Example: 11/19/2012 21:00)

Months:

☒ January ☐ February ☒ March ☐ April ☒ May ☐ June

☒ July ☐ August ☒ September ☐ October ☒ November ☐ December

on the following days of each month (Days separated by commas or blanks. Use 'Last' for last day of the month. If entered day is valid and > max allowed for the selected month, it gets scheduled for the max allowed day):

at the following times of the day:

(List of times, in 'HH:MM' format, separated by commas or blanks. Example: 03:00, 21:30)

Maximum Number of Runs: (Blank or 0 for no limit)

Figure 213 - Schedule Monthly

- Set up E-mail Notification parameters. E-mails are sent to the E-mail address associated with your OpEasy Admin login. For Imports or Exports that are successful and not successful, select whether to send an E-mail notification, specify the **From** address and **Subject**, and select whether to attach a spreadsheet. See the figure below: E-mail Notification Section - Setup for an example.

E-mail Notification

Success:

☐ E-mail notification of successful completion

To: randy.craig@clearspancloud.com

From:

Subject:

☒ Attach Excel Spreadsheet

File Name:

Failure:

☐ E-mail notification of failure

To: randy.craig@clearspancloud.com

From:

Subject:

☒ Attach Excel Spreadsheet:

File Name:

Tags useful in the Subject and attachment File Name fields for both Success and Failure: {Id}, {Enterprise}, {Group}, {Department}, {RunCount}, {Time}, {StartTime}, {EndTime}, {Admin}

Figure 214 - E-mail Notification Section - Setup

- Click the **Start Import** or **Start Export** button. The import or export will complete on schedule.

After you click Start, the screen refreshes and includes a Status section containing the current status of the Import.

- Click Stop to stop the schedule.
- Click OK to save changes to the schedule and exit the page.
- Click Cancel to discard the changes and exit the page.
- Click Apply to save changes to the schedule.
- Click Delete to delete the schedule.

Scheduling Request: Import: Advanced

Setup a request to run an Import: Advanced on a pre-defined schedule.

Saved, Started

OK Cancel Apply Delete

Scheduling Request

Scheduled Task: Import: Advanced
Request ID: 21558
Creating OpEasy Admin: ercraig2
Request Creation Time:
Enterprise: PlanoLab
Import Spreadsheet: ClearspanImportAdvanced_PlanoLab.1.xlsx

Status

Status: Waiting to start...
Run Count: 0
Last Refresh: 06/30/2023 13:58:44

Stop

Cancel

Refresh

Last Run Results

Import waiting to start...

Progress Messages

Schedule

Schedule: Monthly
Start After: 06/30/2023 13:46

Figure 215 - Status Section

Viewing Scheduled Imports and Exports

The Scheduling page displays imports and exports that have been scheduled to run now or on a pre-defined schedule. You can also delete a schedule on this page.

1. Click **Provisioning** and then **Scheduling** in the menu tree or click on the **Scheduling** button on the Import page. The Scheduling page opens, displaying the Scheduling Requests of the Administrator. You can select (All Enterprises) in the Enterprise drop-down box to display the scheduled imports and exports of all enterprises.
2. Select the **Scheduled Task** from the drop-down list. This filters the list of schedules.

The following example illustrates a scheduled worksheet import that has not yet started.

Scheduling

Displays imports and exports that have been scheduled to run now or on a pre-defined schedule.

OK Cancel Apply Refresh

Scheduling

Scheduled Task: (All Scheduled Tasks)

Enterprise: PlanoLab

Group: (All Groups)

Administrator: (All Administrators)

Displayed Requests

☒ All ☐ Active / Waiting ☐ Active ☐ Waiting ☐ Stopped ☐ Finished

Last Refresh: 06/30/2023 15:19:18

Scheduling Requests

(1-25 of 39) 1 2 25

| Delete | Request ID | Task | Enterprise ID | Enterprise Name | Group ID | Group Name | Imported File / Exported Worksheets | Schedule | Admin | Request Status |
|--------------------------|------------|------------------|---------------|-----------------|----------|------------|--|---|-------------|---|
| <input type="checkbox"/> | 21558 | Import: Advanced | PlanoLab | | | | CleaspanImportAdvanced_PlanoLab.1.xlsx | Monthly (January, March, May, July, September, November on days: 15, Last at times: 00:01) | ercraig2 | Waiting to Start (Next Run: 07/15/2023 00:01:00) |
| <input type="checkbox"/> | 21554 | Import: System | | | | | CleaspanImportSystem_CreateUser.xlsx | Now | JazzAuto_SA | Finished |

Figure 216 - Worksheet Waiting to start a Run

The following example illustrates a worksheet that failed when it was processed, and a worksheet that imported with errors.

Scheduling
Displays imports and exports that have been scheduled to run now or on a pre-defined schedule.

OK Cancel Apply Refresh

Scheduling
Scheduled Task: Import: Advanced
Enterprise: Canine Center -- Training and Pet Store
Administrator: dru.hosp

Displayed Requests
☒ All ☐ Active / Waiting ☐ Active ☐ Waiting ☐ Stopped ☐ Finished
Last Refresh: 07/05/2023 12:46:18

Scheduling Requests

| Delete | Request ID | Task | Enterprise ID | Enterprise Name | Group ID | Group Name | Imported File / Exported Worksheets | Schedule | Admin | Request Status | Last Run Time | Last Run Results | ... | Edit |
|--------------------------|------------|------------------|---------------|------------------------|----------|------------|-------------------------------------|----------|----------|----------------|---------------------|-------------------------|-------------------------|----------------------|
| <input type="checkbox"/> | 21694 | Import: Advanced | Canine Center | Training and Pet Store | | | A290_AddUser_AssignERL.xlsx | Now | dru.hosp | Finished | 07/05/2023 12:44:48 | Failed | Results | Edit |
| <input type="checkbox"/> | 21692 | Import: Advanced | Canine Center | Training and Pet Store | | | A290_AddUser_AssignERL.xlsx | Now | dru.hosp | Finished | 07/05/2023 12:15:23 | Completed (with Errors) | Results | Edit |
| <input type="checkbox"/> | 21664 | Import: Advanced | Canine Center | Training and Pet Store | | | A290_AddUser_AssignERL.xlsx | Now | dru.hosp | Finished | 07/05/2023 11:07:42 | Completed (with Errors) | Results | Edit |
| <input type="checkbox"/> | 19779 | Import: Advanced | Canine Center | Training and Pet Store | | | A290_1_SuspendTeamsUsers.xlsx | Now | dru.hosp | Finished | 04/11/2023 14:52:54 | Completed (with Errors) | Results | Edit |
| <input type="checkbox"/> | 19777 | Import: Advanced | Canine Center | Training and Pet Store | | | A290_1_SuspendTeamsUsers.xlsx | Now | dru.hosp | Finished | 04/11/2023 14:51:30 | Completed | Results | Edit |
| <input type="checkbox"/> | 19775 | Import: Advanced | Canine Center | Training and Pet Store | | | A290_1_SuspendTeamsUsers.xlsx | Now | dru.hosp | Finished | 04/11/2023 14:50:12 | Completed | Results | Edit |
| <input type="checkbox"/> | 19771 | Import: Advanced | Canine Center | Training and Pet Store | | | A290_SetDeviceBillingType.xlsx | Now | dru.hosp | Finished | 04/11/2023 13:02:17 | Completed | Results | Edit |

End of Scheduling Requests

Figure 217 - Worksheet Run Failed

3. Click **Refresh** to update the screen.
4. Click the **Results** link in the row of the schedule for which you want to see the results.

Note:



- All scheduled service requests with a Never Started status are deleted after 30 days. All scheduled service requests with a Finished, Stopped, or Terminated status are deleted after 90 days.
- For Multiple Enterprises, the export progress and results are displayed by clicking on the Request row that was created individually for each enterprise.

5. Click **OK** to return to the Scheduling page.

Results

Results:Completed

Results ID:2180909

Run Count:1

Start Time:06/30/2023 16:40:32

End Time:06/30/2023 16:41:10

Results Time:06/30/2023 16:41:10

E-mail Users Notified:None

E-mail Results:
To:randy.craig@clearspancloud.com

Attachment:
☒Attach Excel Spreadsheet

Attachment File Name:

ClearspanExportAdvanced_{Id}_{Time}.xlsx

Retrieve Results:
Retrieve File Name:

ClearspanExportAdvanced_{Id}_{Time}.xlsx

(Useful tags for File Names: {Id}, {Enterprise}, {Time}, {StartTime}, {EndTime}, {Admin})

Retrieve Results

E-mail Results

Delete

Details:

Results Details

*** Clearspan Export: Advanced ***

Enterprise: PlanoLab

Scheduling:
Request ID: 21564
Started: 06/30/2023 16:40:32
Finished: 06/30/2023 16:41:10

SUCCESSFUL: Export: Advanced completed successfully.

Figure 218 - Scheduling Results – Import

Restarting a Scheduled Import or Export

1. From the main menu, select **Provisioning** and then **Scheduling**.
2. Click the **Edit** link in the row or click anywhere in the row of the schedule you want to edit. The Scheduling Request page opens. The spreadsheet content is already specified. The status is marked as “Finished”.
3. Click **Restart Import** or **Restart Export**. The Import or Export restarts.

Deleting a Scheduled Import

1. From the main menu, select **Provisioning** and then **Scheduling**.
2. Select the **Delete** box beside the schedule(s) to delete.
3. Click **Apply** or **OK**. The schedule(s) are deleted from the list.

Scheduling
Displays imports and exports that have been scheduled to run now or on a pre-defined schedule.

OK Cancel Apply Refresh

Scheduling
Scheduled Task: (All Scheduled Tasks)

Enterprise: PlanoLab

Group: (All Groups)

Administrator: (All Administrators)

Displayed Requests
☒ All
 ☐ Active / Waiting
 ☐ Active
 ☐ Waiting
 ☐ Stopped
 ☐ Finished
 Last Refresh: 06/30/2023 15:19:18

Scheduling Requests

(1-25 of 39) 1 2 25

| Delete | Request ID | Task | Enterprise ID | Enterprise Name | Group ID | Group Name | Imported File / Exported Worksheets | Schedule | Admin | Request Status |
|-------------------------------------|------------|------------------|---------------|-----------------|----------|------------|--|---|----------|---|
| <input checked="" type="checkbox"/> | 21558 | Import: Advanced | PlanoLab | | | | CleaspanImportAdvanced_PlanoLab.1.xlsx | Monthly (January, March, May, July, September, November on days: 15, Last at times: 00:01) | ercraig2 | Waiting to Start (Next Run: 07/15/2023 00:01:00) |

Figure 219 - Scheduling Page – Delete

Enterprise Settings

The Enterprise Settings pages allow you to configure the departments in an Enterprise, add or change the phone numbers assigned to an Enterprise, and configure Service Packs within an Enterprise.

Modifying Enterprise Call Center Settings

There are several Enterprise-wide settings and resources for Call Centers that can be managed from this context.

Agent Default Settings

1. From the main menu, select **Provisioning** and then **Enterprise Settings**.
2. Select **Call Centers**
3. Select **Agent Default Settings**.
4. Select the desired **Enterprise** from the drop-down list.

The screenshot shows the 'Agent Default Settings' configuration page. At the top, it says 'Configure Call Center / Route Point agent default settings for the enterprise.' Below this are three buttons: 'OK', 'Cancel', and 'Apply'. The 'Enterprise' dropdown menu is set to 'CallCenter -- CCTesting'. The 'Use Guard Timer Setting' section has two radio buttons: 'Default' (selected) and 'Enterprise'. Below this is a checkbox for 'Enable guard timer for' followed by a dropdown menu set to '5' and the text 'seconds'. The 'Use Agent Unavailable Settings' section has two radio buttons: 'Default' (selected) and 'Enterprise'. Below these are four checkboxes: 'Force agent to unavailable on Do Not Disturb activation', 'Force agent to unavailable on personal calls', 'Force agent to unavailable after' followed by a dropdown menu set to '3' and the text 'consecutive bounces', and 'Force agent to unavailable on not reachable'. At the bottom is a text input field labeled 'Wrap-Up Destination Phone Number / SIP-URI:'.

Figure 220 - Enterprise Agent Default Settings

5. Select the (System) Default or Enterprise Guard Timer Setting
6. Enable the guard timer if desired and set the duration. This setting has no effect unless the Enterprise Guard Timer Setting is chosen. The Guard Timer is used to provide a short interval between the time that a call ends and the time that a new call is offered to the agent.
7. Select the (System) Default or Enterprise 'Agent Unavailable' settings. When Enterprise is the selected option, the following four settings are honored as provisioned here.
 - Force agent to unavailable on Do Not Disturb activation (applies to Standard and Premium Call Centers only)

- Force agent to unavailable on personal calls. A “personal call” in this context means any incoming call not presented via Call Center queue, or any outbound call not presented on behalf of a Call Center queue. (applies to Standard and Premium Call Centers only)
 - Force agent to unavailable after n consecutive bounces. A bounced call is a call presented to an agent but not answered by the agent. (applies to Standard and Premium Call Centers only)
 - Force agent to unavailable on not reachable (applies to Standard and Premium Call Centers only). The “not reachable” condition occurs when:
 - Remote Office is not active, and the called user has no registered device.
 - Remote Office is not active and none of the user’s registered devices respond positively to a terminating call attempt from Clearspan (that is, Clearspan receives a negative response or times out). This includes a negative response received following a 1xx response.
8. Provision the default wrap-up destination if desired. (applies to Premium Call Centers only)
The default wrap-up destination is a phone number or SIP URI to which calls are transferred after being released by an agent or a third-party application.

Agent Threshold Profiles

Standard and Premium call centers have the option of setting “Yellow” and “Red” threshold values for a set of queue-related statistics. When these thresholds are crossed (increasing or decreasing severity), the severity is rendered visually in the corresponding Agent / Supervisor web clients by displaying those measurements in the respective colors on the Dashboard. Additionally, an email may be generated and sent to email addresses provisioned against the call center.

1. From the main menu, select **Provisioning** and then **Enterprise Settings**.
2. Select **Call Centers**
3. Select **Agent Threshold Profiles**.
4. Select the desired **Enterprise** from the drop-down list.
5. Click **Add** to create a new threshold profile.

| Attribute | Configuration |
|---|--|
| Call Center Thresholds | Set to “On” to use the provisioned values of Thresholds. When on, clients and email addresses (if provisioned) will receive a notification of threshold crossings. |
| Calls In Queue - Yellow / Red Threshold | If provisioned, it specifies the number of queued calls, which will trigger yellow/red notifications. |
| Current Longest Waiting Call – Yellow / Red Threshold | If provisioned, it specifies the wait time for the longest waiting call in the queue, which will trigger a yellow/red notification. |
| Estimated Wait Time – Yellow / Red Threshold | If provisioned, it specifies the estimated wait time (calculated) for the queue, which will trigger a yellow/red notification. |
| Average Handling Time – Yellow / Red Threshold | If provisioned, it specifies the average handling time for the queue, which will trigger a yellow/red notification. |
| Average Speed of Answer – Yellow / Red Threshold | If provisioned, it specifies the average speed of answer for the queue, which will trigger a yellow/red notification. |
| Email Notification | Set to true if an email should be generated when thresholds are crossed. |

Agent Threshold Profile Add

Add a new Agent Threshold Profile

OK
Cancel
Apply

Enterprise: CallCenter -- CCTesting

Agent Threshold Profile

* Name:

Description:

Thresholds

| Statistic Name | Yellow threshold | Red threshold |
|---------------------------------------|---|---|
| Current Call State Idle Time: | <input type="text"/> : <input type="text"/> (mm:ss) | <input type="text"/> : <input type="text"/> (mm:ss) |
| Current Call State On-Call Time: | <input type="text"/> : <input type="text"/> (mm:ss) | <input type="text"/> : <input type="text"/> (mm:ss) |
| Current Agent State Unavailable Time: | <input type="text"/> : <input type="text"/> (mm:ss) | <input type="text"/> : <input type="text"/> (mm:ss) |
| Average Busy In: | <input type="text"/> : <input type="text"/> (mm:ss) | <input type="text"/> : <input type="text"/> (mm:ss) |
| Average Busy Out: | <input type="text"/> : <input type="text"/> (mm:ss) | <input type="text"/> : <input type="text"/> (mm:ss) |
| Average Wrap-Up: | <input type="text"/> : <input type="text"/> (mm:ss) | <input type="text"/> : <input type="text"/> (mm:ss) |

Notification email

☐ Enable Email Notification

Email Addresses:

Figure 221 - Enterprise Agent Threshold - Add

- Click OK or Apply to save

Agent Unavailable Codes

Agent unavailable codes are configurable attributes that are applied when an agent becomes unavailable. Agents may select a reason for changing their agent (ACD) states to Unavailable (for example, on lunch, in the bathroom, taking a coffee break or a personal break). Call center managers can use this data to better understand the performance of their agents. Each Enterprise may define many agent unavailable codes to track the performance of agents. These codes are usable by all the queues in the Enterprise. Unavailable codes are also known as Reason Codes or Walk-away codes.

- From the main menu, select **Provisioning** and then **Enterprise Settings**.
- Select **Call Centers**
- Select **Agent Unavailable Codes**.
- Select the desired **Enterprise** from the drop-down list.
- Choose to Enable Agent Unavailable Codes if desired.
- Choose a default code if desired for:
 - Do Not Disturb activation
 - Personal calls
 - Consecutive bounces (Calls presented to the agent exceeded the bounced call limit)
 - Not reachable: the "not reachable" condition occurs when:
 - Remote Office is not active, and the called user has no registered device.

- Remote Office is not active and none of the user's registered devices respond positively to a terminating call attempt from Clearspan (that is, Clearspan receives a negative response or times out). This includes a negative response received following a 1xx response.
 - If desired, use the tick box to 'Force use of agent unavailable codes with default code' and select a default unavailable code from the drop down box.
7. Click **Add** to create a new Agent Unavailable Code.

Agent Unavailable Codes

Add, modify, or remove Agent Unavailable Codes for Call Centers and Route Points.

Saved
OK
Cancel
Apply
Add

Enterprise: CallCenter -- CCTesting

☒ Enable Agent Unavailable Codes

 Default code on Do Not Disturb activation: None

 Default code on personal calls: None

 Default code on consecutive bounces: None

 Default code on not reachable: None

☒ Force use of agent unavailable codes with default code: 01-Coffee!

Agent Unavailable Codes

| Active | Code | Description | Delete |
|-------------------------------------|------|-------------|--------------------------|
| <input checked="" type="checkbox"/> | 01 | Coffee! | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | 02 | Lunch | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | 03 | Bio-break | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | 12 | test12 | <input type="checkbox"/> |

End of Agent Unavailable Codes

Figure 222 - Enterprise Agent Unavailable Codes

Monitoring and Reporting

1. From the main menu, select **Provisioning** and then **Enterprise Settings**.
2. Select **Call Centers**
3. Select **Monitoring and Reporting**.
4. Select the desired **Enterprise** from the drop-down list.

Figure 223 - Enterprise Call Center Monitoring & External Reporting

5. Choose to '**Enable Supervisor Coaching**' if desired. Supervisors can coach an agent who is in a call with a customer. During coaching, the agent can hear the supervisor, but the customer cannot hear the supervisor. An optional tone allows agents to recognize that they are being coached. The agent must have the Call Center – Premium service assigned in order to be coached.
6. Select the **Enhanced** radio button to enable enhanced call reporting for the Enterprise. The system must be equipped with a BroadWorks Database Server (DBS) to collect enhance reporting data. Check with your system administrator before enabling this feature.
7. Click OK or Apply to save.

Call Disposition Codes

A disposition code is an attribute applied to an ACD call by an agent to identify marketing promotions or other topics pertaining to a call. The agent can associate one or more disposition codes with a call which can then be retrieved by the Clearspan Supervisor client application through Enhanced Reporting. Call Disposition codes are available for Premium Call Centers only.

1. From the main menu, select **Provisioning** and then **Enterprise Settings**.
2. Select **Call Centers**
3. Select **Call Disposition Codes**.
4. Select the desired **Enterprise** from the drop-down list.

Call Disposition Codes

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

OK
Cancel
Apply
Add

Enterprise: CallCenter -- CCTesting

Call Disposition Codes

| Active | Code | Description | Delete | Usage |
|-------------------------------------|----------------------|----------------------------------|--------------------------|-----------------------|
| <input checked="" type="checkbox"/> | <input type="text"/> | <input type="text"/> | <input type="checkbox"/> | |
| <input checked="" type="checkbox"/> | 01 | First call closure | <input type="checkbox"/> | Usage |
| <input checked="" type="checkbox"/> | 02 | Needs supervisor follow up | <input type="checkbox"/> | Usage |
| <input checked="" type="checkbox"/> | 03 | Customer upset | <input type="checkbox"/> | Usage |
| <input checked="" type="checkbox"/> | 04 | Logistics research needed | <input type="checkbox"/> | Usage |
| <input checked="" type="checkbox"/> | 05 | Accounts payable research needed | <input type="checkbox"/> | Usage |
| <input checked="" type="checkbox"/> | 06 | Direct mail campaign recipient | <input type="checkbox"/> | Usage |

End of Call Disposition Codes

Figure 224 - Enterprise Call Disposition Codes

- Click the **Add** button to create a new disposition code.
 - Enter a numeric code and a description for the disposition code.
- Click OK or Apply to save.

The **Usage** link for each disposition code launches a page showing the list of Call Centers within the Enterprise that are provisioned to use the disposition code.

Routing Priority Settings

A Call Center agent can join one or more Call Centers; i.e. they can answer calls on behalf of one or more queues. The settings in this context determine which call to present to an agent who is answering calls on behalf of multiple queues.

- From the main menu, select **Provisioning** and then **Enterprise Settings**.
- Select **Call Centers**
- Select **Routing Priority Settings**.
- Select the desired **Enterprise** from the drop-down list.
- Choose the **Routing Policy** for the Enterprise
 - Longest Wait Time:** The wait times of the next call in line from each queue that the agent is staffing are compared. The longest waiting call is selected and delivered to the agent.
 - Fixed Queue Priority:** A list of precedence is presented and can be modified among the queues of the Enterprise. The call from the highest precedence queue (lowest numerical priority value) that the agent is staffing is selected and delivered to the agent.
- Click OK or Apply to save.

Call Center Routing Policies

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

OK Cancel Apply

Enterprise: CallCenter - CCTesting

Routing Policy: ☐ Longest Wait Time ☒ Priority Order

Call Centers Priority Order

| Call Center Name | Priority |
|-------------------|----------|
| CCTesting_Classes | 1 |
| CCTesting_Shop | 2 |
| HawkinsSSO | 3 |

[End of Call Centers Priority Order](#)

Figure 225 - Enterprise Call Center Routing Policies

For both settings, bounced calls always have priority over non-bounced calls. If there is more than one bounced call, then they are prioritized based on the original time at which the call was offered to an agent. This ensures that in a scenario in which an agent is staffing more than one queue and becomes available to take a new call, all queues do not trigger and attempt to “de-queue” and send a call to the agent at the same time.

Adding Enterprise Departments

1. You can use Enterprise Settings to add new departments for an Enterprise.
2. From the main menu, select **Provisioning** and then **Enterprise Settings**.
3. Select **Departments**.
4. Select the desired Enterprise from the drop-down list.
5. Click **Add**. The Enterprise Departments Add page opens.
6. Enter a Department Name and Parent Department.
7. Click **OK**.

Modifying or Deleting Enterprise Departments

7. From the main menu, select **Provisioning** and then **Enterprise Settings**.
8. Select **Departments**.
9. Select the desired Enterprise from the drop-down list.
10. Click **Search** to view all the Departments or enter Search parameters to filter the Search.
11. Click the **Edit** link in the row or click anywhere for any Department you want to edit. The Department Modify page opens.
12. Click **Delete** to delete the Department or make any desired changes and click **OK**.

Selecting the Available Device Types for an Enterprise

You can limit the list of device types available in an enterprise. Then only those device types appear in menus when creating a device, displaying or modifying Phone Templates, selecting Phone Manufacturer for Global Settings, and so on.

Removing a device type from the list prevents access to any existing phone templates for that device type, even if they are in use by existing phone devices. It is best to remove any existing phone devices and templates before removing the associated device type from an enterprise.

1. From the main menu, select **Provisioning** and then **Enterprise Settings**.
2. Select **Device Types**. The Enterprise Device Types page opens.
3. Select the desired Enterprise from the drop-down list. If you have administrator access to more than one enterprise, you can select **(Multiple Enterprises)** to add or remove device types for more than one enterprise at a time.
4. If you selected one enterprise,

- To remove device types from the enterprise, move them to Available Device Types.
- To add device types for use by the enterprise, move them to Enterprise Device Types.

Enterprise Device Types
Identify the device types that can be used by an enterprise.

OK Cancel Apply

Enterprise: PlanoLab

Enterprise Device Types
Move to the "Enterprise Device Types" list all device types that are to be used by the enterprise. These device types will appear in Device Type selection prompts. Likewise, move to the "Available Device Types" list any device types that are no longer to be used by the enterprise. These device types will NOT appear in Device Type selection prompts.

NOTE: Removing a device type from the "Enterprise Device Types" list for an enterprise prevents access to any existing Phone Templates for that device type. Furthermore, those Phone Templates may be in use by existing phone devices. It is best to remove any existing phone devices and Phone Templates before removing a device type from an enterprise.

Available Device Types

Enterprise Device Types

Add > Remove < Add All >> Remove All <<

Aastra 6731i (DMS)
Aastra 6735i (DMS)
Aastra 6737i (DMS)
Aastra 6739i (DMS)
Aastra 6753i (DMS)
Aastra 6755i (DMS)
Aastra 6757i (DMS)
Aastra 6863i (DMS)
Aastra 6865i (DMS)
Aastra 6867i (DMS)
Aastra 6869i (DMS)
Aastra 9132i
AudioCodes M500LI-8FXS (DMS)
AudioCodes M500LI-MSBR-4FXS-LTE (DMS)
AudioCodes M500LI-MSBR-8FXS-LTE (DMS)
AudioCodes M800C-MSBR-4FXS-1PRI-LTE(DMS)
AudioCodes MP112FXS (DMS)
AudioCodes MP114Combo (DMS)
AudioCodes MP118Combo (DMS)
AudioCodes MP124 (DMS)

Figure 226 - Enterprise Device Types Page

If you selected Multiple Enterprises, choose one or more enterprises to move from **Available Enterprises** to **Selected Enterprises**.

- To remove device types from the chosen enterprises, select device types from Available Device Types and move them to Device Types To Remove.
- To add device types for use by the chosen enterprises, select device types from Available Device Types and move them to Device Types To Add.
- To use a specific set of device types for all of the chosen enterprises, select device types to use from Available Device Types and move them to Device Types To Add. Then, move all of the remaining device types from Available Device Types to Device Types To Remove.

Enterprise Device Types

Identify the device types that can be used by an enterprise.

OK

Cancel

Apply

Enterprise: (Multiple Enterprises) ▾

Enterprise Device Types

- Select one or more enterprises to change from the "Available Enterprises" list and move them to the "Selected Enterprises" list.
- To remove device types from use for the chosen enterprises, select device types from the "Available Device Types" list and move them to the "Device Types To Remove" list.
- To add device types for use by the chosen enterprises, select device types from the "Available Device Types" list and move them to the "Device Types To Add" list.
- To use a specific set of device types for all of the chosen enterprises, select device types to use from the "Available Device Types" list and move them to the "Device Types To Add" list.

Then, move all of the remaining device types from the "Available Device Types" list to the "Device Types To Remove" list.

NOTE: Removing a device type from use by an enterprise prevents access to any existing Phone Templates for that device type. Furthermore, those Phone Templates may be in use by existing phone devices. It is best to remove any existing phone devices and Phone Templates before removing a device type from an enterprise.

Available Enterprises

A_Test
AllianceLab -- UC Alliance Lab
ATest
AutomationDisabled
AutomationTest -- Automation Test
AutomationTrial
AutoTestEntDisabled -- AutoTest Ent License Disabled
AutoTestEntTrial -- AutoTest Ent License Trial
B_Test
BengaluruLab -- Bengaluru Lab
CallCenter -- CCTest
Canine Center -- Training and Pet Store
HawkinsTest
JazzAutomation_Disabled
JazzAutomation_Trial
pingWeb-dev -- Ping Development & QA

Add >

Remove <

Add All >>

Remove All <<

Selected Enterprises

Device Types To Remove

Add >

Remove <

Add All >>

Available Device Types

Add >

Remove <

Add All >>

Device Types To Add

Figure 227 - Enterprise Device Types Page – Multiple Enterprises

- Click **OK**.

Configuring Custom Device Type Tags for an Enterprise

You can add, modify, and delete custom tags for devices of a specified device type in a selected enterprise. A tag can be created for any device type supported by OpEasy and any other device type for Mitel and Polycom phones even though those device types are not supported by OpEasy.

- From the main menu, select **Provisioning** and then **Enterprise**.
- Select **Device Type Tags**.
- Select the desired Enterprise from the drop-down list, if necessary.
- Select the **Device Type**.
- Click **Add** to add a new tag or click **Edit** in the row for any tag you want to edit. The Enterprise Device Type Tag page opens.

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6. Enter a **Tag Name** and **Tag Value**, change the **Tag Value**, or click **Delete** to remove the custom tag.
7. Click **OK**.

Adding Emergency Call Notification for selected Enterprise

When an emergency number is called, along with providing precise location details, a notification will be triggered to Front desk or Security office.

1. From the main menu, select **Provisioning** and then **Enterprise Settings**.
2. Select **Emergency Call Notification**.
3. Select the desired Enterprise from the drop-down list.
4. Select the Send Notification email to check box and enter the email address.



Note: When the User dials the emergency number 911 from the phone which is provisioned under the selected Enterprise, the User will get an email notification to configure the email address.

5. Select the **Allow Group Override** check box to control the edits in Group Settings.
6. Click **Apply** to save the changes.
7. Click **OK**.

Adding Enterprise Music on Hold Profiles

You can use Enterprise Settings to add new Music on Hold (MOH) profiles for groups, departments, and users in the Enterprise. If no user MOH settings are configured, group MOH settings are used; if no group MOH settings are configured, enterprise MOH settings are used. MOH profiles are available to Solution Resellers, but not to Enterprise, Group, or Department Administrators. The Music on Hold service must be assigned.

1. From the main menu, select **Provisioning** and then **Enterprise Settings**.
2. Select **Music on Hold (MOH) Profiles**.
3. Select the desired Enterprise from the drop-down list, and then select **Profile Type** (Group or User).
4. Click **Add**. The Music on Hold Profile Add page opens.
5. Enter a **Name** and **Description**. The name must be 1-80 characters. The description is optional.
6. Follow these steps if a **Group** profile type is being added:
 - a. Choose the types of calls to **Enable music during**. Music On Hold can be enabled for callson hold, parked calls, and busy camped-on calls.
 - b. Select a Preferred Audio Codec.
 - c. Select a preferred Music Source.
 - If **Music Source** is set to **System Settings**, the **External Device Settings** and **Custom Announcement Settings** are not applicable.

- If **Music Source** is set to **External Device**, select a **Device Name** from the list of pre-provisioned MoH devices.
 - Enter the Line Port, Port Number, and SIP Contact of the external device.
- If **Music Source** is set to **Custom Announcement**, select an **Audio File Action**.
 - If the chosen **Audio File Action** is one of the 'Add' options, enter a descriptive **Announcement Name** for the Custom Announcement, then click the Load Audio File button to browse your PC for an appropriately encoded audio file to use for MOH.



Note: Music on Hold, and audio Announcement files in general, must be recorded as .wav files in 16kHz, 8 or 16-bit mono format with u-law or PCM encoding to be accepted for upload and use by the Clearspan system. The maximum audio length is 10 minutes for a Music on Hold Custom Announcement.

- If the chosen **Audio File Action** is **Use Existing Announcement**, enter the name of the audio file in the [announcement file](#) repository to use for MoH.
- d. Internal callers can be connected to a different MOH source from external callers. If desired, select the **Use Alternate Source** box under **Internal Calls Settings** and provision options as described above.
 - e. Click **OK**.
7. Follow these steps if a **User** profile type is being added:
- a. Enable or disable **Music on Hold**
 - b. Select a **Music Source**.
 - If **Music Source** is set to **Group Settings**, the **Custom Announcement Settings** are not applicable.
 - If **Music Source** is set to **Custom Announcement**, select an **Audio File Action**.
 - If the chosen **Audio File Action** is one of the 'Add' options, enter a descriptive **Announcement Name** for the Custom Announcement, then click the Load Audio File button to browse your PC for an appropriately encoded audio file to use for MOH.



Note: Music on Hold, and audio Announcement files in general, must be recorded as .wav files in 16kHz, 8 or 16-bit mono format with u-law or PCM encoding to be accepted for upload and use by the Clearspan system. The maximum audio length is 10 minutes for a Music on Hold Custom Announcement.

- If the chosen **Audio File Action** is **Use Existing Announcement**, enter the name of the audio file in the [announcement file](#) repository to use for MoH.
- c. Internal callers can be connected to a different MOH source from external callers. If desired, select the **Use Alternate Source** box under **Internal Calls Settings** and provision options as described above.
 - d. Click **OK**.

Modifying or Deleting Enterprise MOH Profiles

1. From the main menu, select **Provisioning** and then **Enterprise Settings**.
2. Select **Music on Hold (MOH) Profiles**.
3. Select the desired Enterprise from the drop-down list and select the **Profile Type**.
4. Click the **Edit** link in the row or click anywhere for any profile you want to edit. The Music On Hold Profile Modify page opens.
5. Make changes to the profile or click **Delete** to delete the profile.
6. Click **Initialize Group/Department Settings** to update selected Music On Hold settings for the selected groups/departments to be updated based on the contents of the Music On Hold profile being edited.
7. Click **OK**.

Configuring Custom Device Type Tags

You can add, modify, and delete custom tags for devices of a specified device type in the selected groups of an Enterprise.

1. From the main menu, select **Provisioning** and then **Enterprise**.
2. Select **Device Type Tags**.
3. Select the desired Enterprise from the drop-down list, if necessary.
4. Select the **Device Type**.
5. Click **Add** to add a new tag or click **Edit** in the row or click anywhere for any tag you want to edit. If there are several tag values for one tag name (in multiple groups), the “Multiple Values” hyperlink appears, which you can click to view the list, and then click **Edit**. The Enterprise Device Type Tags page opens.
6. Enter a **Tag Name** and **Tag Value**, change the **Tag Value**, or click **Delete** to remove the custom tag.
7. Click Add or Remove to choose the **Assigned Groups** for the enterprise device type tags.
8. Click **OK**.

Adding Phone Numbers to an Enterprise

You can use Enterprise Settings to add phone numbers assigned to an Enterprise.

1. From the main menu, select **Provisioning** and then **Enterprise Settings**.
2. Select **Phone Numbers**.
3. Select the **Enterprise** and **Group** from the drop-down lists.
4. Click **Add**. The Enterprise Phone Number Add page opens.
5. Select a group from the **Assign to Group** drop-box.
6. Choose whether to activate the phone numbers.

7. Enter the ranges of phone numbers to add to the Enterprise.
8. Click **OK**.

Viewing or Modifying the Enterprise Phone Numbers

1. From the main menu, select **Provisioning** and then **Enterprise Settings**.
2. Select **Phone Numbers**. The Enterprise Phone Numbers page opens.
3. Select the **Enterprise** and the **Group** from the drop-down lists.
4. Click the **Include Enterprise Phone Numbers When Selecting a Phone Number for a User** check box, if you want to include enterprise phone numbers in the list of available phone numbers that are to be selected when provisioning users, auto attendants, or hunt groups.

When this check box is selected, the phone numbers that are assigned to the enterprise (but not to a group) are included in the phone number selection list appended with “(Enterprise)” to indicate that the phone number is not currently assigned to the group. When an enterprise phone number is selected for a user, and the user information is saved, the phone number is automatically assigned to the appropriate group.

5. Select **Displayed by Group** in the **Phone Number Ranges**.

Displayed by Group: When this check box is selected, the display expands to show the group to which each phone number or range is assigned; the Group column is empty if the phone numbers or ranges are only assigned to the Enterprise. When this check box is not selected, “(Multiple)” is displayed in the Group column if phone numbers in the range are assigned to different groups or are assigned to the Enterprise. Clear this box if you want to view ranges of phones numbers in the Enterprise, without regard to the group assignments.

6. To edit a phone number range, click the **Edit** link in the row or click anywhere for any phone number range you want to edit. The Enterprise Phone Number Modify page opens, showing the Enterprise, Phone Number and the group assigned. Click **Activated** or **Deactivated** to activate or deactivate the phone number and click **OK**.
7. Click **OK** again to save the changes.

Adding an Enterprise Schedule

You can create custom time-of-day, day-of-week, and annual schedules for use with Clearspan services like Simultaneous Ringing, Clearspan Anywhere, Call Forwarding Selective, Auto Attendant, etc. **Time** schedules are typically used to define normal business hours and meetings that recur regularly at the same time. **Holiday** schedules are typically used to define exception events such as holidays, vacations, and/or off-site meetings or conferences.

Schedules defined at the Enterprise level can be used by the users, Group administrators, and Enterprise administrators in the Enterprise, but can only be modified by an Enterprise administrator.

1. From the main menu, select **Provisioning** and then **Enterprise Settings**.
2. Select **Schedules**
3. Select an Enterprise from the drop-down menu list, if applicable.
4. Click **Add**
5. Enter a unique, descriptive **Schedule Name**.

6. Select **Holiday** to create a schedule for exceptional events to 'regular' schedules, or **Time**, to create a schedule for what might be considered 'normal' operations.



Note: When both a Time and a Holiday schedule are applied to a given service, the schedules are applied with Boolean 'OR' logic. In other words, when a call processing event occurs within the boundaries of either the **Time** or **Holiday** schedule, the call processing event is treated as 'in-schedule.' A call processing event must occur outside the boundaries of both **Time** and **Holiday** schedules to be treated as 'out of schedule.'

7. Click **Add Event**; the Enterprise Event Add page appears.

Figure 228 - Enterprise Event Add Page

8. Add an **Event Name**
9. Click inside the **Start** box, select a day from the calendar and a time from the drop-down lists.
10. Click inside the **End** box, select a day from the calendar and a time from the drop-down lists.
11. To make it an all-day event, check the **All Day Event** box.



Notes: 1. When you check All Day Event, the Start Time and End Time options are disabled.

2. The End date in the Event Details section is a required field but is not applicable when a Recurrence Pattern is defined.

12. From the **Recurs** drop-down list, select the recurrence pattern for the event from the following options:
 - **Never** to make it a one-time event.

- **Daily** and enter the frequency of occurrence in days.
- **Weekly** and enter the frequency of occurrence in weeks and select the day or days of the week on which the event(s) occur.
- **Monthly** and enter the frequency of occurrence in months and specify the day for the recurrence of the event. Select one of the following options:
 - To schedule the event on a specific day of the month, for example the 27th, check Day <X> of the month and enter 27.
 - To schedule the event on a specific day of the week within the month, for example the Second Monday of the month, check The <Xth> <Day-of-Week> of the month, and select "Xth" and "Day-of-Week" from the drop-down lists.
- **Yearly** and specify the frequency of occurrence in years, for example every 2 years, and specify the day for the recurrence of the event. Select one of the following options:
 - To schedule the event on a specific day of the year, check Day <X> of <Month> and select the day and the month.
 - To schedule the event on a specific day of the week and month, for example the first Sunday of January, check The <Xth> <Day-of-Week> of <Month> and select "Xth", "Day-of-Week", and "Month" from the drop-down lists.

13. In the **Recurrence Range** section, select one of the following **End** options:

- **Never** (recurrence continues indefinitely)
- **After <X> occurrences** and enter the number of occurrences, after which the event is invalid.
- **Date** and select the recurrence end date from the calendar.

14. Click **Apply** or **OK** to save your changes

Modifying an Enterprise Schedule

1. From the main menu, select **Provisioning** and then **Enterprise Settings**.
2. Select **Schedules**
3. Select an **Enterprise** from the drop-down menu list, if applicable.
4. Click on a schedule from the list.
5. Modify the **Schedule Name** or click on an **Event** from the list.
6. Modify the **Event** details as necessary, see the 'Add a Schedule' instructions above for more information on each field.
7. Click **Apply** or **OK** to save your changes.

Deleting an Enterprise Schedule or Multiple Enterprise Schedules

1. From the main menu, select **Provisioning** and then **Enterprise Settings**.
2. Select **Schedules**
3. Select an **Enterprise** from the drop-down menu list, if applicable.

- The list of defined schedules for the selected Enterprise is shown.
- You can check the Delete box for one or more schedules in the list and then click the **Delete Selected Schedules** button to complete the operation.

Enterprise Schedules

Manage Enterprise Schedules.

OK Cancel Add

Enterprise: Canine Center -- Training and Pet Store

☐ Select All Schedules

Delete Selected Schedules

Schedules

| Delete | Schedule Name | Type | Edit |
|-------------------------------------|----------------|---------|------|
| <input type="checkbox"/> | Test_Holiday | Holiday | Edit |
| <input checked="" type="checkbox"/> | E_Glory's Days | Holiday | Edit |
| <input checked="" type="checkbox"/> | E_BrownDog | Holiday | Edit |
| <input checked="" type="checkbox"/> | E_WhiteDog | Holiday | Edit |
| <input checked="" type="checkbox"/> | Test5H | Holiday | Edit |
| <input type="checkbox"/> | Test10H | Holiday | Edit |
| <input type="checkbox"/> | E_Gewel's Day | Time | Edit |
| <input type="checkbox"/> | Test_Time | Time | Edit |
| <input type="checkbox"/> | E_SpottedDog | Time | Edit |
| <input type="checkbox"/> | E_BlackDog | Time | Edit |

Figure 229 - Enterprise Schedules Page

- Alternatively, you can select a schedule from the list to review its details before deleting it by clicking the **Delete** button from the Enterprise Schedule Modify page.

Enterprise Schedule Modify

Modify an existing Schedule in an enterprise.

OK Cancel Apply Delete

Enterprise: Canine Center -- Training and Pet Store

Schedule

* Schedule Name: Test_Holiday

Type: Holiday

☐ Select All Events

Add Event Delete Selected Events

Events

| Delete | Event Name | Edit |
|--------------------------|--------------------------|------|
| <input type="checkbox"/> | HolidayEvent2 - One Time | Edit |
| <input type="checkbox"/> | HolidayEvent3 - Weekly | Edit |
| <input type="checkbox"/> | HolidayEvent4 - Monthly | Edit |
| <input type="checkbox"/> | HolidayEvent5 - Yearly | Edit |
| <input type="checkbox"/> | Test1 | Edit |
| <input type="checkbox"/> | Test2 | Edit |
| <input type="checkbox"/> | Test3 | Edit |
| <input type="checkbox"/> | Test4 | Edit |
| <input type="checkbox"/> | Test5 | Edit |

End of Entries

Figure 230 - Enterprise Schedule Modify Page

Adding a Service Pack

You can use Enterprise Settings to create Service Packs for an Enterprise, choosing which features to include and specifying a name for the pack.

1. From the main menu, select **Provisioning** and then **Enterprise Settings**.
2. Select **Service Packs**.
3. Select the **Enterprise** and **Group** from the drop-down lists.
4. Click **Add**. The Service Pack Add page opens.

You can also search for an existing Service Pack and click the **Copy** link to create a new Service Pack based on that one, and then modify it.

Service Pack Add

Create a new service pack - set the name and description, add services, and press OK to create service pack.

OK Cancel

Enterprise: PlanoLab

Service Pack Name:

Service Pack Description:

Availability ☒ Available for Use

Services

Select Services to be included in Service Pack:

Available Services

- Alternate Numbers
- Anonymous Call Rejection
- Authentication
- Automatic Callback
- Automatic Hold/Retrieve
- Barge-in Exempt
- Basic Call Logs
- Busy Lamp Field
- Call Center Monitoring
- Call Center User - Basic
- Call Center User - Premium
- Call Center User - Standard
- Call Forwarding Always
- Call Forwarding Always Secondary
- Call Forwarding Busy
- Call Forwarding No Answer
- Call Forwarding Not Reachable
- Call Forwarding Selective
- Call Intercept User
- Call Me Now

Services In Pack

Add >

Remove <

Add All >>

Remove All <<

Figure 231 - Service Pack Add Page

5. Enter a Service Pack Name and Service Pack Description.
6. Select the **Available for Use** check box when the Service Pack is ready for use.
7. Use the **Add** and **Remove** buttons to select the features to include in the pack.
8. Click **OK**.

Modifying or Deleting a Service Pack

1. From the main menu, select **Provisioning** and then **Enterprise Settings**.
2. Select **Service Packs**.
3. Select the **Enterprise** and **Group** from the drop-down lists.
4. Click **Search** to view all the Service Packs or enter Search parameters to filter the Search.
5. Click the **Edit** link in the row or click anywhere for any Service Pack you want to edit. The Service Pack Modify page opens.

Figure 232 - Service Pack Modify Page

6. Click **Delete** to delete the Service Pack or make any changes and click **OK**.

Authorizing Groups to Use a Service Pack

1. From the main menu, select **Provisioning** and then **Enterprise Settings**.
2. Select **Service Packs**.
3. Select the **Enterprise** and **Group** from the drop-down lists.
4. Click **Search** to view all the Service Packs or enter Search parameters to filter the Search.
5. Click the **Authorize** link on the row for any Service Pack you want to authorize. The Service Pack Group Authorization page opens.
6. Select the check boxes beside each group that you want to authorize for this Service Pack.
7. Click **OK**.

Configuring the Voice VPN

You can use OpEasy to add, view, modify and delete the Voice VPN settings for a selected enterprise, and search for existing Voice VPN entries. Only one location code and one policy selector can be included in the search criteria.

Only Enterprise Administrators and above can configure the Voice VPN.

Viewing and Searching Voice VPN Entries

To view, and search existing Voice VPN entries:

1. From the main menu, select **Provisioning** and then **Enterprise Settings**.
2. Select **Voice VPN**. The **Voice VPN** page displays:

| Location Code | Min Extension Length | Max Extension Length | Selector | Edit |
|---------------|----------------------|----------------------|----------|----------------------|
| 211 | 4 | 4 | Private | Edit |
| 223 | 4 | 4 | Private | Edit |
| 5678 | 20 | 80 | Private | Edit |
| 6000 | 0 | 0 | Private | Edit |
| 812 | 9 | 9 | Public | Edit |

Figure 233 - Voice VPN Page

3. Select the **Enterprise**. The existing **Voice VPN Entries** displays.
4. You can search for Voice VPN entries using the **Location Code** and **Selector** filters.
5. Click **Search** to view the **Voice VPN Entries** table.

Configuring Voice VPN Settings

To configure the Voice VPN settings:

1. From the main menu, select **Provisioning** and then **Enterprise Settings**.
2. Select **Voice VPN**. The **Voice VPN** page displays.
3. Select the **Enterprise**.
4. Enable the Status and select the Default selector and the Selector for non-matching E164 numbers.

5. Select the options for the Voice VPN Routing.
6. Click OK or Apply.

Adding Voice VPN Entries

To add a new voice VPN entry:

1. From the main menu, select **Provisioning** and then **Enterprise Settings**.
2. Select **Voice VPN**. The **Voice VPN** page displays.
3. Click **Add** to add a new Enterprise Voice VPN entry, the **Enterprise Voice VPN Add** page displays:

Enterprise Voice VPN Add

Add a new enterprise voice VPN.

OK

Cancel

Enterprise: SystemValidation -- System Validation

VPN Settings

* Location Code:

Min Extension Length:

0

Enter a number between 0 - 100

Max Extension Length:

0

Enter a number between 0 - 100

Description:

Selector: Private

| Index | Operation | Value |
|-------|-----------|-------|
| 1 | None | |
| 2 | None | |
| 3 | None | |

Figure 234 - Enterprise Voice VPN Add Page

4. Enter the Location code.
5. Enter the **Minimum Extension Length** in the range of 1 to 100.
6. Enter the **Maximum Extension Length** in the range of 1 to 100.
7. Enter the **Description**.
8. Choose the Selector option from the following:
 - Private
 - Public
 - Route
 - Treatment
9. Select the **Operation** from the **Digit Manipulation** table and enter the **Value** for each Operation.
10. Click **OK**.

Editing Voice VPN Entries

To edit a voice VPN entry:

1. From the main menu, select **Provisioning** and then **Enterprise Settings**.
2. Select **Voice VPN**. The **Voice VPN** page displays.
3. Click **Edit** in the **Voice VPN Entries** table, or click anywhere in the row of the Voice VPN Entry, the **Enterprise Voice VPN Modify** page displays:

Enterprise Voice VPN Modify
Modify an existing enterprise Voice VPN.

OK Cancel Apply Delete

Enterprise: System Validation -- System Validation

VPN Settings
* Location Code: 223

Min Extension Length:
4
Enter a number between 0 - 100

Max Extension Length:
4
Enter a number between 0 - 100

Description:
CCHQ Location Code Routing

Selector: Private

| Index | Operation | Value |
|-------|-----------|----------|
| 1 | Left Trim | 111 |
| 2 | Prepend | 44207808 |
| 3 | None | |
| 4 | None | |

Figure 235 - Voice VPN Modify Page

4. Enter the **Minimum Extension Length** to match in the range of 1 to 100.
5. Enter the **Maximum Extension Length** to match in the range of 1 to 100.
6. Enter a **Description**.
7. Choose the **Selector** option from the following:
 - Private
 - Public
 - Route
 - Treatment
8. Select the **Operation** from the **Digit Manipulation** table and enter the **Value** for each Operation.
9. Click **OK** or **Apply**.

Deleting Voice VPN Entries

To delete a Voice VPN Entry:

1. From the main menu, select **Provisioning** and then **Enterprise Settings**
2. Select **Voice VPN**. The Voice VPN page displays.
3. Click **Edit** in the **Voice VPN Entries** table or click anywhere in the row of the Voice VPN Entry to edit an existing Enterprise Voice VPN entry, the **Enterprise Voice VPN Modify** page displays.

4. Click **Delete**. The Enterprise Voice VPN entry is deleted.

Group Settings

The Group Settings pages allow you to use custom tags for devices in a group, redirect calls within a group during specified time periods, and manage phone directory servers for an enterprise or group.

Adding or Deleting Group Announcements

OpEasy allows you to upload, delete, or configure audio or video announcement files to repositories. Announcements repositories are kept for Users, Auto Attendant and Hunt Group virtual users, and Groups. Once an announcement is saved to a repository, OpEasy allows you to assign it to Voice Mail Greetings, Auto Attendant menus, and Music On Hold. You can search, upload, rename, or delete announcements for a group on the Group Announcement Repository page. You can also use this page to view announcement types, size, and usage.

1. From the main menu, select **Provisioning** and then **Group**.
2. Select **Announcement Repository**.
3. Select the **Enterprise** and **Group** from the drop-down list, if necessary.
 - To upload a new file, click Add. Enter an Announcement Name and click Browse to choose the audio or video file to upload. Supported file types include WAV, WMA, MOV, or 3GP. Click OK. The new announcement appears in the Announcements list.
 - To rename or replace an announcement, search for the announcement. Search results appear in the list at the bottom of the page. Click Edit on the row of the announcement you want to modify. Make any desired changes on the Group Announcement Modify page, and then click OK.
 - To delete an announcement, select it in the search results list and click Delete Selected Announcements, or click Delete on the Group Announcement Modify page. You cannot delete announcements that are in use.
4. Click **OK**.

Adding or Deleting Group Authorization Codes

You can add, modify, or delete group authorization codes.

1. From the main menu, select **Provisioning** and then **Group Settings**.
2. Select **Auth Codes**.
3. Select the **Enterprise** and **Group** from the drop-down list, if necessary. The **Group Communication Barring Authorization Codes** page opens as shown in the following figure.

Group Communication Barring Authorization Codes
Add, modify, or delete communication barring authorization codes in the selected group.

Enterprise: Canine Center -- Training and Pet Store

Group: Training

Automatic Reset Settings

☐ Enable automatic reset of selected authorization codes for the group.

Auth Code Length: 5

Reset Frequency: 77 Days (1-99).

Reset Time: 12:00am

Reset Time Zone: (GMT-05:00) (US) Central Time

Email Addresses:
(Comma separated list of email addresses)

| Auto Reset | Authorization Code | Description | Delete |
|--------------------------|--------------------|-------------|------------------------|
| <input type="checkbox"/> | 12345 | Test123 | Delete |
| <input type="checkbox"/> | 334455 | Test_55 | Delete |
| <input type="checkbox"/> | 334456 | Test_56 | Delete |

Figure 236 - Group Communication Barring Authorization Page

4. To automatically reset the selected authorization codes for the group, configure the following settings in the **Automatic Reset Settings** table:
 - a. Select the **Auth Code Auto Reset** check box to automatically reset the selected authorization codes. The Auth Code Auto Reset is disabled by default.
 - b. Select the **Auth Code Length** of the automatically generated authorization codes. The valid authorization code length contains 2 to 14 digits. The default value contains 4 digits.
 - c. Enter the **Reset Frequency** to specify the frequency (number of days) in which the authorization codes are to be reset. The valid reset frequency is 1 to 99 days. The default reset frequency is 1 day.
 - d. Select the time of day that the authorization codes are to be reset from the **Reset Time** drop-down list. The drop-down list contains options from 12:00am to 11:00pm. The default reset time is 12:00am
 - e. Enter the Email Addresses to which the new authorization codes are delivered when they are reset.
 - f. Click **Send Current Auth Codes** to send an email on demand which contains the currently configured authorization codes. Only the authorization codes selected for Auto Reset are included in the email.
5. To add a new group-level Communication Barring Authorization Code, click **Add**, click **Auto Reset** check box in the Auth Code table to automatically reset the authorization code when is a group is configured for automatic reset of authorization codes. The check box is not selected by default when a new authorization code is added. Enter the **Authorization Code**, **Description**, and Click **OK**.
6. Click **Delete** at the end of the row if you want to remove an authorization code.
7. Click **OK**.

Configuring Call Pickup Groups

1. You can configure the call pickup to enable users to answer any ringing line in their call pickup group.
2. From the main menu, select **Provisioning** and then **Group**.
3. Select Group **Call Pickup**.
4. Select the **Enterprise** and **Group** from the drop-down list, if necessary.
5. Click **Add** to add a new group or click **Edit** link in the row or click anywhere for any group you want to edit.
6. Select a name for the group and configure the group by adding or removing users. You can also click **Delete** to remove the group.
7. Click **OK**.

Configuring Group Departments

You can configure the departments in a group.

1. From the main menu, select **Provisioning** and then **Group**.
2. Select Group **Departments**.
3. Select the **Enterprise** and **Group** from the drop-down list, if necessary.
4. Click **Add** to add a new department or click **Edit** in the row or click anywhere for any department you want to edit. You can also click **Edit** and then **Delete** if you want to remove the department.
5. Enter a Department Name.
6. Configure the Department Calling Line ID Name and Department Calling Line ID Number, if needed.
7. Click **OK**.

Configuring Custom Device Type Tags for a Group

You can add, modify, and delete custom tags for devices of a specified device type in a selected group.

1. From the main menu, select **Provisioning** and then **Group**.
2. Select Group **Device Type Tags**.
3. Select the **Enterprise** and **Group** from the drop-down list, if necessary.
4. Select the **Device Type**.
5. Click **Add** to add a new tag or click **Edit** in the row or click anywhere for any tag you want to edit. The Group Device Type Tags page opens.
6. Enter a **Tag Name** and **Tag Value**, change the **Tag Value**, or click **Delete** to remove the custom tag.
7. Click **OK**.

Configuring Emergency Call Notification for a Group

When an emergency number is called, along with providing precise location details, a notification will be triggered to Front desk or Security office.

1. From the main menu, select **Provisioning** and then **Group Settings**.
2. Select **Emergency Call Notification**.
3. Select the desired Enterprise from the drop-down list.
4. Select the **Group** from the drop-down list.
5. Select the **Send Notification email to** check box and enter the email address.



Note: User can provide the same or different email address to a particular Group by selecting the Group from this page. When the User dials the emergency number 911, the configured email address will get the email notifications.

6. Click **Apply** to save the changes.
7. Click **OK**.

Configuring Target capacity for a paging group

You can configure the Target Capacity per Paging Group.

1. From the main menu, select **Provisioning** and then **Group Settings**.
2. Select **Group Paging**.
3. Select the **Enterprise** and **Group** from the drop-down list. It displays the **Group Paging Target Capacity** for this group.
4. Enter the **Maximum number of Target Users per Paging Group for this Group** that should not exceed the value configured for enterprise. Number of targets also includes nested targets of paging group.
5. Click **OK**.

Configuring Music On Hold (MOH) for a Group

You can use Group Settings to add new Music On Hold profiles for groups or departments within a group. If no user MOH settings are configured, group MOH settings are used; if no group MOH settings are configured, enterprise MOH settings are used. MOH profiles are available to Solution Resellers, but not to Enterprise, Group, or Department Administrators. The Music On Hold service must be assigned.

1. From the main menu, select **Provisioning** and then **Group**.
2. Select **Music On Hold**.
3. Select the **Enterprise** and **Group** from the drop-down list, if necessary.
4. Search for a Music On Hold Type to edit, or click **Add** to create a new Music On Hold Type.
5. Select a **Music On Hold Profile** if you want to base these group settings on an existing enterprise-level MOH profile.

6. Choose the types of calls to **Enable music during**. Music On Hold can be enabled for calls on hold, parked calls, and busy camped-on calls.
7. Select a Preferred Audio Codec and Music Source.
8. For External Device Settings, select a device if **Music Source** is set to **External Device**. Enter the Line Port, Port Number, and SIP Contact of the external device.
9. If **Music Source** is set to **Custom Announcement**, select an **Audio Announcement** or **Video Announcement** from the Group Announcement Repository.
10. To configure the group's music on hold to be different for internal and external calls, select the **Use Alternate Source** box and configure the Internal Calls Settings.
11. Click **OK**.

Configuring Night Forwarding

You can redirect calls placed to a user within the group to a specified phone number or SIP-URI. You can configure the redirection manually by enabling the feature, or you can configure it to be automatic by choosing a specific schedule. The Night Forwarding feature must be authorized for the group.

1. From the main menu, select **Provisioning** and then **Group**.
2. Select Group **Night Forwarding**.
3. Select the **Enterprise** and **Group** from the drop-down list, if necessary.
4. Set **Group Night Forwarding** to **On** to enable this feature manually, or set it to **Schedule** to choose specific **Business Hours** or a **Holiday Schedule** during which to forward calls made to this group.
5. Enter the Forward-To Number.
6. Click **OK** or **Apply**.

Configuring Phone Directory Management

Phone Directory Management allows management of Lightweight Directory Access Protocol (LDAP) phone directories for enterprises and groups. There can be one directory for an enterprise or a different directory for each group. This configuration supports the LDAP lookup key on the phone.

Adding a Phone Directory Server

1. From the main menu, select **Provisioning** and then **Group Settings**.
2. Select **Phone Directory Management**.
3. Select the **Enterprise** and **Group** from the drop-down list, if necessary.
4. Choose to Use one directory for the enterprise (all groups), or to Use a separate directory for each group.
5. Click **Apply**. Click **OK**.
6. Click **Add** to add a phone directory when *Use a separate directory for each group* is selected. The Phone Directory Management Add page opens.
7. Select the **Enabled** box.

8. Enter the Server URI, Server Root DN, Server User Id, Server Password and Confirm ServerPassword.
9. Choose whether the Query will **Remove Extensions from Results**, and select whether to
10. The **Field Mapping** section displays default values, but you can change any of the following if you want: Last Name Field, First Name Field, Work Phone Field, Home Phone Field, Cell Phone Field, ID Field, Sort Field, Append Field, Additional Search Field.
11. Click **OK**. The Phone Directory Management page opens, displaying the new LDAP setup.

Testing LDAP

1. Use Phone Templates to add an LDAP Lookup button to a template.
2. Assign the template to a phone.
3. Press the LDAP button on the phone.
4. The Directory Lookup message should display.
5. Perform lookups to test the searches.

Editing a Phone Directory Server

1. From the main menu, select **Provisioning** and then **Group**.
2. Select **Phone Directory Management**.
3. Select the **Enterprise** and **Group** from the drop-down list, if necessary.
4. Click the **Edit** link at the end of row or click anywhere in the row. The Phone Directory Modify page opens. You can modify any of the columns.
5. Click **OK** or **Apply**.

Deleting a Phone Directory Server

1. From the main menu, select **Provisioning** and then **Group**.
2. Select **Phone Directory Management**.
3. Select the **Enterprise** and **Group** from the drop-down list, if necessary.
4. Click the **Edit** link at the end of the row or click anywhere in the row. The Phone Directory Modify page opens.
5. Click the **Delete** button. The delete warning dialog box opens.
6. Click **Yes**. The server is deleted.

Viewing or Assigning Group Phone Numbers

1. From the main menu, select **Provisioning** and then **Group Settings**.
2. Select **Phone Numbers**.
3. Select the **Enterprise** and **Group** from the drop-down lists.
4. To edit a phone number range, click the **Edit** link in the row or click anywhere for any phone number range you want to edit. The Group Phone Number Modify page opens. Make any required changes and click **OK**.

5. Click **OK** again to save the changes.

Assigning Phone Numbers to a Group

You can use Group Settings to manage phone numbers assigned to a Group.

1. From the main menu, select **Provisioning** and then **Group Settings**.
2. Select **Phone Numbers**.
3. Select the **Enterprise** and **Group** from the drop-down lists.
4. Click **Assign**. The Group Phone Number Assign page opens.
5. Select the group from the **Assigned to Group** drop-down list.
6. Choose whether to activate the phone numbers.
7. Choose **Available Ranges** and click **Add** to make them **Available Phone Numbers**. Then choose from the available numbers and click **Add** to make them **Selected Phone Numbers** for assigning to the Group.
8. Click **OK**.

Adding a Group Schedule

You can create custom time-of-day, day-of-week, and annual schedules for use with Clearspan services like Simultaneous Ringing, Clearspan Anywhere, Call Forwarding Selective, Auto Attendant, etc. **Time** schedules are typically used to define normal business hours and meetings that recur regularly at the same time. **Holiday** schedules are typically used to define exception events such as holidays, vacations, and/or off-site meetings or conferences.

Schedules defined at the Group level can be used by the users and Group administrators in the Group.

1. From the main menu, select **Provisioning** and then **Group Settings**.
2. Select **Schedules**
3. Select a Group from the drop-down menu list, if applicable.
4. Click **Add**
5. Enter a unique, descriptive **Schedule Name**.
6. Select **Holiday** to create a schedule for exceptional events to 'regular' schedules, or **Time**, to create a schedule for what might be considered 'normal' operations.
7. Click **Add Event**; the **Group Event Add** page appears.

Group Event Add

Add a new Event in an group.

OK Cancel Apply Delete

Enterprise: Canine Center -- Training and Pet Store
Group: Shop -- Poppy's Pet Shop

Schedule Details

Schedule name: Thanksgiving

* Event Name: Operating Hours

Event Details

Start: 11/28/2024 08:00 AM ☐ All Day Event

End:

Recurs

Recurs

November 2024

| S | M | T | W | T | F | S |
|----|----|----|----|----|----|-----|
| | | | | | | 1 2 |
| 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| 17 | 18 | 19 | 20 | 21 | 22 | 23 |
| 24 | 25 | 26 | 27 | 28 | 29 | 30 |

Time: 08:00 AM

Hour: 08 AM

Minute: 00

Figure 237 - Group Event Add Page

8. Add an **Event Name**
9. Click inside the **Start** box, select a day from the calendar and a time from the drop-down lists.
10. Click inside the **End** box, select a day from the calendar and a time from the drop-down lists.
11. To make it an all-day event, check the **All Day Event** box.



Notes: 1. When you check All Day Event, the Start Time and End Time options are disabled.

2. The End date in the Event Details section is a required field but is not applicable when a Recurrence Pattern is defined.

12. From the **Recurs** drop-down list, select the recurrence pattern for the event from the following options:
 - **Never** to make it a one-time event.
 - **Daily** and enter the frequency of occurrence in days.
 - **Weekly** and enter the frequency of occurrence in weeks and select the day or days of the week on which the event(s) occur.
 - **Monthly** and enter the frequency of occurrence in months and specify the day for the recurrence of the event. Select one of the following options:
 - To schedule the event on a specific day of the month, for example the

27th, check Day <X> of the month and enter 27.

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

13. In the Recurrence Range section, select one of the following End options:

- **Never** (recurrence continues indefinitely)
- **After <X> occurrences** and enter the number of occurrences after which the event must not reoccur.
- **Date** and select the recurrence end date from the calendar.

14. Click Apply or OK to save your changes

Modifying a Group Schedule

1. From the main menu, select Provisioning and then Enterprise Settings.
2. Select Schedules
3. Select an Enterprise from the drop-down menu list, if applicable.
4. Click on a schedule from the list.
5. Modify the Schedule Name or click on an Event from the list.
6. Modify the Event details as necessary, see the 'Add a Schedule' instructions above for more information on each field.
7. Click Apply or OK to save your changes.

Deleting a Group Schedule or Multiple Group Schedules

1. From the main menu, select **Provisioning** and then **Group Settings**.
2. Select **Schedules**
3. Select an **Enterprise** from the drop-down menu list, if applicable.
4. Select a Group from the drop-down menu list, if applicable.
5. You can check the Delete box for one or more schedules in the list and then click the **Delete Selected Schedules** button to complete the operation.

Group Schedules

Manage Group Schedules.

Enterprise: Canine Center -- Training and Pet Store

Group: Training -- Obedience Training

☐ Select All Schedules

Schedules

| Delete | Schedule Name | Type | Edit |
|-------------------------------------|-----------------|---------|----------------------|
| <input type="checkbox"/> | G_Gracie's Day | Holiday | Edit |
| <input type="checkbox"/> | G_Patches's Day | Holiday | Edit |
| <input type="checkbox"/> | G_BlackDog | Holiday | Edit |
| <input checked="" type="checkbox"/> | G_WhiteDog | Holiday | Edit |
| <input type="checkbox"/> | G_Ginger's Day | Time | Edit |
| <input checked="" type="checkbox"/> | G_Pronto's Day | Time | Edit |
| <input checked="" type="checkbox"/> | G_BrownDog | Time | Edit |
| <input type="checkbox"/> | G_TanDog | Time | Edit |

End of Schedules

Figure 238 - Group Schedules Page

- Alternatively, you can select a schedule from the list to review its details before deleting it by clicking the Delete button from the Group Schedule Modify page.

Group Schedule Modify

Modify an existing Schedule in an group.

Enterprise: Canine Center -- Training and Pet Store

Group: Training -- Obedience Training

Schedule

* Schedule Name: G_Patches's Day

Type: Holiday

☐ Select All Events

Events

| Delete | Event Name | Edit |
|--------------------------|------------|----------------------|
| <input type="checkbox"/> | Patch | Edit |

End of Entries

Figure 239 - Group Schedule Modify Page

Configuring a Predefined Speed Dial 8 List

You can use Group Settings to configure a predefined Speed Dial 8 list that can be assigned to users.

1. From the main menu, select **Provisioning** and then **Group Settings**.
2. Select **Speed Dial 8 Lists**.
3. Select the **Enterprise** and **Group** from the drop-down lists.
4. Click **Add**. The Group **Speed Dial 8** List Add page opens.
5. Enter a **Name** for the Speed Dial List, which is required and can be up to 80 characters long.
6. Optionally, you can enter a **Description** up to 300 characters long.
7. Enter a **Phone Number/SIP-URI** for each Speed Code you want to define. Enter a phone number as you would normally dial it.
8. Click **OK**.

Configuring a Predefined Speed Dial 100 List

You can use Group Settings to configure a predefined Speed Dial 100 list that can be assigned to users.

1. From the main menu, select **Provisioning** and then **Group Settings**.
2. Select **Speed Dial 100 Lists**.
3. Select the **Enterprise** and **Group** from the drop-down lists.
4. Click **Add**. The Group **Speed Dial 100** List Add page opens.
5. Enter a **Name** for the Speed Dial List, which is required and can be up to 80 characters long.
6. Optionally, you can enter a **Description** up to 300 characters long.
7. Click **Add Speed Dial 100**. The Group Speed Dial 100 Entry Add page opens.
8. Select the **Speed Code 100** number that you want to define, and enter a **Name/Description** and **Phone Number/SIP-URI**. Enter a phone number as you would normally dial it.
9. Click **OK**.

Assigning Predefined Speed Dial Lists to Users

After a Speed Dial 8 or Speed Dial 100 List has been defined, you can use Group Settings to assign the Speed Dial list to selected users.

1. From the main menu, select **Provisioning** and then **Group Settings**.
2. Select the type of predefined list that you want to assign to users: **Speed Dial 8 Lists** or **Speed Dial 100 Lists**.
3. Select the **Enterprise** and **Group** from the drop-down lists.
4. Click the **Edit link** in the row or click anywhere on the row of the Speed Dial List that you want to assign to users.

5. On the Group Speed Dial List Modify page, click **Initialize User Speed Dial Settings**.
6. On the Group Speed Dial List: Initialize User Settings page, search for users, and then select the check box for each user to which you want to assign the Speed Dial List.
7. Click Initialize Selected Users.
8. Click **OK**.

Configuring Virtual Extensions

You can use Group Settings to configure virtual on-net extensions for an Enterprise.

1. From the main menu, select **Provisioning** and then **Group Settings**.
2. Select **Virtual Extensions**.
3. Select the **Enterprise** and **Group** from the drop-down lists.
4. Search for a **Virtual Extension** to edit or click **Add** to create a new Hunt Group.
5. Click **Add**. The Virtual On-Net Enterprise Extension Add page opens.
6. Enter an **External Phone Number**, a valid phone number not already in use by another Virtual On-Net User or assigned to a user in the Enterprise.
7. Enter a valid **Extension** not already in use by another Virtual On-Net User or assigned to a user in the Enterprise.
8. Enter a valid **Last Name** and **First Name** for the directory. Enter a **Calling Line ID Last Name** and **Calling Line ID First Name** for displaying the name in internal calls.
9. Select a **Virtual On-Net Call Type** from the list of system-defined types.
10. Click **OK**.

911 Services

ERS ERL Management

OpEasy provides administrative integration with the Intrado Emergency Routing Service (ERS). The Intrado ERS is a cloud-based service that provides emergency call routing and location information to a local Public Safety Answering Point (PSAP) for 911 calls. When a customer uses the ERS for E911 they must provision Emergency Response Location (ERL) records and subscriber records in the ERS. The ERL records contain physical location information (street address, floor, suite number, desk location, etc.) to which emergency responders can travel. The subscriber records contain either phone number or line/port information for a user. Each subscriber record is associated with one, and only one, ERL record to provide the location of the caller when a 911 call is placed. However, each ERL may be associated with many subscriber records. The OpEasy integration allows the administrator to provision ERL records using OpEasy and assign an ERL to a device, and then OpEasy will provision a subscriber record in the Intrado ERS automatically.

Viewing and Searching ERS ERL Records

1. From the main menu, select **911 Services** and then **Emergency Routing Service (ERS)**. The OpEasy Emergency Routing Service menu page opens.
2. Select **ERL Management**
3. Select an ERS account to view and/or search and then select a search criterion from the drop-down list. Click the **Search** key to execute.

The ERS ERL Records page displays a table containing a list of ERL records based on the selected ERS account and any ERL search criteria.

ERS ERL Records

Manage ERL Records for the ERS. To add a new ERL, press the Add button. To display a list of ERL records to edit or delete, press the Search button.

OK

Add

ERS Account:

Drus Test Account

ERL Search

Search Type:

(All ERL Records)

Search Comp:

(All ERL Records)

Search Value:

ERL ID

ERL Name

ERL Description

House #

Street

City

Search

ERL Records

| ERL Name | ERL Description | Address | |
|---------------------------------|--------------------------|--|------|
| Black Dog | Black Dog, 3-way | 3 BLACK DOG LN, SPRING, TX 77389, Cellar | Edit |
| Collie | Security Desk Collie | 612 Collie Street, Davan, WI 53115, Oz | Edit |
| Fido | Fido, Security Desk | 19 FIDO LN, SANTA FE, NM 87508, First Floor, Security Desk | Edit |
| Oklahoma Indigent Defense Sys 2 | | 1316 SW LEE BLVD, LAWTON, OK 73501 | Edit |
| Plano-DA-Bench | | 5360 LEGACY DR, Plano, TX 75024, 2nd Floor, Rm 2061 | Edit |
| Retriever | Retriever, Security Desk | 8109 RETRIEVER AVE, LAS VEGAS, NV 89147, 2nd Floor | Edit |
| Rover | Rover, PSAP | 36 ROVER LN, HICKSVILLE, NY 11801, Basement, PSAP | Edit |

End of ERL Records

Figure 240 - ERS ERL Records Page

Adding an ERS ERL Record

To add a new ERS ERL entry:

1. From the main menu, select **911 Services** and then **Emergency Routing Service**.
2. Select **ERL Management**. The **ERS ERL Records** page displays.
3. Click **Add** to add a new ERS ERL Record, the **ERL Record Add** page displays:

ERL Record Add
Add a new ERL record to the ERS.

OK Cancel

ERS Account: Dru's Test Account

ERL Identification
* ERL Name:

Civic Address
* House #:
* Street/Road:
* City:
* State: (Select State)
* Zip Code:
* Country: US

Location:

Description:

Routing Options
Delivery Method:
☒ PSAP
☐ Security Desk
☐ Conference
Custom Callback:

Notification Email:
(Comma-separated list of email addresses)

Figure 241 - ERL Record Add Page

4. Enter an **ERL Name** (required) that uniquely describes this Emergency Response Location (ERL). Maximum length is 120 characters. This name is also displayed in the **ERL Record**

Name drop-down selection (or search results field) that appears on the device add/modify pages in OpEasy.

5. Enter the **House #** (required) of the house/building number of the physical address for this ERL.
6. Enter the **Street/Road** (required) of the street/road name of the physical address for this ERL.
7. Enter the **City** (required) name for the location of this ERL.
8. Select the **State** (required) from the dropdown list for the location of this ERL.
9. Enter the **Zip Code** (required) for the location of this ERL.
10. Select the **Country** (required) from the dropdown list for the location of this ERL.
11. Enter **Location** (optional): This is a text field that contains additional information that could be helpful for Emergency Responders, such as floor, suite, office number, etc.
12. Enter **Description** (optional): This is a text field that contains a description to identify the location referenced by this ERL (e.g. Main Office, Payroll Dept, etc.).
13. Select one of three 911 call **Delivery Methods**:
 - **PSAP** – Emergency call is routed to the Public Safety Answering Point nearest to the caller.
 - **Security Desk** – Emergency call is routed to the organization's Security Desk
 - **Conference** – Emergency call is routed to the PSAP as well as the Security Desk and a three-way conference is established between the emergency caller, the PSAP operator, and the Security Desk.
14. Enter a **Custom Callback** number (optional) that is presented to the PSAP. Setting this field overrides the global callback setting to provide a customer callback number per ERL. This field can be used to provide a callback number that routes to a central answering point, security desk, or receptionist at the caller's address.
15. Enter a **Notification Email** address (optional) or a comma separated list of email addresses (johnsmith@company.com) or SMS addresses (2145551212@txt.att.net) that will receive notifications when an emergency call is made.
16. If the Security Desk or Conference **Delivery Method** is selected, enter the **Security Desk DID** (required) number. This is a 10-digit, public, Direct Inward Dial number for the security desk.
17. If the Security Desk or Conference **Delivery Method** is selected, select a **Notification Display** option from the dropdown list.
 - **Original** – the original 10-digit DID or the extension number of the caller displays as the callback number.
 - **Remapped** – The 10-digit number from the Extension Bind (Configured in the ERS account) or the custom callback number displays as the callback number.
18. If the Security Desk Delivery Method is selected, select Unmuted or Muted from the dropdown list.
 - **Unmuted** – the security desk operator is not muted when an emergency call is received via the Conference Delivery Method.
 - **Muted** – the security desk operator is muted when an emergency call is received via the Conference Delivery Method. When an emergency call is received, a message is

played to the security desk operator indicating that they are monitoring the call. The security desk operator and the caller cannot interact, and the security desk operator cannot unmute themselves.

Editing or Deleting an ERS ERL Record

1. From the main menu, select **911 Services** and then **Emergency Routing Service (ERS)**. The OpEasy Emergency Routing Service menu page opens.
2. Select **ERL Management**
3. Select an ERS account to view and/or search and then select a search criterion from the drop-down list. Click the **Search** key to execute.

The ERS ERL Records page displays a table containing a list of ERL records based on the selected ERS account and any ERL search criteria.

ERS ERL Records

Manage ERL Records for the ERS. To add a new ERL, press the Add button. To display a list of ERL records to edit or delete, press the Search button.

OK
Add

ERS Account: Dru's Test Account

ERL Search

Search Type: State

Search Comp: ERL ID

Search Value: t

Search

ERL Records

| ERL Name | ERL Description | Address | |
|----------------|------------------|---|----------------------|
| Black Dog | Black Dog, 3-way | 3 BLACK DOG LN, SPRING, TX 77389, Cellar | Edit |
| Plano-DA-Bench | | 5360 LEGACY DR, Plano, TX 75024, 2nd Floor, Rm 2061 | Edit |

End of ERL Records

Figure 242 - ERS ERL Records Page

4. Select an Entry from the search results table, the ERL Record Modify page opens:

ERL Record Modify

Modify an existing ERL record and send update to the ERS.

OK

Cancel

Apply

Delete

ERS Account: Dru's Test Account

ERL Identification

* ERL Name:

Collie

ERL ID:90447C07-EC71-49B8-81C6-335553DB2095

Subscriber Count:4

Civic Address

* House #:

612

* Street/Road:

Collie Street

* City:

Diavan

* State: Wisconsin

* Zip Code:

53115

* Country: US

Location:

Oz

Description:

Security Desk Collie

Routing Options

Delivery Method:

☐ PSAP

☒ Security Desk

☐ Conference

Custom Callback:

9722221115

Notification Email:

(Comma-separated list of email addresses)

glory@woof.com

Security Desk DID:

9722221005

Notification Display: Original

Figure 243 - ERL Record Modify Page

5. Modify the desired field(s). Click **Apply** or **OK** to save the changes; or click the **Delete** button to remove the ERS ERL record.

Administrative Tools

Managing OpEasy Licenses

Licensing Allocation for Users and Third-party Phones

OpEasy tracks the maximum number of users and third-party phones that administrators are allowed to manage using OpEasy. Solution Reseller administrators can allocate the system user licenses and 3rd Party licenses to their Enterprises as needed. If an administrator attempts to add or modify users or third-party phones beyond the set number of licenses, OpEasy aborts the operation and displays an error message.



Note: If any Group in Clearspan has user limit set to less than 100, OpEasy automatically sets it to 5000, the maximum number of users for a group. This prevents errors when adding users in OpEasy.

Configuring License Allocations

System Administrators, and Solution Resellers who have full access to licensing privileges can use the OpEasy Licensing page to allocate OpEasy Licenses for both users and third-party phones to the various Enterprises.

1. From the main menu, select Administrative Tools and then Licensing and OpEasy License Allocation.

| OpEasy License Allocation | | | | | | | | | |
|---|-------------------------------|-------------------------|--------------------|--------------------------|-----------|-----------|---------------------------------|-----------|-----------|
| Manage the allocation of OpEasy licenses to enterprises. | | | | | | | | | |
| <div>OK Cancel Apply Refresh</div> | | | | | | | | | |
| Total OpEasy User Licenses: 1,001Total Available 645Available for Auto: 595 Total OpEasy Third Party Phone Licenses: 1,001Total Available 900Available for Auto: 844 (Note: <System Level> is a special set of licenses for System Level ThirdParty devices.) | | | | | | | | | |
| OpEasy License Allocation to Each Enterprise | | | | | | | | | |
| Enterprise ID | Enterprise Name | Non-Existent Enterprise | Enterprise License | User Licenses Allocation | Allocated | Available | Third Party Licenses Allocation | Allocated | Available |
| (Multiple Enterprises) | | Remove | Disabled | Manual | 10 | 10 | Manual | 10 | 10 |
| <System Level> | | | | Auto | 0 | | Auto | 0 | 0 |
| A_Test | | | | Auto | 0 | | Auto | 0 | 0 |
| AllianceLab | UC Alliance Lab | | | Manual | 10 | 10 | Manual | 10 | 10 |
| ATest | | Disabled | | Auto | 0 | | Auto | 0 | 0 |
| AutomationDisabled | | Disabled | | Auto | 0 | | Auto | 0 | 0 |
| AutomationTest | Automation Test | | | Auto | 48 | | Manual | 10 | 6 |
| AutomationTrial | | Disabled | | Auto | 0 | | Auto | 0 | 0 |
| AutoTestEntDisabled | AutoTest Ent License Disabled | Disabled | | Manual | 10 | 10 | Manual | 10 | 10 |
| AutoTestEntTrial | AutoTest Ent License Trial | Disabled | | Manual | 10 | 10 | Manual | 10 | 10 |
| B_Test | | | | Auto | 0 | | Auto | 0 | 0 |
| BengaluruLab | Bengaluru Lab | | | Auto | 34 | | Auto | 24 | 24 |
| CallCenter | CCTesting | | | Auto | 1 | | Auto | 2 | 1 |
| Canine Center | Training and Pet Store | | | Auto | 48 | | Auto | 29 | 48 |
| HawkinsTest | | | | Auto | 1 | | Auto | 0 | 1 |
| JazzAutomation_Disabled | | Disabled | | Auto | 0 | | Auto | 0 | 0 |
| JazzAutomation_Trial | | Disabled | | Auto | 0 | | Auto | 0 | 0 |
| Planolab | | | | Auto | 63 | | Auto | 33 | 63 |
| PoppyTest | | Remove | Disabled | Auto | 0 | | Auto | 0 | 0 |
| SystemValidation | System Validation | | | Auto | 153 | | Auto | 9 | 153 |

Figure 244 - OpEasy Licensing Page

The OpEasy License Allocation page opens. It shows the total number of OpEasy user and third-party phone licenses, as well as how many are unallocated. **Total Available** is the total number of unused and available OpEasy licenses (User or Third-party Phone), including any licenses manually allocated to one or more enterprises but that have not been used by those enterprises. **Available for Auto** is the number of unused and available OpEasy licenses (User or Third-party Phone) but does NOT include any unused and available licenses that are manually allocated to one or more enterprises. **Available for Auto** identifies the number of OpEasy

licenses that can be used by an Enterprise setup for automatic (“Auto”) allocation, which cannot and does not include any available licenses reserved for other Enterprises through the use of Manual allocation.

2. In the Enterprise Allocations table, set **User Licenses Allocation** to **Auto** or **Manual** for each Enterprise. Auto ensures that the license allocation always matches the total phones provisioned for proper support, and each time a new phone is added, the allocation is increased unless system licenses have been exhausted.

For any Enterprise using Manual license allocation, set the number of Allocated user and Third-party phone licenses for each Enterprise. The number of Available licenses updates when you click Refresh. The Clearspan User Count and Clearspan Third-party Phone Count columns show the total number of licensed users and third-party phones within Clearspan for that Enterprise.

Clicking the **Remove** link in the **Non-Existent Enterprise** column removes the selected enterprise from the OpEasy Licensing Allocation of the Enterprise table.

3. Click **OK** or **Apply**.

Managing Unique IDs

OpEasy allows you to assign IDs at the System, Enterprise, and Group levels that are prepended to an extension for use as a unique Auto Install Device ID. If a user is built as Extension Only or the User Profile rule for MAC Address uses something other than Phone Number, the Unique ID is used.

1. From the main menu, select **Administrative Tools** and then **Unique ID Management**. The Unique ID Management page open, showing a default Unique ID Length of 4 digits and a default Unique ID Position that is before the extension.
2. Select a **System Unique ID**, a unique ID for a System-level device.

Unique ID Management

Set and display Unique IDs at the system, enterprise, and group levels.

[OK](#) [Cancel](#) [Apply](#)

Unique ID Length: 4 Digits
Unique ID Position: Before the Extension
System Unique ID:

Enterprises

| Enterprise ID | Enterprise Name | Enterprise Unique ID | Edit |
|-------------------------|-------------------------------|----------------------|----------------------|
| A_Test | | | Edit |
| AllianceLab | UC Alliance Lab | | Edit |
| ATest | | | Edit |
| AutomationDisabled | | | Edit |
| AutomationTest | Automation Test | | Edit |
| AutomationTrial | | | Edit |
| AutoTestEntDisabled | AutoTest Ent License Disabled | | Edit |
| AutoTestEntTrial | AutoTest Ent License Trial | | Edit |
| B_Test | | | Edit |
| BengaluruLab | Bengaluru Lab | 0111 | Edit |
| CallCenter | CCTesting | 0110 | Edit |
| Canine Center | Training and Pet Store | 0099 | Edit |
| HawkinsTest | | | Edit |
| JazzAutomation_Disabled | | | Edit |
| JazzAutomation_Trial | | | Edit |
| PlanoLab | | 0222 | Edit |
| SystemValidation | System Validation | | Edit |
| TB20North | Test Bed 20 North | | Edit |
| test-Full | Automationtest | | Edit |

Figure 245 - OpEasy Unique ID Management Page

3. Click the **Edit** link at the end of the row or click anywhere in the row to select an **Enterprise Unique ID** on the Unique ID Management: Enterprise page.
4. On the Unique ID Management: Enterprise page, click the **Edit** link at the end of the row or click anywhere in the row to select a **Group Unique ID** on the Unique ID Management: Group page.
5. Click OK



Note: If the System, Enterprise, or Group has no assigned Unique ID, then the Select first available Unique ID hyperlink appears. Click the hyperlink to select the first available Unique ID.

Login Management

Login Management allows OpEasy administrators to manage subordinate administrator accounts. Login management is available to all levels of administrator except Department Administrator. Login Management allows you to perform the following tasks:

- Search for subordinate OpEasy administrators
- Add or delete subordinate OpEasy administrators
- Disable OpEasy administrator accounts
- Change OpEasy administrator passwords
- Modify OpEasy administrator email addresses
- Change the level of an OpEasy administrator account
- Customize OpEasy administrator privileges
- Identify OpEasy administrator accounts as Support Administrators
- Configure login into OpEasy through Single Sign On (SSO) or Two-Factor Authentication (2FA)
- View OpEasy administrator accounts by
 - All accounts
 - Support Administrators only
 - Administrator status (that is, Active, Logged-In, Logged-Out, Locked or Disabled)

Adding or Modifying an Administrator Account

1. From the main menu, select **Login Management**.

The OpEasy Login Management page opens. You can search for OpEasy administrators and filter the list using the options at the top of the screen. You can sort the results using the sort buttons at the top of each column.

| Login Management | | | | | | | | | | | | | |
|--|--------------------|--------------------------|---|--------------------------------|---------------|-----------|---------------|--------|----------|----------------------|---------------------|---------------------|------|
| Display, add, or modify OpEasy administrators. | | | | | | | | | | | | | |
| OK Add Login Rules | | | | | | | | | | | | | |
| Administrator Search | | | | | | | | | | | | | |
| (All Administrators) Contains: Search | | | | | | | | | | | | | |
| Administrator Results | | | | | | | | | | | | | |
| Login Name | Administrator Name | Level | Enterprise | Group | Support Admin | Logged In | Idle Duration | Locked | Disabled | Date Account Created | Account Active Date | Account Expiry Date | Edit |
| deptadmin | Bob Jones | Department Administrator | Canine Center -- Training and Pet Store | Training -- Obedience Training | | | | | | 2023/04/05 15:36:40 | | | Edit |
| Gewel.hosp | Gewel Dog | Department Administrator | Canine Center -- Training and Pet Store | Training -- Obedience Training | Yes | | | | | 2021/09/24 08:50:12 | | | Edit |
| Gypsy.hosp | Gypsy | Group Administrator | Canine Center -- Training and Pet Store | Training -- Obedience Training | | | | | | 2021/09/15 14:13:06 | | | Edit |
| happy.admin | Happy Admin | Group Administrator | SystemValidation -- System Validation | JazzTest -- JazzTest | | | | | | 2022/11/21 18:02:39 | | | Edit |
| INT_Auto_GA | Hameetha | Group Administrator | Canine Center -- Training and Pet Store | (All Groups) | | | | | | 2018/08/29 06:41:20 | | | Edit |
| INT_Auto_GP_GA | viru | Group Administrator | CallCenter -- CCTesting | (All Groups) | | | | | | 2022/03/08 02:44:08 | 03/08/2022 | 03/08/2025 | Edit |
| KiranaDA | KiranaDA | Department Administrator | SystemValidation -- System Validation | JazzTest -- JazzTest | | | | | | 2024/06/12 14:42:59 | | | Edit |
| KiranaGA | KiranaGA | Group Administrator | pingWeb-dev -- Ping Development & QA | (All Groups) | | | | | | 2022/03/02 11:56:34 | | | Edit |
| KiranaGA1 | KiranaGA1 | Group Administrator | SystemValidation -- System Validation | JazzTest -- JazzTest | | | | | | 2024/06/12 09:32:15 | | | Edit |
| mhawkinsda | marty dax | Department Administrator | Canine Center -- Training and Pet Store | Training -- Obedience Training | | | | | | 2022/04/04 12:58:46 | | | Edit |
| mhawkinsga | Marty D Hawkins | Group Administrator | Canine Center -- Training and Pet Store | Training -- Obedience Training | | | | | | 2023/02/15 11:11:00 | | | Edit |
| randyda | Randy | Department Administrator | Canine Center -- Training and Pet Store | Training -- Obedience Training | | | | | | 2023/09/19 14:29:04 | | | Edit |
| tGA1 | test GA | Group Administrator | PianoLab | (All Groups) | | | | | | 2022/07/08 12:37:06 | | | Edit |

Figure 246 - Login Management Page

2. Click Add to create a new administrator account or click anywhere on the row to modify an administrator account. The OpEasy Administrator page opens.

OpEasy Administrator Add

Add new OpEasy administrator. Press the Apply button to save the new administrator. Then, press the Customize Privileges button to set the privileges for the new administrator.

OK Cancel Apply Customize Privileges

Administrator

*Login Name:

*Administrator Name:

* Enter Password:

* Confirm Password:

☐ Change Password at Next Login

*E-mail Address:

E-mail Address for Two-Factor Authentication:

☐ Temporary Account

Account Active From:

To: (Note -- Administrator will be notified of any changes made to the account active dates.)

Notify Before: Days

☐ Disable Account

Settings

*Login Level: (Select Login Level)

☐ Must Login only using Single Sign-On (SSO). No direct login permitted.

☐ Two-Factor Authentication

OK Cancel Apply Customize Privileges

Figure 247 - OpEasy Administrator Add Page

-
3. Enter a unique **Login Name**. This is the character string to be used along with a password to identify an administrative user and grant access.
 4. Enter or change the **Administrator Name**. This is typically the actual name of the administrator rather than the login name, which is often shorter or different from the administrator's name.
 5. Enter a **Password** and **Confirm Password** for the administrator account. The following default password rules apply, although they can be changed by advanced administrators:
 - At least one upper case character
 - At least one lower case character
 - At least one non-alphanumeric character
 - Minimum password length of eight characters
 - Cannot be the reverse of the previous password
 6. Enable **Change Password at Next Login** if you want that this administrator is required to change the account password at the next login.
 7. Enter the administrator's **E-mail Address**.
 8. Enter the administrator's **E-mail Address for Two-Factor Authentication**.
 9. Click **Temporary Account** and select the **Account Active From** and **Account Active To** date range. You will be notified every time you enter or modify the **Account Active From** and **Account Active To** dates.
 10. Select the number of days from the **Notify before** drop-down box. Email notifications will be sent the same number of days prior to the expiry date. The values in the **Notify before** drop-down list is in the range of 1 day to 15 days.
 11. You can select the **Disable Account** setting to disable this administrator's account without deleting it.
 12. Set the administrator's **Login Level**.
 13. Enable **Must Login only using Single Sign-On (SSO)** to force authentication of the administrator to a third-party service and prohibit the administrator from logging in directly to OpEasy.
 14. Enable **Two-Factor Authentication (2FA)** to require secondary confirmation of the administrator's identity. Once enabled, the administrator can choose between the 2FA methods of email (default) or Google Authenticator on their My Account page.
 15. Choose selections for **Support Administrator**, **Clearspan Pilot Program Administrator**, **Enterprise**, **Group**, and **Department**, if those settings are configurable for this administrator.
 16. Click **Apply**
 17. Click **Customize Privileges** if you want to change the privileges for this administrator.
 18. Click OK. Click **OK** or **Apply**.



Note: When a user with an expired account, or disabled account logs into OpEasy, the error message "Name or Password you entered is incorrect." is displayed.

Modifying Administrator Login Rules

1. From the main menu, select **Login Management**.



The screenshot shows a web interface titled "Login Management" with the subtitle "Display, add, or modify OpEasy administrators." Below the subtitle are three buttons: "OK" (orange), "Add" (orange), and "Login Rules" (dark blue). Underneath these buttons is the "Administrator Search" section, which includes a dropdown menu currently set to "(All Administrators)", a "Contains:" label with a small dropdown arrow, an empty text input field, and three buttons: a minus sign (-) in an orange box, a plus sign (+) in an orange box, and a "Search" button in an orange box.

Figure 248 - Select Login Rules

2. Click **Login Rules**.

The Login Rules View page displays. You can view System-level or Enterprise-level rules used for OpEasy logins and rules used to validate passwords for OpEasy administrators.

Login Rules Modify

Modify the rules used to login to OpEasy, including those rules to validate the password for an OpEasy administrator.

OK

Cancel

Login Rules

- ☒ Use System Login Rules for All Enterprises
☐ Use separate Login Rules for each Enterprise

System Login Rules

Password Rules

- ☒ Select minimum password length
- ☒ Select maximum password length
- ☐ Cannot contain the login name or administrator name
- ☐ Cannot be a repeating pattern
- ☒ Checked against the previous
☐ Cannot be a previous password
☐ Cannot contain a previous password
☐ Cannot contain the reverse of a previous password
☐ Cannot be a previous password after ignoring any digits in both passwords
- ☐ Must contain at least
- ☐ Must contain at least
- ☐ Must contain at least
- ☐ Must contain at least

Login Rules

- ☐ Administrators must login using single sign-on (SSO). No direct login permitted. Overrides administrator login setting.
- ☐ Two-Factor Authentication. Overrides administrator login setting. (Only affects EAs, GAs, and DAs)

Two-Factor Authentication Confirmation Code:

Two-Factor Authentication Screen Timeout:

- ☐ Must change the Initial Password (New Administrators)
- ☐ Must change all Reset Passwords (Existing Administrators)
- ☐ Return to the Login screen upon Session Timeout

Minimum Password Lifetime:

Passwords Expire:

Lock OpEasy Account:

☐ When Account is Locked, Send Email Notification to:

Unlock OpEasy Account:

Password Reset Link Expiration Time:

OK

Cancel

Figure 249 - OpEasy Login Rules Page

Common Tasks

This section provides instructions for common administrator tasks that involve management of Clearspan phones.

A *Clearspan device* is what is created via OpEasy or via the Clearspan web portal, which defines the characteristics of a phone device such as the user of the phone, its template, and so on. The Clearspan device can exist without association to a physical phone. The *physical phone* is the actual terminal that is assigned a MAC address. The physical phone must have an associated Clearspan device to make the phone functional on Clearspan. These instructions assume the following:

- Device Management is used to manage the configuration of the Clearspan device.
- DHCP is used to provide an IP address to the phone and the network path to the Clearspan XSP server, where the phone's configuration is obtained.

Set Up a New Phone for a New User

Follow these steps to set up a new phone for a new user.

1. Power up and connect the phone to the network.
2. Factory default the phone.
3. Perform phone specific installation.

Setting Up a New Mitel Phone

1. Near the end of the startup process, an Auto Install page appears, and the user is prompted for the Device ID. Enter the Auto Install Device ID set for the Clearspan device and press the button labeled "Done".
2. A confirmation screen appears containing the name of the user of the phone device identified by the Device ID. If that information is for the correct Clearspan device, press "OK".
3. Auto Install creates device credentials for the phone and updates the Clearspan device with both the MAC address of the phone and the new device credentials. Auto Install then restarts the phone to complete the install process.

Setting Up a New Polycom Phone

1. After the startup process completes, the 'QSetup' button appears on the phone.
2. Press the 'QSetup' button and at the 'Server User' and 'Server Pwd' prompts, enter the Device Access Username and Password respectively.



Note: The Device Access Username is available via OpEasy Phone Management, but the Device Access Password is blanked out. If you are unsure of the current password, enter a new password using Phone Management so that you are assured the password you enter in the phone matches the one defined for the Clearspan device.

3. Confirm the changes when prompted and the phone restarts.
4. After the restart completes, the phone is ready for use.

Replace a Physical Phone with a Different Type of Phone

Follow these steps to replace a physical phone with a phone of a different type.

1. Using OpEasy, navigate to **Provisioning | Users**, and modify the user associated with the device you want to replace.
2. From the User Modify page, select the **Phones** tab and click **Edit** for the device that is to be replaced.
3. The User: Primary Phone Device Modify page opens. The current Phone Device appears in the drop-down box. From this page, either click the **Unassign Device** button to disassociate the user from this phone device or click the **Delete Device** button to disassociate the user from this phone **and** delete the phone device.
4. Click **Yes** to confirm unassignment or deletion of the device. The Advanced: User Modify page display, and the list of Phone Devices no longer includes the Primary phone type.
5. Click to Add Primary Phone.
6. The User: Primary Phone Device Add page opens. The default Phone Device field value is New Phone Device.
 - If you want to build a new device, take this default and supply the Device Name, Device Level, Device Type, Template and MAC Address of the new phone.
 - If you have previously created a phone device that you choose to use for this user, rather than taking the default of (New Phone Device), use the drop-down box to find the phone you want. Note that the Device Level, Device Type, Template and MAC Address should be populated because this device was previously created.
7. After all fields for the new device are set as needed, click **OK** twice. The Advanced: User Modify page opens. Note that the new primary phone device appears in the Phone Devices list.
8. Click **OK** on this page to implement the change.
9. Power down and remove the original phone from the network and put the new phone in its place. Because the new phone's MAC Address was provided at the time the device was created, the phone should be functional immediately after the reboot process.
10. If the original device was only unassigned and you have no further use for it, delete it via Provisioning | Phone Management.

Disassociate a Clearspan Device from a Physical Phone

To remove a physical phone from its associated Clearspan device, removing the MAC Address of the physical phone from the Clearspan device definition, follow these steps.

- If using the OpEasy User Interface:
 1. Navigate to Provisioning | Phone Management and find the device that is to be disassociated.
 2. Clear the MAC Address field for that device.
 3. Save the change.
- If using the OpEasy Advanced Import worksheet, from the User worksheet:
 4. For the device or devices that are to be disassociated, use the "ModifyDevice" command.
 5. Enter the text "null" in the MAC Address column(s).

6. Import the worksheet using Advanced Import to affect the changes.

Reuse a Clearspan User / Device and Reset Voicemail

You might want to assign a set of phones to a new set of users, and reset the related Voicemail boxes, such as with phones placed in college dormitories. Follow these recommended steps to re-use the Clearspan users/devices and refresh the Voicemail boxes.

Close User Accounts

1. Perform an export of the existing users/devices via the Advanced Export function, including the Users and Voicemail worksheets.
2. If the phone numbers are to be inactive during the interim period, use the Users worksheet to modify each user's **Phone Number Activation** setting to 'deactivate'.
3. If the phone numbers are not deactivated, use the Voicemail worksheet to modify each user's **Active** column to 'false', which completely disables voicemail for the user.

Re-open User Accounts

1. Perform an export of the existing users/devices via the Advanced Export function, including the Users and Voicemail worksheets.
2. Use the Users worksheet to modify each user to both:
for the new user (if the names are customized to each user).
 - a. Set each user's **Phone Number Activation** column to 'activate'.
3. Use the Voicemail worksheet to modify each user to both:
 - a. Set the **Active** column to 'True', which allows Voicemail functionality.
 - b. Reset the user mailbox by entering 'reset' in the **Surgemail Account** column. The reset command rebuilds the mailbox, so entry of the 'Mail Server Email Address' and 'Mail Server User Id' is also required.

Appendix A: Microsoft™ Teams Sync

Clearspan can provide PSTN calling services for Microsoft Teams users. OpEasy provisioning interoperates with Office365 to enable or disable Calling Services. However, after provisioning of Calling Services is complete, an O365 administrator must login to O365 and initiate a “sync” function to activate the changes. Alternately, each Enterprise has the option to ‘grant consent’ for OpEasy to perform the sync function through its integration without involving the O365 administrator. If OpEasy has been ‘granted consent,’ an O365 Sync request can be initiated via OpEasy using the following methods:

- OpEasy Web Application: Sync Teams button on the Provisioning - Users page
- Advanced Import: SyncTeams Command on the Users tab or SCA tab of the import spreadsheet
- OpEasy API: SyncTeams Command in the Users Task

The screenshot shows the 'Users' page in the OpEasy web application. At the top, there are several buttons: 'OK', 'Cancel', 'Add', 'General Settings', 'Sync Added/Modified Teams Users' (highlighted with a red box), and 'Sync Deleted Teams Users'. Below these buttons, there are dropdown menus for 'Enterprise' (set to 'Canine Center -- Training and Pet Store') and 'Group' (set to '(All Groups)'). A 'User Search' section includes a search bar and a 'Search' button. Below the search section, there is a table of users. The table has columns for 'Last Name', 'First Name', 'Group', 'Department', 'Phone Number', 'Extension', 'User ID', 'OpEasy Managed User', 'Support User', 'Device Name', 'Device Level', 'Edit', and 'View'. The table displays 5 users, all in the 'Training' group. The 'OpEasy Managed User' column shows 'true' for all users, and the 'Support User' column shows 'false' for all users.

| Last Name | First Name | Group | Department | Phone Number | Extension | User ID | OpEasy Managed User | Support User | Device Name | Device Level | Edit | View |
|-----------|------------|----------|------------|--------------|-----------|--|---------------------|--------------|--------------------------------|--------------|------|------|
| Last01 | First01 | Training | | 3124481001 | 1001 | 3124481001@k9center.clearspancloud.com | true | false | UCOneMobile-3124481001 | Group | Edit | View |
| Last02 | First02 | Training | | 3124481002 | 1002 | 3124481002@k9center.clearspancloud.com | true | false | GrandstreamWP820DMS-3124481002 | Group | Edit | View |
| Last03 | First03 | Training | | 3124481003 | 1003 | 3124481003@k9center.clearspancloud.com | true | false | Poppy_Grp_Trunk | | Edit | View |
| Last04 | First04 | Training | | 3124481004 | 1004 | 3124481004@k9center.clearspancloud.com | true | false | 00Smokey_VVX250 | Group | Edit | View |
| Last05 | First05 | Training | | 3124481005 | 1005 | 3124481005@k9center.clearspancloud.com | true | false | PolvcomVVXD230DMS-3124481005 | Group | Edit | View |

Figure 250 - Advanced Provisioning: Users Page with Teams Sync

An O365 Teams sync can only be initiated by an OpEasy administrator that has been granted the new “Sync Teams” privilege.

IMPORTANT: The sync operation is to be used **only once** after making all Teams user provisioning changes as it is resource intensive. Sending multiple requests will overload the Teams Powershell sessions which can make Microsoft throttle the enterprise requests for Provisioning/Un-provisioning.

The Sync Teams button is rendered when the following conditions are true:

- The selected Clearspan Enterprise is assigned to a Teams Enterprise that has been granted consent to perform provisioning actions in O365.
- The logged-in OpEasy Administrator has been granted Full Access to the “Sync Teams” privilege.

Appendix B: OpEasy Setup for Panasonic Phones

OpEasy supports the provisioning of Panasonic KX-TGP600 phone model. The phone can support a maximum of 8 handsets. The following settings must be configured within OpEasy prior to installing Panasonic phones at users' desks, as described in the following sections:

- User Profiles – One or more User Profiles must be created so that the administrator can build Panasonic phones for provisioning.
- Phone Templates

Key Definitions – In addition to the Panasonic standard soft keys, some OpEasy-configured soft keys may be assigned to Panasonic phones.

Global Settings – System, Enterprise, and Group level settings must be configured for Panasonic phones.

Definitions – One or more templates must be created for the Panasonic phone.

Notes:



- For new settings added to Templates and Global Settings, the '(Unspecified)' selection option or text value is displayed. The '(Unspecified)' value indicates no value has ever been set, causing OpEasy to NOT generate configuration file fields for that new OpEasy setting. As such, any existing Global Extra Settings for that configuration file field continue to be used. However, once a setting has been changed to an actual value (replacing the '(Unspecified)' value), then OpEasy generates configuration file fields for that setting from then on. These actual values then override any Global Extra Settings for that field. After a value is selected to replace the '(Unspecified)' value, the '(Unspecified)' value is no longer an option.
- You can configure extra settings only if you have the full access privilege to view and edit extra settings.

- Users: – Users must be created with a Panasonic phone.
- Phone Management – Panasonic phones can be added or modified under the Phone Management page of Provisioning.



Note: For Panasonic phones, OpEasy does not support Auto Install and MAC Address Capture like the Mitel and Polycom phones, respectively. For security reasons and to help in managing the Panasonic phones, the MAC address of the base station must be entered when provisioning the Panasonic device in OpEasy.

In addition, the following phone capabilities and features are not supported: the Panasonic phone's "Import/Export" Phonebook feature, Shared Call Appearances (SCAs), Busy Lamp Field (BLF), ACD, and Multicast paging.

User Profiles for Panasonic Phones

In order to allow administrators to quickly set up users with Panasonic phones, one or more User Profiles should be created. When creating a User Profile, the administrator selects the Panasonic phone as the Device Type. The Panasonic phone will be created as the primary phone device for the new user. "MAC Address" is the device's MAC address and not auto generated.

Phone Templates for Panasonic Phones

Key Definitions for Panasonic Phones

The OpEasy soft keys are configured on the Key Definitions page for provisioning Phone Templates. Key Definitions are typically accessible by system administrators only, as they affect keys system wide.

When Panasonic is selected as the Phone Manufacturer on the Key Definitions page, definitions specific to Panasonic phones are displayed.

Key Definitions
Display and configure system and per enterprise keys.

OK Cancel Apply Add

Enterprise: (System Keys) -

Phone Manufacturer: Panasonic -

Rebuild Status: Refresh System: None pending.

Key Definitions

(1-25 of 26) 1 2 25

| Type | Label | Value |
|-----------------------|----------------|-------|
| Talking Soft Key | Blind Transfer | |
| Programmable Soft Key | Call Park | *68 |
| Talking Soft Key | Call Park | |

Figure 251 - Key Definitions for Panasonic Phones

Phone Templates: Global Settings for Panasonic Phones

The following settings are configured on the Phone Templates / Global Configuration File Settings page of Provisioning.

System, Enterprise, and Group Extra Settings for Panasonic Phones

To enter extra settings that are to be applied to all Panasonic phones within the scope of the level, choose **Phone Templates** from the **Provisioning** menu, select **Global Settings**, the **Global Configuration File Settings** tab opens.

To edit extra settings for the group, select **Enterprise, Group** and **Phone Manufacturer**, click **Extra Settings**, the **Extra Settings** tab opens, click **Group Extra Settings**, and Click **Yes** on the confirmation box (the confirmation box displays “Updating Extra Settings is potentially dangerous. Are you sure you want to update Extra Settings?”). Enter the extra settings in the **Group Extra Settings** box and Click **OK**, the **Global Configuration File Settings: Rebuild Configuration Files** page opens. Click **Save and Rebuild** to save the Template changes and rebuild all configuration files using this template.

Only Group Administrators and above can create or modify Group Extra Settings.

To edit extra settings for the enterprise, select **Enterprise, Group** and **Phone Manufacturer**, click **Extra Settings**, the **Extra Settings** tab opens, click **Enterprise Extra Settings**, and Click **Yes** on the confirmation box (the confirmation box displays, “Updating Extra Settings is potentially dangerous. Are you sure you want to update Extra Settings?”). Enter the extra settings in the **Enterprise Extra Settings** box and Click **OK**, the **Global Configuration File Settings: Rebuild Configuration Files** page opens. Click **Save and Rebuild** to save the Template changes and rebuild all configuration files using this template.

Only Enterprise Administrators and above can create or modify Enterprise Extra Settings.

To edit extra settings for the system, select **Enterprise, Group** and **Phone Manufacturer**, click **Extra Settings**, the **Extra Settings** tab opens, click **System Extra Settings**, and Click **Yes** on the confirmation box (the confirmation box displays, “Updating Extra Settings is potentially dangerous. Are you sure you want to update Extra Settings?”). Enter the extra settings in the **System Extra Settings** box and Click **OK**, the **Global Configuration File Settings: Rebuild Configuration Files** page opens. Click **Save and Rebuild** to save the Template changes and rebuild all configuration files using this template.

Only System Administrators and Super Users can create or modify the System Extra Settings.

OpEasy analyzes the Group, Enterprise, or System Extra Settings to determine if the parameters in the Extra Settings are being overridden by the General Settings or Dial Plan Settings, or if the parameters in the Extra Settings are overriding the General Settings or Dial Plan Settings. If parameters that correspond to any of the General Settings or Dial Plan Settings are found in the Global Extra Settings, then the **Global Configuration File Settings: Extra Settings Audit Results** page is displayed, indicating the extra settings parameters that conflict with the Global Settings configuration.

Global Configuration File Settings

Display and change the global Clearspan settings for a selected Phone Manufacturer. After being saved, the change occurs at the next resync or reboot of the affected phones.

Enterprise:

Group:

Phone Manufacturer:

| General Settings | Extra Settings | System Config File Extension | Dial Plan |
|--|--|--|-----------|
| <div>Group Settings</div> <div>Force Group Rebuild</div> <div><input type="button" value="Refresh"/></div> | <div>Enterprise Settings</div> <div>Force Enterprise Rebuild</div> <div>No rebuilds pending in Enterprise.</div> | <div>System Settings</div> <div>Force System Rebuild</div> <div>No rebuilds pending in System.</div> | |

SIP Settings

Outbound Proxy:

☐ Use Enterprise Setting

☒ Use System Setting

Proxy Port (No Encryption):

Proxy Port (Encryption):

Encryption (TLS/SRTP):

Encryption Certificate File:

Encryption WARNING: Configure encryption in the network first.

Subscription Time:

☐ Use Enterprise Setting

☒ Use System Setting

DNS Servers

Enable DNS:

Primary DNS Server:

Secondary DNS Server:

Figure 252 - Global Settings - Panasonic Phones

System, Enterprise, and Group System Configuration File Extension Settings for Panasonic Phones

The screenshot displays the 'Global Configuration File Settings' window. At the top, it explains that settings are for a selected Phone Manufacturer and take effect after a resync or reboot. Below this are 'OK', 'Cancel', and 'Apply' buttons. Three dropdown menus are present: 'Enterprise' (SystemValidation -- System Validation), 'Group' (JazzTest -- JazzTest), and 'Phone Manufacturer' (Panasonic). A tabbed interface follows, with 'General Settings', 'Extra Settings' (selected), 'System Config File Extension', and 'Dial Plan'. The 'Extra Settings' section contains two large text areas: 'Group Extra Settings' and 'Enterprise Extra Settings'. Each text area is preceded by a 'Choose File' button and followed by an 'Upload File' button.

Figure 253 - Global Extra Settings for Panasonic Phones

The Device Type for each Panasonic phone model includes a **KX-TGP600.cfg** file that contains system-wide configuration settings used in the configuration files for all Panasonic phones of that phone model. These settings can be extended by choosing **Phone Template** from the **Provisioning** menu, selecting **Global Settings** and selecting **Panasonic** as the Phone Manufacturer, clicking on the **System Config File Extension** tab, and entering the additional settings on that tab.

Note that the KX-TGP600.cfg file and the settings on the System Config File Extension tab have a lower priority than ALL other Global Settings (including Global Extra Settings) and Template Settings. However, the System Config File Extension tab settings have higher-priority than the settings in the KX-TGP600.cfg file being extended.

Only Super Users and System Administrators can access the **System Config File Extension** settings.

Global Configuration File Settings

Display and change the global Clearspan settings for a selected Phone Manufacturer. After being saved, the change occurs at the next resync or reboot of the affected phones.

OK

Cancel

Apply

Enterprise:

SystemValidation -- System Validation

Group:

JazzTest -- JazzTest

Phone Manufacturer:

Panasonic

General Settings

Extra Settings

System Config File Extension

Dial Plan

System Config File Extension

REG_EXPIRE_TIME_1?r="3600"

REG_EXPIRE_TIME_2?r="3600"

REG_EXPIRE_TIME_3?r="3600"

REG_EXPIRE_TIME_4?r="3600"

REG_EXPIRE_TIME_5?r="3600"

REG_EXPIRE_TIME_6?r="3600"

REG_EXPIRE_TIME_7?r="3600"

REG_EXPIRE_TIME_8?r="3600"

Choose File

Upload File

Figure 254 - System Config File Settings for Panasonic Phones

Click Dial Plan to enter dial plan information for System, Enterprise, or Group levels or click **Use Enterprise Setting** to use enterprise settings or click **Use System Setting** to use system settings.

The dial plan information entered must be in Panasonic format and can include any Panasonic-specific setting.

Global Configuration File Settings

Display and change the global Clearspan settings for a selected Phone Manufacturer. After being saved, the change occurs at the next resync or reboot of the affected phones.

OKCancelApply

Enterprise: SystemValidation -- System Validation

Group: JazzTest -- JazzTest

Phone Manufacturer: Panasonic

General Settings

Extra Settings

System Config File Extension

Dial Plan

RefreshBlock Mode

Group Dial Plan

☐ Use Enterprise Setting

Digit Timeout: 4 seconds

50XX
478222800X
911
933
*XX
#XX

International Call Prefix:

Country Calling Code:

National Access Code:

Emergency Call #1:

911

Emergency Call #2:

933

Figure 255 - Global Settings – Dial Plans Tab for Panasonic Phones

Group Settings for Panasonic Phones

To configure group-specific Panasonic phone settings, choose Phone Templates from the Provisioning menu, and then select Global Settings and click on Group Panasonic Phone Settings. The common group settings for Panasonic phones are described in the following table.

| Tab / Section | Field | Settings |
|------------------------|-------------------------------------|---|
| SIP Settings | | |
| | Outbound Proxy | Enter the hostname or IP address of the outbound proxy server used by the Panasonic phones. |
| | Use DNS SRV Lookup | Select the Use DNS SRV Lookup option to use the Outbound Proxy Port (No Encryption) and Outbound Proxy Port (Encryption) of the DNS SRV |
| | Outbound Proxy Port (No Encryption) | Enter the port number for the outbound proxy server used by the Panasonic phones when encryption is not used by the Panasonic phone. The port number may be 0, 5060, or another port. |
| | Outbound Proxy Port (Encryption) | Enter the port number for the outbound proxy server used by the Panasonic phones when encryption is used by the Panasonic phone. |
| | Encryption (TLS/SRTP) | Select the setting for encryption. |
| | Encryption Certificate File | Name for the certificate file; must be entered if Encryption is set to Required |
| DNS Servers | | |
| | Enable DNS | Enable or disable DNS |
| | Primary DNS Server | Server address for primary DNS server. |
| | Secondary DNS Server | Server address for backup DNS server |
| Time Settings | | |
| | Time Server | Enter the hostname or IP address of a timer server. |
| | Time Zone | Select the time zone that the phones are in. |
| Device Settings | | |
| | Admin Password | Enter a password that is entered into the phone to access the advanced settings within the phone. |
| | User Password | Enter a password that is entered into the phone to access the user settings within the phone |

| Tab / Section | Field | Setting |
|---------------------------|------------------------------|--|
| Voice Codecs | | |
| | Voice Codec #1 to #5 | <p>Identify the voice codecs that the phone is to use when placing or receiving calls. The codecs are in priority order, with codec #1 as the highest priority codec to codec #5 as the lowest priority codec.</p> <p>Wideband is enabled if G.722 or G.722.2 is selected. Voice Codec options include the following:</p> <ul style="list-style-type: none"> • G.722 • G.711 u-Law • G.722.2 • G.729A • G.711 A-law |
| SNMP Settings | | |
| | SNMP Enable | Enable or disable SNMP. |
| | SNMP Server Address | Hostname or IP address of SNMP server. |
| | SNMP Server Port | Port for SNMP server |
| Quality Monitoring | | |
| | Quality Monitoring | Choose whether periodic and/or session quality monitoring is used |
| | Collector Server Address | Enter the hostname or IP address of the server to which quality monitoring messages are sent by the phone |
| | Collector Server Port | Enter the port to use on the collector server. The default port number is 5060 |
| | Alert Report MOSQ Critical | Criteria (critical) to send the VQ report when the MOSQ occurs |
| | Alert Report MOSQ Warning | Criteria (warning) to send the VQ report when the MOSQ occurs. |
| Handset Settings | | |
| | Power on Display Logo Path | URI for logo image file displayed when power is turned on. |
| | Display Wallpaper Dark Path | Specifies the wallpaper for DARK display setting in IDLE mode. |
| | Display Wallpaper Light Path | Specifies the wallpaper for LIGHT display setting in IDLE mode. |
| General Settings | | |
| | Conference Server | Specifies the conference server to use for conference calls. |
| | Firmware File | Text Field that contains the URL of the firmware file to be loaded. |

Phone Templates: Definitions for Panasonic Phones

As with Mitel phones, Panasonic phones can only be created using a phone template. Create templates for the Panasonic phone as described in the *Phone Templates* section, with the differences

described in the following table and shown in the following figures.

| Tab / Section | Field | Setting |
|--------------------|-----------------------------|--|
| General | | |
| General Settings | Time Zone | Select the Time Zone from the drop-down list. ' Use Global Settings ' uses the time zone from Global Settings in Phone Templates. User Time Zone uses the time zone of the first primary user assigned to the phone. Use DHCP uses the time zone from the DHCP server. You can also select a specific time zone. |
| | URI for Soft Keys | Select the URI for Soft Keys from the drop-down list. You cannot save the configuration unless you choose the URI. This entry is used to point to the appropriate EMS server for key definitions using OpEasy phone applications. |
| | Use VLAN | Select the "Use VLAN" check box if the phone must be assigned to and use a VLAN |
| | Outbound Proxy | Enter the proxy information for this phone if you want the information to appear in the Edge Device Utilization report. |
| | Use DNS SRV Lookup | Select the Use DNS SRV Lookup option to use the Outbound Proxy Port (No Encryption) and Outbound Proxy Port (Encryption) of the DNS SRV. |
| | Outbound Proxy Port | Enter the proxy information for this phone if you want the information to appear in the Edge Device Utilization. |
| | Encryption (TLS/SRTP) | Select the setting for encryption. |
| | Encryption Certificate File | Name for the certificate file; must be entered if Encryption is set to Required. |
| | Subscription Time | Use Global Settings for subscription time or clear the check box and enter the subscription time in seconds. |
| Panasonic Settings | Voice Quality Monitoring | Select the 'RTCP Extended Reports (RTCP XR) Enabled' checkbox to have the Panasonic phones send RTCP messages for quality monitoring purposes. |
| | Conference Server | Select the conference server to use for Conference Calls. |
| | Handset Display Names | Select the name to display on the handset in standby mode. |
| Lines | | |
| | Clearspan Line Position | Select the Clearspan Line Position that you want to assign. This is the Clearspan line to use for the PhoneLine . A single Clearspan Line Position can appear on one or more Phone Lines , which are on separate buttons on the phone. |

| Tab / Section | Field | Setting |
|------------------------|---------------------------|---|
| | Line Label | Choose the Line Label, which determines the label shown on the phone display. Choosing Text allows you to enter up to 16 characters of text along with the Extension, represented by the tag {Ext}, or phone number, represented by the tag {Number}. To display a name, set the Text label to "{First Name} {Last Name}" or "{Last Name}, {First Name}". When a single number is used for all handsets, the handset name display for all handsets comes from the Line Label for Clearspan Line Position 1. When different numbers are used for the handsets, the handset name display comes from Line Label for Clearspan Line Position 1 for handset 1, Line Label for Clearspan Line Position 2 for handset 2, and so on. |
| Soft Keys | | |
| Programmable Soft Keys | Park Retrieve Soft Key | "Park" is the only supported programmable soft key in "Talking" status and also appears when the call is parked on the handset and ready to be retrieved. |
| | Call Park in FunctionMenu | Enables Call Park in the function menu on the phone. |
| Soft Keys | Key | Displays the position of a specific soft key within the soft keys displayed on the phone. |
| | Label | Configure any or all of the soft keys defined under the Key Definitions for the Panasonic phone. Only the keys available to the Panasonic phone are selectable in the Label drop-down. The following are valid soft key labels in idle status. <ul style="list-style-type: none"> • Phonebook • Menu • Outgoing Call Log • Incoming Call Log • Redial • Page Soft Key 1(left) defaults to "Phonebook", Soft Key 2 (center) defaults to "Menu", Soft Key 3 (right) defaults to "Outgoing Call Log". The defined soft keys are used for all handsets configured online. |
| Incoming Calls | | |
| | Line | Displays the line number on the phone. |
| | Ring Handset 1-8 | Sets the ringtone for each line on each handset. Ring tones range from Ring 1- Ring 32. If None is selected, the handset on that line does not ring or accept incoming calls on that line. |
| Outgoing Calls | | |
| | Handset | Displays the number of the handset |
| | Line 1-8 | Select the boxes to configure which lines can be used to make calls. By default, all lines are checked. |

| Tab / Section | Field | Setting |
|-----------------------|-----------------------|--|
| | Default Outgoing Line | Specifies line used to make calls. |
| Extra Settings | | |
| | Extra Settings | Enter extra settings that are to be applied to all Panasonic phones using this template. The extra settings for the Panasonic phone are in an XML format, as are all Panasonic phone settings. |



Note: OpEasy analyzes the Template Extra Settings to determine if there are any parameters in the Extra Settings that are being overridden by the Template settings or are overriding the Template settings. If parameters that correspond to any of the Template settings are found in the Extra Settings, then Template Definitions: Extra Settings Audit Results page is displayed, indicating the extra settings parameters that conflict with the Template settings configuration.

Example Template

Template Add

Create a new phone template.

OK

Cancel

Apply

Template Name: Panasonic1

Template Level: Enterprise

Enterprise: Canine Center -- Training and Pet Store

Device Type: Panasonic KX-TGP600 (DMS)

Rebuild Status: Refresh

Enterprise: None pending.

Restart Phones

NOTE: If Restart Phones is unchecked, the template will not take effect until a resync or when the phone is rebooted.

General

Lines

Soft Keys

Incoming Calls

Outgoing Calls

Extra Settings

Name:

Panasonic1

Description:

General Settings

Time Zone: (Use Global Settings)

URI for Soft Keys: (Select EMS Address)

Use VLAN

Warning: Enabling VLAN may cause some phones to stop operating.

Outbound Proxy:

Use Global Settings

Use DNS SRV Lookup

Port (No Encryption):

Port (Encryption):

Encryption (TLS/SRTP): (Use Global Settings)

WARNING: Configure encryption in the network before setting Encryption to Required.

Encryption Certificate File:

Figure 256 - Template Add General Tab- Panasonic

Template Add

Create a new phone template.

OK

Cancel

Apply

Template Name: Panasonic1

Template Level: Enterprise

Enterprise: Canine Center -- Training and Pet Store

Device Type: Panasonic KX-TGP600 (DMS)

Rebuild Status:

Refresh

 Enterprise: None pending.

☐ Restart Phones

NOTE: If Restart Phones is unchecked, the template will not take effect until a resync or when the phone is rebooted.

General

Lines

Soft Keys

Incoming Calls

Outgoing Calls

Extra Settings

Useful tags for Line Label text: {Ext}, {Number}, {FirstName}, {LastName}

Phone Line to Clearspan Line Position Mapping

| Phone Line | Clearspan Line Position | Line Label |
|------------|-------------------------|----------------------|
| 1 | <div>Position 1</div> | <div>Extension</div> |
| 2 | <div>(Unassigned)</div> | |
| 3 | <div>(Unassigned)</div> | |
| 4 | <div>(Unassigned)</div> | |
| 5 | <div>(Unassigned)</div> | |
| 6 | <div>(Unassigned)</div> | |
| 7 | <div>(Unassigned)</div> | |
| 8 | <div>(Unassigned)</div> | |

End of Lines

Figure 257 - Template Add - Lines Tab - Panasonic

Template Add

Create a new phone template.

OK

Cancel

Apply

Template Name: Panasonic1

Template Level: Enterprise

Enterprise: Canine Center -- Training and Pet Store

Device Type: Panasonic KX-TGP600 (DMS)

Rebuild Status:

Refresh

 Enterprise: None pending.

☐ Restart Phones

NOTE: If Restart Phones is unchecked, the template will not take effect until a resync or when the phone is rebooted.

General

Lines

Soft Keys

Incoming Calls

Outgoing Calls

Extra Settings

Programmable Soft Keys

☐ Call Park in Function Menu:

Park Retrieve Soft Key:

None

Talking Soft Keys

| Key | Label |
|-----|------------------------------|
| 1 | <div>Original (System)</div> |
| 2 | <div>Original (System)</div> |
| 3 | <div>Original (System)</div> |

End of Keys

Idle Soft Keys

| Key | Label |
|-----|---------------------------------------|
| 1 | <div>PhoneBook (System)</div> |
| 2 | <div>Menu (System)</div> |
| 3 | <div>Outgoing Call Log (System)</div> |

End of Keys

Figure 258 - Template Add - Soft Keys Tab - Panasonic

Template Add

Create a new phone template.

OK Cancel Apply

Template Name: Panasonic1
 Template Level: Enterprise
 Enterprise: Canine Center -- Training and Pet Store
 Device Type: Panasonic KX-TGP600 (DMS)

Rebuild Status: Refresh Enterprise: None pending.

☐ Restart Phones NOTE: If Restart Phones is unchecked, the template will not take effect until a resync or when the phone is rebooted.

| General | Lines | Soft Keys | Incoming Calls | Outgoing Calls | Extra Settings |
|---------|-------|-----------|----------------|----------------|----------------|
|---------|-------|-----------|----------------|----------------|----------------|

Group Handset / Handset Select for Receiving Calls

| Line | Ring Handset 1 | Ring Handset 2 | Ring Handset 3 | Ring Handset 4 | Ring Handset 5 | Ring Handset 6 | Ring Handset 7 | Ring Handset 8 |
|------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| 1 | Ring 1 | Ring 2 | Ring 3 | Ring 4 | Ring 5 | Ring 6 | Ring 7 | Ring 8 |
| 2 | Ring 1 | Ring 2 | Ring 3 | Ring 4 | Ring 5 | Ring 6 | Ring 7 | Ring 8 |
| 3 | Ring 1 | Ring 2 | Ring 3 | Ring 4 | Ring 5 | Ring 6 | Ring 7 | Ring 8 |
| 4 | Ring 1 | Ring 2 | Ring 3 | Ring 4 | Ring 5 | Ring 6 | Ring 7 | Ring 8 |
| 5 | Ring 1 | Ring 2 | Ring 3 | Ring 4 | Ring 5 | Ring 6 | Ring 7 | Ring 8 |
| 6 | Ring 1 | Ring 2 | Ring 3 | Ring 4 | Ring 5 | Ring 6 | Ring 7 | Ring 8 |
| 7 | Ring 1 | Ring 2 | Ring 3 | Ring 4 | Ring 5 | Ring 6 | Ring 7 | Ring 8 |
| 8 | Ring 1 | Ring 2 | Ring 3 | Ring 4 | Ring 5 | Ring 6 | Ring 7 | Ring 8 |

Figure 259 - Template Add - Incoming Calls Tab - Panasonic

Template Add

Create a new phone template.

OK Cancel Apply

Template Name: Panasonic1
 Template Level: Enterprise
 Enterprise: Canine Center -- Training and Pet Store
 Device Type: Panasonic KX-TGP600 (DMS)

Rebuild Status: Refresh Enterprise: None pending.

☐ Restart Phones NOTE: If Restart Phones is unchecked, the template will not take effect until a resync or when the phone is rebooted.

| General | Lines | Soft Keys | Incoming Calls | Outgoing Calls | Extra Settings |
|---------|-------|-----------|----------------|----------------|----------------|
|---------|-------|-----------|----------------|----------------|----------------|

Handset and Line Number Select for Making Calls

| Handset | Line 1 | Line 2 | Line 3 | Line 4 | Line 5 | Line 6 | Line 7 | Line 8 | Default Outgoing Line |
|---------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-----------------------|
| 1 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Line 1 |
| 2 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Line 1 |
| 3 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Line 1 |
| 4 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Line 1 |
| 5 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Line 1 |
| 6 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Line 1 |
| 7 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Line 1 |
| 8 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Line 1 |

Figure 260 - Template Add - Outgoing Calls Tab - Panasonic

Template Add

Create a new phone template.

OK
Cancel
Apply

Template Name: Panasonic1
 Template Level: Enterprise
 Enterprise: Canine Center -- Training and Pet Store
 Device Type: Panasonic KX-TGP600 (DMS)
 Rebuild Status: Refresh Enterprise: None pending.

☐ Restart Phones

NOTE: If Restart Phones is unchecked, the template will not take effect until a resync or when the phone is rebooted.

General

Lines

Soft Keys

Incoming Calls

Outgoing Calls

Extra Settings

Choose File to Upload Extra Settings Content.

Upload File

Figure 261 - Template Add - Extra Settings Tab - Panasonic

Panasonic Phone Users

When creating a user or adding a phone to an existing user, any phone device created for that user may be a Panasonic phone.

User Device Settings for Panasonic Phones

For a Panasonic phone, the Device Access: User Name and Password fields appear at the bottom of the **User Add** page when a **User Profile** is selected that includes the Panasonic Device Type, and are *required* for definition of the phone. Valid password characters are a-z, A-Z, 0-9, blank, or special characters: - _ . , ! \$ % & * + / = ? ^ { } | ~ @.

Device access credentials and MAC address fields are required and **MUST** be valid, matching the MAC address of the physical Panasonic phone assigned to that phone device definition. The Panasonic phone will not be able to load its configuration files if incorrect device credentials and/or an incorrect MAC address are entered.

| | |
|---|--|
| Authentication | |
| Name: | <input type="text"/> |
| Password: | <input type="text" value="1uJ71-rt1_3_6X918Yn9UoX-cw1iWK3XSgnoX-QmRZ_v_-ehW-P13_"/> |
| (create a password of at least 6 characters) | |
| Confirm Password: | <input type="text" value="1uJ71-rt1_3_6X918Yn9UoX-cw1iWK3XSgnoX-QmRZ_v_-ehW-P13_"/> |
| Initialize Authentication Password to random password | |
| Primary Phone Device | |
| * Device Name: | <input type="text"/> |
| Device Level: | <input type="button" value="Group"/> |
| * Line / Port: | <input type="text"/> @ <input type="button" value="m4k.clearspan.mitel.com"/> |
| VLAN ID: (VLAN is not enabled in the template) | <input type="text"/> Warning: Modifying the VLAN ID may cause the phone to stop operating. |
| MAC Address: | <input type="text"/> (Device's MAC Address) |
| ERL Record Name: | <input type="button" value="(None)"/> |
| Device Access: | |
| * User Name: | <input type="text"/> |
| * Password: | <input type="text"/> |

Figure 262 - Bottom Section of User Add Page when Panasonic User Profile is Selected

User: Primary Phone Device Add

Add a phone device as the primary phone for the user. *Pressing OK retains but does not save entered changes. To save the changes, press OK or Apply on the subsequent page.

OK*

Cancel

Manage Users

Custom Tags

Custom Rings

Enterprise: Canine Center -- Training and Pet Store

Group: Training

User: Last111, First111 (3124481111@k9center.clearspancloud.com)

Phone Device

Phone Device: (New Phone Device)

* Device Name:

Panasonic_1111

* Device Level: Group

Device Type: Panasonic KX-TGP600 (DMS)

Template: Panasonic_Grp (Group)

View Template

Device Billing Type: Use Org Billing Type

User Line

* Line / Port:

3124481111.primary

@

k9center.clearspancloud.com

Line Position: 1st Phone Line

Figure 263 - User: Primary Phone Device Add

User General Settings for Panasonic Phones

As with Mitel phones, when creating a user with a Panasonic phone as the primary phone, an E-mail message can be sent to that user to notify of the new phone. Mitel phones and Panasonic phones have a different new user E-mail message because of the differences in setting up the phones.

To set up the new user E-mail notification message for a Panasonic phone from the Users page of Provisioning, click General Settings and New User E-mail Notification. Then, select the specific enterprise and Panasonic from the Phone Manufacturer drop-down list. Change the new user E-mail message as you would for a Mitel phone, with the text appropriate for a Panasonic phone.

User General Settings: New User E-mail Notification

Display and modify the E-mail message that is sent to new users based on phone type. The E-mail notification typically provides instructions on phone setup.

OK
Cancel
Apply
Save As System-Wide Default

Enterprise: Canine Center -- Training and Pet Store

Phone Manufacturer: Panasonic

New User E-mail Message

Enter or modify the 'From' address, 'Subject' line, and body of the E-mail message that is to be sent to new phone users. The subject line and message body can contain any of the substitution tags (identified by {} braces) listed at the bottom of the page. When the E-mail is sent, these tags are replaced by the appropriate user-specific information.

The text between {CCDesktopStart} and {CCDesktopEnd} is sent only when the new user has a Clearspan Communicator - Desktop device configured. Similarly the text between {CSEngageDesktopStart} and {CSEngageDesktopEnd} is sent for a CS Engage - Desktop device, between {CCS4BStart} and {CCS4BEnd} is sent for a Clearspan Communicator - S4B device, between {CSEngageMobileStart} and {CSEngageMobileEnd} is sent for a UC-One/CS Engage - Mobile device, between {CCMobileStart} and {CCMobileEnd} is sent for a Clearspan Communicator - Mobile device, between {CSEngageTabletStart} and {CSEngageTabletEnd} is sent for a UC-One/CS Engage - Tablet device, and between {CCTabletStart} and {CCTabletEnd} is sent for a Clearspan Communicator - Tablet device.

Similarly, the {DMMACAddressStart} and {DMMACAddressEnd} tags surround text only sent when the user's phone device is configured using the device's MAC Address. The {DMCcredentialsStart} and {DMCcredentialsEnd} tags surround text only sent when the user's phone device is configured using the device's credentials (access User Name and Password).

Reset to System-Wide Default

Clear

From:

Subject:

Email Message Body

Figure 264 - New User E-mail Notification - Panasonic

Phone Management for Panasonic Phones

As with Mitel phones, Panasonic phones can also be added or modified under the Phone Management page of Provisioning.

| | |
|---|--|
| Device Description | |
| Description: | <input type="text"/> |
| Serial Number: | <input type="text"/> |
| Phone Location: | <input type="text" value="Plano 5th Floor"/> |
| <hr/> | |
| Device Configuration | |
| Host Name / IP Address: | <input type="text"/> |
| Port: | <input type="text"/> |
| Outbound Proxy: | <input type="text"/> |
| MAC Address: | <input type="text" value="BCC3420CEDD0"/> |
| Device Access: | |
| User Name: | <input type="text" value="4693653322"/> |
| Reset Password: | <input type="text"/> |
| Confirm Password: | <input type="text"/> |
| Device Protocol: | SIP 2.0 |
| Transport Protocol: | <input type="button" value="Unspecified"/> |
| VLAN ID: | <input type="text"/> (VLAN is not enabled in the template) |
| WARNING: Modifying the VLAN ID may cause the phone to stop operating. | |
| ERL Record Name: | <input type="button" value="Invalid ERL Specified"/> |
| Encryption (TLS/SRTP): | None |
| Lines/Ports: | 8 |
| Assigned Lines/Ports: | 3 |
| Unassigned Lines/Ports: | 5 |

Figure 265 - Phone Device Page for Panasonic Phones

Installing Panasonic Phones

For information about installing Panasonic phones, refer to the *Device Management Configuration Guide*.

Appendix C: OpEasy and Clearspan Setup for Cisco Phones

The following settings must be configured within OpEasy prior to installing Cisco phones at users' desks, as described in the following sections:

- Cisco Phone Support: – Support for Cisco phones requires a 3rd Party system license to be installed.
- User Profiles: – One or more User Profiles must be created for each type of Cisco phone so that the administrator can build Cisco phones for provisioning.
- Phone Templates

Key Definitions – In addition to the Cisco standard soft keys, some OpEasy-configured soft keys may be assigned to Cisco phones.

Global Settings – System, Enterprise, and Group level settings must be configured for Cisco phones.

Definitions – One or more templates must be created for each type of Cisco phone.



Notes:

• For new settings added to Templates and Global Settings, the '(Unspecified)' selection option or text value is displayed. The '(Unspecified)' value indicates no value has ever been set, causing OpEasy to NOT generate configuration file fields for that new OpEasy setting. As such, any existing Global Extra Settings for that configuration file field continue to be used. However, once a setting has been changed to an actual value (replacing the '(Unspecified)' value), then OpEasy generates configuration file fields for that setting from then on. These actual values then override any Global Extra Settings for that field. After a value is selected to replace the '(Unspecified)' value, the '(Unspecified)' value is no longer an option.

- You can configure extra settings only if you have the full access privilege to view and edit extra settings.

User General Settings – The E-mail message sent to new Cisco phone users will be different from the message sent to Mitel phone users.

Users: – Users must be created with a supported Cisco phone.

Phone Management – Cisco phones can be added or modified under the Phone Management page of Provisioning.

Cisco Phone Support

Cisco Phone Support must be licensed within the appropriate Enterprises for the level of administrators that will be configuring Cisco phones if Enterprise Licensing is in use.

A subset of Cisco IP phone models is supported in OpEasy. Additionally, only Cisco phones equipped and licensed with Cisco's 'MultiPlatform Phone' (MPP) firmware are capable of interoperability with the Clearspan VoIP platform. MPP firmware and licensing must be acquired directly from Cisco. [This link provides information on the firmware migration process.](#)

User Profiles for Cisco Phones

To allow administrators to quickly set up users with Cisco phones, one or more User Profiles should be created for each type of Cisco phone that will be used. When creating a User Profile, the administrator selects one of the supported Cisco phones as the Device Type. The selected type of Cisco phone will be created as the primary phone device for the new user.

Clearspan Setup for Cisco Phones

The following section contains tasks that must be performed on Clearspan before configuring the Cisco Phones:

Creating the System Device Management Tag Set

To create the Cisco Device Management Tag set:

Launch the Clearspan Provisioning Portal with System Administrator credentials.

Navigate to System > Resources > Device Management Tag Sets.

Click **Add** and enter **Cisco Tags** to create the tag set.

Click **Cisco Tags** to edit the tag set and click **Add** to include the tags in the following table:

| Tag Name | Default Tag Value | Comments |
|-----------------------------|--|---|
| %ASSIGNED_VLAN_ID% | 4095 | Default of 4095 indicates disabled |
| %DAYLIGHT_SAVING_TIME_RULE% | start=3/8/7/2:0:0;end=11/1/7/2:0:0; save=1 | Default rule is for North America |
| %FIRMWARE_PROTOCOL% | http | Can be "http" or "https" to be used for firmware download |
| %FIRMWARE_VERSION_68X X% | Sip68xx.11.1.2MPP-351.loads | For model 6851 and 6871 |
| %FIRMWARE_VERSION_78X X% | sip78xx.11.1.2MPP-351.loads | For models 7821, 7841, and 7861 |
| %FIRMWARE_VERSION_88X X% | sip88xx.11.1.2MPP-351.loads | For models 8811, 8841, 8845, 8851, 8861 and 8865 |

Modifying Firmware Version for a Group

The firmware version can be changed for a specific group or device.

To modify the firmware version for a group:

1. Launch the Clearspan Provisioning Portal.
2. Navigate to the Group > Utilities > Device Configuration.

3. Click **Edit** on the appropriate Device Type in the list, for example Cisco 7841 (DMS).



Note: At least one of the devices must exist in the Group.

4. Select the **Custom Tags** tab.
5. Click **Add** and enter the required version for the tag. For example, Tag Name: “%FIRMWARE_VERSION_78XX%”.

Configuration 1-Minute Delay

When the phones download a modified configuration file, it will reboot and then wait for up to 1 minute before processing and applying any latest updates.

BLF Configuration

Cisco phones support using the BroadWorks BLF List URI. Using this method, the phone will automatically populate unused buttons, so you do not need to specify which button to use for the BLF keys manually or in OpEasy (they are assigned in the order received from BroadWorks). You can disable using Line Keys for phones that support expansion modules, so that all BLF entries will be populated on the Expansion Module Programmable Keys.

The phones also allow administrators to provision specific BLF users to monitor on a specific key, but in this case, you will specify the BLF List URI along with the User Id of the specific user to monitor each key.

Installation Instructions

Upon bootup, the phone will use the FQDN returned from the DHCP server and look for the model-specific configuration file (in dms/Clearspan).

The default Profile Rule is set to “/\$PSN.xml”, which is appended to the FQDN and resolves to the model series name.

The initial model-specific configuration file, for example “7841-3PCC.xml” provides:

- A Profile Rule to download a configuration file created by OpEasy.



Note: This file is generated by OpEasy and contains the authentication username and password and the path for the MAC.xml file

- A softkey to the OpEasy Setup application to allow installation of the phone.

When the phone starts, it will display a **Setup** button, which is pressed to install the phone.

Installer Setup

The installer presses the **Setup** button on the phone, which:

Prompts the installer for the unique Device ID (unique ID entered into the MAC address field)
Finds the device with this ID and prompts the installer to verify the identity of this user (Y/N)

Saves the device's MAC address to the Clearspan device (overwrites the ID with correct MAC)

Sets a device tag (%MI_UPDATE_PWD%) to 1 to indicate the phone requires generation of an authentication password.

Prompts the installer to reboot the device.



Note: An **Exit** button appears on the phone, but do not exit the application, press the **Settings** button, and restart the phone

Restart to Download Configuration

The Installer will restart the phone (it will take up to 2 minutes for the phone to activate):

- After 1 minute, the phone will download the configuration file from OpEasy which now contains the device credentials.

After 1 more minute, the phone will download the MAC.xml file using the provided credentials and apply the configuration.

Subsequent Restarts

During Subsequent restart, the phone restart always returns to the redirected path and has the required credentials to download MAC.xml updates.

Resetting a Password

To regenerate the password if a phone loses its password and cannot download the MAC.xml file:

1. From the Clearspan Web Portal, navigate to the appropriate device.
2. Click the **Custom Tags** tab.
3. Select the **%MI_UPDATE_PWD%** tag and click **Edit**.
4. Change the Tag Value from 0 to 1 and press **OK**.
5. Restart the phone (the phone will download the OpEasy configuration file containing the credentials).
6. Restart the phone again to use the credentials to download the MAC.xml file.

HeadQuarter: Identity/Device Profile Custom Tag Modify
Modify or delete a custom device management tag for the Identity/Device Profile.

OK Delete Cancel

Identity/Device Profile Name: Cisco7861DMS-9723330025
Identity/Device Profile Type: [Cisco 7861 \(DMS\)](#)
Tag Name: %MI_UPDATE_PWD%
Tag Value:

OK Delete Cancel

Figure 266 - Resetting a Password

Phone Templates for Cisco Phones

Key Definitions for Cisco Phones

The OpEasy soft keys are configured on the Key Definitions page for provisioning Phone Templates. Key Definitions are typically accessible by system administrators only, as they affect keys system wide.

When Cisco is selected as the Phone Manufacturer on the Key Definitions page, definitions specific to Cisco phones are displayed.

Key Definitions

Display and configure system and per enterprise keys.

Enterprise: Canine Center -- Training and Pet Store

Template Keys: Both System and Enterprise Keys (Keys available to use in templates of the selected enterprise)

Phone Manufacturer: Cisco

Rebuild Status: Enterprise: None pending.

Key Definitions

(1-25 of 56) 1 2 3 25

| Type | Label | Value | Idle | Dialing | Connected | Ringing | Progressing | Off-Hook | Hold | Start Xfer | Start Conf | Releasing | Conferencing | Shared Active | Shared Held | Missed | Delete |
|------------------------------|-------------|-------|-------------------------------------|-------------------------------------|--------------------------|-------------------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|-------------------------------------|--------------------------|------------------------|
| Input Star Code | *code | | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Delete |
| Right Arrow | -> | | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Delete |
| Left Arrow | <- | | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Delete |
| ACD Login | Agt SignIn | | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Delete |
| ACD Logout | Agt SignOut | | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Delete |
| Agent Status | Agt Status | | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Delete |
| Answer | Answer | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Delete |
| Available | Avail | | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Delete |
| Barge In | Barg | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Delete |

Figure 267 - Key Definitions for Cisco Phones

To define a new key:

Select an Enterprise and a phone from the **Phone Manufacturer** drop-down box on the Key Definitions page and click **Add**. **Template Keys** drop-box sets the keys that will be displayed,

Enter or Select the following in the Key Definition fields.

| Field | Setting |
|-------|--|
| Type | <p>Select the type of key or feature that is being defined.</p> <ul style="list-style-type: none"> • ACD Login • ACD Logout • Agent Status • Answer • Available • Barge In • Barge Silent • Blind Xfer • Call • Call Forward • Call Info • Cancel • Conference • Conference Line • Decline • Delete Char • Directory • Disposition Code • DND • Extension Mobility Sign In • Extension Mobility sign Out • Emergency • End Call • Favorites • Function • Group Pickup • Hold • Input Star Code • Join • Last Call Rtn • Left arrow icon • Line • Messages • Miss • New Call • Option • Park |

| Field | Setting |
|--|---|
| | <ul style="list-style-type: none"> • Pause Rec • Pickup • Privacy Hold • Recents • Redial • Resume • Resume Recording • Right arrow icon • Settings • Start Rec • Stop Rec • Start Rec • Stop Rec • Trace • Transfer • Transfer line • Unavailable • Unpark |
| Label | The label that is displayed on the key. |
| Value | Enter the string value to be assigned to the key. |
| Idle/Dialing /Connected/Ringing/ Progressing/Off-Hook/ Hold/Start Xfer/Start Conf/Releasing /Conferencing/Shared Active/Shared Held/Missed/ Delete | Select the phone states in which this soft key should appear. |

System, Enterprise, and Group Global Settings for Cisco Phones

To configure global Cisco phone settings, choose Phone Templates from the Provisioning menu, and then select Global Settings and select Cisco as the Phone Manufacturer. The common global settings for Cisco phones are shown on the General Settings tab and described in the following table.

OpEasy analyzes the Group, Enterprise, or System Extra Settings to determine if the parameters in the Extra Settings are being overridden by the General Settings, Dial Plan Settings or Custom Rings Settings. If parameters that correspond to any of the General Settings, Dial Plan Settings or Custom Rings Settings are found in the Global Extra Settings, then the **Global Configuration File Settings: Extra Settings Audit Results** page is displayed, indicating the extra settings parameters that conflict with the Global Settings configuration.

Global Configuration File Settings

Display and change the global Clearspan settings for a selected Phone Manufacturer. After being saved, the change occurs at the next resync or reboot of the affected phones.

OK
Cancel
Apply

Enterprise: Canine Center -- Training and Pet Store

Group: Training

Phone Manufacturer: Cisco

| General Settings | Extra Settings | System Config File Extension | Dial Plan |
|--|--|--|-----------|
| <div>Group Settings</div> <div>Force Group Rebuild</div> <div> Refresh No rebuilds pending in Group. </div> | <div>Enterprise Settings</div> <div>Force Enterprise Rebuild</div> <div> No rebuilds pending in Enterprise. </div> | <div>System Settings</div> <div>Force System Rebuild</div> <div> No rebuilds pending in System. </div> | |

SIP Settings

Outbound Proxy:

☒ Use Enterprise Setting

☒ Use System Setting

☐ Use DNS SRV Lookup

☐ Use DNS SRV Lookup

☐ Use DNS SRV Lookup

Proxy Port (No Encryption):

Proxy Port (Encryption):

Encryption (TLS/SRTP):

(Use Enterprise Setting)
Not Allowed

Encryption Certificate File:

Encryption WARNING:

Configure encryption in the network first.

Subscription Time:

☒ Use Enterprise Setting

☒ Use System Setting

360

BLF Subscription Time:

☒ Use Enterprise Setting

☒ Use System Setting

360

Hoteling Subscription Time:

☒ Use Enterprise Setting

☒ Use System Setting

3600

Figure 268 - Global Settings for Cisco Phones

| Tab / Section | Field | Setting |
|---------------|-------------------------------------|--|
| SIP Settings | Outbound Proxy | Enter the hostname or IP address of the outbound proxy server used by the Cisco phones. |
| | Use DNS SRV Lookup | Select the Use DNS SRV Lookup option to use the Outbound Proxy Port (No Encryption) and Outbound Proxy Port (Encryption) of the DNS SRV. |
| | Outbound Proxy Port (No Encryption) | Enter the port number for the outbound proxy server used by the Cisco phones when encryption is not used by Cisco phones. |
| | Outbound Proxy Port (Encryption) | Enter the port number for the outbound proxy server used by the Cisco phones when encryption is used by Cisco phones. |
| | Encryption (TLS/SRTP) | Select the setting for encryption. Required indicates encryption is required. Not Allowed indicates |

| | | |
|---------------------------|-----------------------------|---|
| | | encryption is not allowed. |
| | Encryption Certificate File | Enter the encryption certificate filename. |
| | Subscription Time | Enter the subscription time to be used in seconds or select Use EnterpriseSettings |
| | BLF Subscription Time | Enter the BLF Subscription Time to be used in seconds. The default value at system level is 360 seconds. |
| | Hoteling Subscription Time | Enter the Hoteling Subscription Time to be used in seconds. The default value at system level is 3600 seconds. |
| Time Settings | | |
| | Time Server | Check box that indicates that the Time Server settings are to be set based on the values configured in Cisco Enterprise/System Global Settings. |
| | Time Server 1 | Enter the hostname or IP address to configure the FQDN used for the first-time server. |
| | Time Server 2 | Enter the hostname or IP address to configure the FQDN used for the second-time server. |
| | Time Zone | Select the time zone that the phones are in. |
| Device Settings | | |
| | Network Discovery | Enable/disable the Cisco Discovery Protocol |
| | LAN Port Mode | Select the LAN speed, normally Auto. The other options include 10 Mbps Half-Duplex, 10 Mbps Full-Duplex, 100 Mbps Half-Duplex, 100 Mbps Full-Duplex, 1000 Mbps Full-Duplex. |
| | Admin Password | Enter a password and Confirm Admin Password that is entered into the phone to access the advanced settings within the phone. |
| | User Password | Enter a password and Confirm User Password that is entered into the phone to access the user settings within the phone. |
| | Web Interface | Enable/Disable the web interface of the phone. |
| | Direct Action URL | Enable/Disable access to the Direct Action URL. |
| Voice Codecs | | |
| | Voice Codec #1 to #3 | Identify the voice codecs that the Cisco phone is to use when placing or receiving calls. The codecs are in priority order, with codec #1 as the highest priority codec to codec #3 as the lowest priority codec. |
| Quality Monitoring | | |
| | Quality Monitoring | Choose to ON/OFF quality monitoring. |
| | Collector Server Address | Enter the hostname or IP address of the server to which quality monitoring messages are sent by the phone. |
| | Collector Server Port | Enter the port to use on the collector server. The default port number is 5060. |
| General Settings | | |
| | Conference Server | Select the conference server to use for conference calls. |
| | Firmware Server | Text field that contains the location of the firmware to |

System, Enterprise, and Group Extra Settings for Cisco Phones

To enter extra settings that are to be applied to all Cisco phones within the scope of the level, choose **Phone Templates** from the **Provisioning** menu, select **Global Settings**, the **Global Configuration File Settings** tab opens.

To edit extra settings for the group, select **Enterprise, Group** and **Phone Manufacturer**, click **Extra Settings**, the **Extra Settings** tab opens, click **Group Extra Settings**, and Click **Yes** on the confirmation box (the confirmation box displays “Updating Extra Settings is potentially dangerous. Are you sure you want to update Extra Settings?”). Enter the extra settings in the **Group Extra Settings** box and Click **OK**, the **Global Configuration File Settings: Rebuild Configuration Files** page opens. Click **Save and Rebuild** to save the Template changes and rebuild all configuration files using this template.

Only Group Administrators and above can create or modify Group Extra Settings.

To edit extra settings for the enterprise, select **Enterprise, Group** and **Phone Manufacturer**, click **Extra Settings**, the **Extra Settings** tab opens, click **Enterprise Extra Settings**, and Click **Yes** on the confirmation box (the confirmation box displays, “Updating Extra Settings is potentially dangerous. Are you sure you want to update Extra Settings?”). Enter the extra settings in the **Enterprise Extra Settings** box and Click **OK**, the **Global Configuration File Settings: Rebuild Configuration Files** page opens. Click **Save and Rebuild** to save the Template changes and rebuild all configuration files using this template.

Only Enterprise Administrators and above can create or modify Enterprise Extra Settings.

To edit extra settings for the system, select **Enterprise, Group** and **Phone Manufacturer**, click **Extra Settings**, the **Extra Settings** tab opens, click **System Extra Settings**, and Click **Yes** on the confirmation box (the confirmation box displays, “Updating Extra Settings is potentially dangerous. Are you sure you want to update Extra Settings?”). Enter the extra settings in the **System Extra Settings** box and Click **OK**, the **Global Configuration File Settings: Rebuild Configuration Files** page opens. Click **Save and Rebuild** to save the Template changes and rebuild all configuration files using this template.

Only System Administrators and Super Users can create or modify the System Extra Settings.

Global Configuration File Settings
 Display and change the global Clearspan settings for a selected Phone Manufacturer. After being saved, the change occurs at the next resync or reboot of the affected phones.

OK Cancel Apply

Enterprise: Canine Center -- Training and Pet Store

Group: Training

Phone Manufacturer: Cisco

| General Settings | Extra Settings | System Config File Extension | Dial Plan |
|--|----------------|------------------------------|-----------|
| <p>Group Extra Settings</p> <div></div> <p>Choose File</p> <p>Upload File</p> | | | |
| <p>Enterprise Extra Settings</p> <div></div> <p>Choose File</p> <p>Upload File</p> | | | |
| <p>System Extra Settings</p> <div></div> | | | |

Figure 269 - Global Settings - Extra Settings Tab for Cisco Phones

System, Enterprise, and Group System Configuration File Extension Settings for Cisco Phones

Choose **Phone Template** from the **Provisioning** menu, select **Global Settings** and select Cisco as the Phone Manufacturer, click the **System Config File Extension** tab to add the System Config File Extension settings. The additional settings must be in an XML format as are all Cisco configuration settings.

The settings on the **System Config File Extension** tab have lower-priority than ALL other Global Settings (including Global Extra Settings) and Template Settings.

Only Super Users and System Administrators can access the **System Config File Extension** Settings.

Global Configuration File Settings

Display and change the global Clearspan settings for a selected Phone Manufacturer. After being saved, the change occurs at the next resync or reboot of the affected phones.

OK

Cancel

Apply

Enterprise: Canine Center -- Training and Pet Store

Group: Training

Phone Manufacturer: Cisco

General Settings

Extra Settings

System Config File Extension

Dial Plan

System Config File Extension

Choose File

Upload File

Figure 270 - Global Settings - System Config File Extension Tab for Cisco Phones

System, Enterprise, and Group Dial Plans for Cisco Phones

Click the **Dial Plan** tab on the **Global Configuration File Settings** page to enter dial plan information for System, Enterprise, or Group levels or click **Use Enterprise Setting** to use enterprise settings or click **Use System Setting** to use system settings. The **Long Digit Timeout** and **Short Digit Timeout** allows values in the range of 1 to 64 second(s). The dial plan information entered must be in Cisco format and can include any Cisco-specific setting.

Phone Templates: Definitions for Cisco Phones

As with Mitel phones, Cisco phones can only be created using a phone template. Create templates for Cisco phones as described in the following table. Refer to the Phone Templates section for more information on creating, editing, renaming, and deleting a phone template.

Template Add

Create a new phone template.

Template Name: Finance 8841
 Template Level: Group
 Enterprise: Mitel -- Corporate Users
 Group: Plano 5th Floor -- Engineering Cloud Support
 Device Type: Cisco 8841 (DMS)
 Rebuild Status: Group: None pending.

☐ Restart Phones
 NOTE: If Restart Phones is unchecked, the template will not take effect until a resync or when the phone is rebooted.

| General | Lines | Programmable Keys | Soft Keys | Features | Extra Settings |
|---|-------|-------------------|-----------|----------|----------------|
| <p>Name:</p> <input type="text" value="Finance 8841"/> | | | | | |
| <p>Description:</p> <input type="text"/> | | | | | |
| <p>General Settings</p> <p>Type of Expansion Module: <input type="text" value="None"/></p> <p>Expansion Modules: <input type="text" value="0"/></p> <p>URI for Soft Keys: <input type="text" value="(Select EMS Address)"/></p> <p>Time Zone: <input type="text" value="(Use Global Settings)"/></p> <p> <input type="checkbox"/> Use VLAN: WARNING: Enabling VLAN may cause some phones to stop operating. </p> <p> Outbound Proxy: <input checked="" type="checkbox"/> Use Global Setting for Outbound Proxy </p> <p>Use Global Settings</p> <p>Outbound Proxy</p> <input type="text"/> | | | | | |
| <p> <input type="checkbox"/> Use DNS SRV Lookup Port (No Encryption): <input type="text"/> </p> <p> Port (Encryption): <input type="text"/> </p> <p> Encryption (TLS/SRTP): <input type="text" value="(Use Global Settings)"/> </p> <p style="color: yellow;">WARNING: Configure encryption in the network before setting Encryption to Required.</p> | | | | | |

Figure 271 - Template Add - General for Cisco Phones

Template Add

Create a new phone template.

OK
Cancel
Apply

Template Name: Finance 8841
 Template Level: Group
 Enterprise: Mitel -- Corporate Users
 Group: Plano 5th Floor -- Engineering Cloud Support
 Device Type: Cisco 8841 (DMS)
 Rebuild Status: Refresh Group: None pending.

☐ Restart Phones
 NOTE: If Restart Phones is unchecked, the template will not take effect until a resync or when the phone is rebooted.

General

Lines

Programmable Keys

Soft Keys

Features

Extra Settings

BLF Line / User:

1

Max Calls Per Line:

2

Useful tags for Line Label text: {Ext}, {Number}, {FirstName}, {LastName}

Phone Line to Clearspan Line Position Mapping

| Phone Line | Clearspan Line Position | Programmable Key | Line Label | Ring | SCA MWI |
|------------|-------------------------|------------------|------------|---------|-------------------------------------|
| 1 | (Unassigned) | (Unassigned) | Extension | Sunrise | <input checked="" type="checkbox"/> |
| 2 | (Unassigned) | (Unassigned) | Extension | Sunrise | <input checked="" type="checkbox"/> |
| 3 | (Unassigned) | (Unassigned) | Extension | Sunrise | <input checked="" type="checkbox"/> |
| 4 | (Unassigned) | (Unassigned) | Extension | Sunrise | <input checked="" type="checkbox"/> |
| 5 | (Unassigned) | (Unassigned) | Extension | Sunrise | <input checked="" type="checkbox"/> |
| 6 | (Unassigned) | (Unassigned) | Extension | Sunrise | <input checked="" type="checkbox"/> |
| 7 | (Unassigned) | (Unassigned) | Extension | Sunrise | <input checked="" type="checkbox"/> |
| 8 | (Unassigned) | (Unassigned) | Extension | Sunrise | <input checked="" type="checkbox"/> |
| 9 | (Unassigned) | (Unassigned) | Extension | Sunrise | <input checked="" type="checkbox"/> |
| 10 | (Unassigned) | (Unassigned) | Extension | Sunrise | <input checked="" type="checkbox"/> |

End of Lines

Figure 272 - Template Add – Lines for Cisco Phones

| Tab / Section | Field | Setting |
|---------------|--------------------------|---|
| General | Name | Template name. |
| | Description | Description of the template. |
| | Type of Expansion Module | Select the supported key expansion module for the selected device type. If the device type does not support the key expansion modules this drop-down box will be disabled. This option is displayed for the Cisco 6851, 8851, 8861, and 8865 phone models. |
| | Expansion Modules | Select the number of expansion modules to be configured for the device type. The list contains the number of expansion modules supported by the selected device type. |
| | URI for Soft Keys | Select the URI for Soft Keys from the drop-down list. You cannot save the configuration unless you choose the URI. This entry is used to point to the appropriate EMS server for key definitions using OpEasy phone applications. |

| | | |
|---------------|-------------------------------------|--|
| | Time Zone | Select the Time Zone from the drop-down list. 'Use Global Settings' uses the time zone from Global Settings in Phone Templates. User Time Zone uses the time zone of the first primary user assigned to the phone. Use DHCP uses the time zone from the DHCP server. You can also select a specific time zone. |
| | Outbound Proxy | Enter the proxy information for this phone. |
| | Use DNS SRV Lookup | Select the Use DNS SRV Lookup option to use the Outbound Proxy Port (No Encryption) and Outbound Proxy Port (Encryption) of the DNS SRV. |
| | | |
| Tab / Section | Field | Setting |
| | Outbound Proxy Port (No Encryption) | Enter the port number for the outbound proxy server used by the Cisco phones when encryption is not used by Cisco phones. |
| | Outbound Proxy Port (Encryption) | Enter the port number for the outbound proxy server used by the Cisco phones when encryption is used by Cisco phones. |
| | Encryption (TLS/SRTP) | Select the setting for encryption. |
| | Encryption Certificate File | Enter the encryption certificate filename |
| | Subscription Time | Use Global Settings for subscription time or clear the 'Use Global Settings' check box and enter the subscription time in seconds. |
| | BLF Subscription Time | Use Global Settings for subscription time or clear the 'Use Global Settings' check box and enter the BLF subscription time in seconds |
| | Hoteling Subscription Time | Use Global Settings for subscription time or clear the 'Use Global Settings' check box and enter the Hoteling subscription time in seconds. |
| | Conference Server | Select the conference server as configured on the Conference Server Addresses page from the drop-down box. |
| | Logo File URL | Enter the URL of the image to be used as the logo. The image size must be 64x64 pixels and the image should be in Portable Network Graphics (PNG) format or JPEG format. |
| | Picture File URL | Enter the URL of the picture to be used as the screen saver. The image size must be 128x128 pixels the image should be in PNG format or JPEG format. |
| | Background Image | Select the phone background image. The 8800 series phones support the use of a picture file as a background image. • Select Picture to use the picture referenced by the Picture File URL setting as the background image of the phone. • Select Logo to use the picture referenced by the Logo File URL setting as the background image of the phone. |
| | Screen Saver | Select the phone screen saver. |

| | |
|------------------------|---|
| Screen Saver Wait Time | Enter the number of seconds before the screen saver is activated. The screen saver wait time should be 30 seconds or greater. |
| Line ID Mapping: | <p>Select one of the following options for shared call appearance line ID mapping:</p> <ul style="list-style-type: none"> • Horizontal First – (default) a second call will make the same LED flash on which the first call was received. • Vertical First – a second call will make the next available line ID LED flash |

| Tab / Section | Field | Setting |
|---------------|---|--|
| Lines | Phone Line | Each phone line can be assigned only to a single user. |
| | BLF Line/User | <p>Change the BLF Line/User if necessary. This value applies when the Busy Lamp Field (BLF) feature is assigned. The default of 1 is generally the preferred setting. The value is used to identify which line will be associated with the BLF list URI.</p> <p>Note: The Direct Voice Mail feature with BLF Key is not available for on the Cisco 6851 phones, dial *55 followed by the extension, and press # to connect to the Voice Mail.</p> |
| | Allow Use of Programmable Keys for BLF List | Select to allow BLF lines to appear on the Programmable Keys of a Cisco phone. This setting is displayed only when an Expansion Module is selected on the General tab of the template. If an Expansion Module is not selected the BLF lines are allowed on Programmable Keys by default. |
| | Max Calls Per Line | Select the maximum number of calls allowed for each phone line. The allowed values are in the range of 2 to 10. |
| | Clearspan Line Position | Select the Clearspan Line Position that you want to assign. This is the Clearspan line to use for the Phone Line. A single Clearspan Line Position can appear on one or more Phone Lines, which are on separate buttons on the phone. |
| | Line Label | <p>Select the possible labels for the line. The valid values are:</p> <p>Extension - (default) the extension is displayed as the line label.</p> <p>Phone Number - the phone number is displayed as the line label.</p> <p>Text - administrator specified text is displayed as the line label. When this value is selected, a text field appears, where the administrator enters the text to be used as the line label. The following substitution tags can be used in the text:</p> <p>{Ext} - the extension of the line is substituted.</p> <p>{Number} - the phone number of the line is substituted.</p> <p>{FirstName} - the first name of the user assigned to the line is substituted.</p> <p>{LastName} - the last name of the user assigned to the line is substituted.</p> |
| | Ring | Select the ring to use for the specified Clearspan Line Position. There are 13 ring tones including the default tone. |
| | SCA MWI | Enable or Disable the message waiting indicator for SCA lines |

| Tab / Section | Field | Setting |
|--------------------------|----------------------|--|
| Programmable Keys | Key | Static text indicating the programmable line key number. |
| | Label | Select the valid feature keys as defined in the Template Key Definitions for Cisco. The valid key types are: <ul style="list-style-type: none"> • Line • Any key that is a 'Function' type defined on the Global Key Definitions page. |
| | Phone Line | When the key is defined as a Line, the associated line number is displayed as static text. If the key is not defined as a line, then a drop-down list that contains the valid lines keys is displayed. A line key may be required depending on the type of key selected in the label column. |
| Soft Keys | Soft Key Position | Select the position of a specific soft key within the soft keys displayed on the phone. |
| | Label | Configure any or all the soft keys defined under the Key Definitions for Cisco phones. Only the keys available to Cisco phones are selectable in the Label drop-down list. |
| | Phone Line | When the key is defined as a Line, the associated line number is displayed as static text. If the key is not defined as a line, then a drop-down list that contains the valid lines keys is displayed. A line key may be required depending on the type of key selected in the label column. |
| Features | ACD Agent | Enable or Disable access to management of the ACD Agent features. |
| | ACD Line | Drop-down list used to assign the phone line to be used as the ACD line. The valid values are a list of lines that are available based on the settings in the Lines tab. |
| | Call Information | Check box used to enable access to the Call Information feature. |
| | Queue Status | Check box used to enable access to the Queue Status feature. |
| | Disposition Code | Check box used to enable access to the Disposition Code feature. |
| | Trace | Check box used to enable access to the Trace feature. |
| | Emergency Escalation | Check box used to enable access to the Emergency Escalation feature. |
| | Clearspan Call Logs | Enable/ Disable the Clearspan Call Logs. |
| | Clearspan Directory | Enable/ Disable the Clearspan Directory Type - a drop-down list to select the directory type. The valid options are: <ul style="list-style-type: none"> • Enterprise • Group • Personal |

| Tab / Section | Field | Setting |
|---------------|-------|---------|
|---------------|-------|---------|

| | | |
|-----------------------|----------------|---|
| | LDAP Directory | Enable/ Disable the LDAP Directory |
| | Hoteling | Select the phone line to be used as the Hoteling line. The valid values are list of lines that are available based on the settings in the Lines tab. |
| Extra Settings | | Enter extra settings that are to be applied to all Cisco phones using this template. The extra settings for the Cisco phones are in an XML format, as are all Cisco phone settings. |
| Template Users | | The Template Users tab contains the standard components that help find the devices that are using the template. |

Expansion Keys Tab

The **Expansion Keys Tab** is available only when the number of Expansion Modules are selected on the **General** tab. Only the Cisco 6851, 8851, 8861, and 8865 phone model supports the Expansion Module. The Cisco 6871, 7811, 7821, Cisco 7841, and Cisco 7861 phone models do not support Expansion Modules.

The following table lists the Cisco Phone Models and the maximum number of expansion modules supported by the phone:

| Phone Model | Maximum Number of Expansion Modules Supported |
|-------------|---|
| Cisco 6851 | 1 |
| Cisco 8851 | 2 |
| Cisco 8861 | 3 |
| Cisco 8865 | 3 |

The **Expansion Keys** Tab contains the **Expansion Keys** table to configure the keys for an expansion module assigned to the phone.

The **Expansion Keys** table contains the following columns:

- Key – static text displaying the expansion key number
- Label – drop-down list that contains the valid feature keys as defined in the Template Key Definitions for Cisco.
- Phone Line – drop-down list that contains the valid lines keys. A line selection may be required depending on the type of key selected in the label column.

| General | Lines | Programmable Keys | Soft Keys | Exp 1 Keys | Features | Extra Settings |
|--|--------------|-------------------|-----------|------------|----------|----------------|
| Expansion Keys | | | | | | |
| (1-25 of 28) 1 2 25 | | | | | | |
| Key | Label | Phone Line | | | | |
| 1 | (Select Key) | | | | | |
| 2 | (Select Key) | | | | | |
| 3 | (Select Key) | | | | | |
| 4 | (Select Key) | | | | | |
| 5 | (Select Key) | | | | | |
| 6 | (Select Key) | | | | | |
| 7 | (Select Key) | | | | | |
| 8 | (Select Key) | | | | | |
| 9 | (Select Key) | | | | | |

Figure 273 - Template Add – Expansion Keys for Cisco Phones



Note: OpEasy analyzes the Template Extra Settings to determine if there are any parameters in the Extra Settings that are being overridden by the Template settings or are overriding the Template settings. If parameters that correspond to any of the Template settings are found in the Extra Settings, then Template Definitions: Extra Settings Audit Results page is displayed, indicating the extra settings parameters that conflict with the Template settings configuration.

Cisco Phone Users

When creating a user or adding a phone to an existing user, any phone device created for that user may be a Cisco phone. An OpEasy 3rd Party License is required for each added or modified Cisco phone. An error message appears if no license is available.

User Device Settings for Cisco Phones

For any of the supported Cisco phones, the Device Access: User Name and Password fields appear and are *required* for definition of the phone. Valid password characters are a-z, A-Z, 0-9, blank, or special characters: - _ . , ! \$ % & * + / = ? ^ { } | ~ @.

Device credentials and MAC address fields are required and **MUST** be valid, matching the MAC address of the physical Cisco phone assigned to that phone device. The Cisco phone will not be able to load its configuration files if incorrect device credentials and/or an incorrect MAC address are entered.

User General Settings for Cisco Phones

When creating a user with a Cisco phone as the primary phone, an E-mail message can be sent to that user to notify of the new phone. Mitel phones and Cisco phones have a different new user E-mail message because of the differences in setting up the phones.

To set up the new user E-mail notification message for a Cisco phone from the Users page of

Provisioning, click General Settings and New User E-mail Notification. Then, select the specific enterprise and Cisco from the Phone Manufacturer drop-down list. Change the new user E-mail message as you would for a Mitel phone, with the text appropriate for a Cisco phone.

Phone Management for Cisco Phones

Cisco phones can be added or modified under the Phone Management page of Provisioning.

Phone Device Modify
Modify an existing Clearspan phone device.

OK Cancel Apply Delete Manage Users Custom Tags Custom Rings Replace Phone

Enterprise: Mitel -- Corporate Users
Group: Plano 5th Floor -- Engineering Cloud Support

Phone Device
Device Name: test_Cisco8841
Device Level: Group
Device Type: Cisco 8841 (DMS)
Support Device: No
Template: test_kirana (Group) View Template

Device Billing Type: Use Org Billing Type

☐ Restart Phones on Save

Device Description
Description:
Serial Number:
Phone Location:

Device Configuration
Host Name / IP Address:
Port:

Figure 274 - Phone Device Modify Page - Cisco

Installing Cisco Phones

For information about installing Cisco phones, refer to the *Device Management Configuration Guide*.

Appendix D: Mitel Key Definitions

OpEasy web application access can easily be assigned to phone buttons using the OpEasy Phone Templates function and selecting the appropriate key Label for each soft key. Some of the applications already have default entries in the Key Definitions list (you will have to check your system to see which ones exist), but new ones can be added as needed. These can be managed in OpEasy by navigating to Provisioning | Phone Templates | Key Definitions, as shown in the following figure.



Note: Only SR administrators and above are allowed to create or modify Key Definitions.

Key Definitions
Display and configure system and per enterprise keys.

OK Cancel Apply Add

Enterprise: (System Keys) ▾

Phone Manufacturer: Mitel (Aastra) ▾

Rebuild Status: Refresh System: None pending.

Key Definitions

(1-25 of 53) 1 2 3 25 ▾

| Type | Label | Value | Idle | Connect | Incoming | Outgoing | Busy | Delete |
|------------------------|--------------|--------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------|
| Empty | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Delete |
| None | ACD | http://%CS_SOFT_KEY_URI% | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Delete |
| Auto Call Distribution | ACD SYS | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Delete |
| BLF | ACD-Avail | http://%CS_SOFT_KEY_URI% | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Delete |
| BLF/List | ACD-IN | http://%CS_SOFT_KEY_URI% | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Delete |
| BLF/Xfer | ACD-Out | http://%CS_SOFT_KEY_URI% | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Delete |
| Call Forward | ACD-Unav | http://%CS_SOFT_KEY_URI% | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Delete |
| Callers | ACD-Wrap | http://%CS_SOFT_KEY_URI% | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Delete |
| Conference | ACD-Wrapaud | http://%CS_SOFT_KEY_URI% | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Delete |
| Directed Call Pickup | ACD_PHONE | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Delete |
| Directory | AVST | 3520 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Delete |
| Do Not Disturb | BLF List | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Delete |
| Empty | Call Forward | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Delete |
| Flash | Call List | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Delete |
| Line | Call Log | http://%CS_SOFT_KEY_URI% | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Delete |
| Mobile | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Delete |
| Park | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Delete |
| Phone Lock | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Delete |
| Pickup | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Delete |
| Services | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Delete |
| Speeddial | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Delete |

Figure 275 - Key Definitions Page - Mitel Phones

All OpEasy web application access is entered with a key type of "XML" (since the applications are XML-based). The URL assigned to each key should use the built-in tag %CS_SOFT_KEY_URI%. This tag is replaced with the URI that is configured in OpEasy (in Provisioning | Phone Templates per the URI for Soft Keys field on the General tab).



Note: Only SR administrators and above are allowed to add or modify URI addresses for use in this tag.

The key definitions may be set up to use http or https (SSL) if the system has been deployed with SSL enabled.

ACD (Auto Call Distribution)

The ACD (Auto Call Distribution) phone application provides Clearspan® Call Center agents with buttons to perform the following functions:

- Sign In
- Sign Out
- Available
- Unavailable
- Wrap

This application provides these functions as separate buttons, and also has an option to play an audio prompt indicating the agent's new state, both to meet ADA requirements.

Key definitions for the ACD functions must be formatted as follows:

```
http://%CS_SOFT_KEY_URI%/acd.php?function=<type>&playaudio=1&featureuri=%CS_S
OFT_KEY_URI%
```

Where:

- The function parameter <type> must be one of the following: “signin”, “signout”, “available”, “unavailable”, or “wrap”
- The playaudio parameter may be 1 or 0, and if omitted it defaults to 0 (disabled)
- The featureuri parameter is the URI for the location to play the audio files (usually the same as the main URI).

ACD Audio Prompts

The following prompts are installed to be played on the phone if the “playaudio” parameter is enabled:

| | |
|-----------------|---|
| SignIn.wav | “ACD agent is signed in” |
| SignOut.wav | “ACD agent is signed out” |
| Available.wav | “ACD agent is available” |
| Unavailable.wav | “ACD agent is not available” |
| Wrap.wav | “ACD agent is in wrap” |
| Error.wav | “Unable to process request, if the problem persists contact your administrator” |

User Guide

When each button is pressed, the associated function is executed and, if enabled, the audio is played indicating the agent's state. For ADA compliance there are no menus to navigate to perform these functions.

Call Mark

The Call Mark application provides a convenient mechanism to log user issues so the Clearspan technical support team can troubleshoot the cause.

The support organization normally determines when this button should be used (generally for issues that may be intermittent, and information needs to be collected). In those cases, a button may be added to a user phone using the following key definition:

`http://%CS_SOFT_KEY_URI%/callmark.php`

This function logs the event in the phone_app_log table of the OpEasy database, logs the event in the CSInterface log and also sends an SNMP trap to notify support that the event has occurred. Log information includes the time that it occurred, the MAC address of the phone, the phone's device name and the currently active or last active line/port.

User Guide

The support team communicates to users when they should press this button. Typically, when the issue occurs, the user simply presses the button, allowing the support team to receive notification of the problem.

CLID Block

You can add the CLID Block key to support Calling Line ID Delivery Blocking per Call. Hides the user's calling line ID for the next call. A CLID Block softkey can be added with the following definition:

`%BWFAC-CLID-DELIVERY-BLOCKINGPER-CALL-1%`

User Guide

Before placing a call, the user presses the **CLID Block** key; and then places the call as usual.

Directory Lookup

The directory application provides functions to search from an LDAP directory and then display the list on the user's phone for dialing.

LDAP Lookup: Servers are provisioned in OpEasy (for an enterprise or for groups), allowing the phone to display the appropriate directory for each user.

Important: One of the available functions within directory lookup is the ability to add a number to the user's Speed Dial list. If this feature must be available, then the application must know which Speed Dial type the user has provisioned, which is done by adding the parameter "speedtype" with one of the following values:

- Speedtype=0 – Indicates directory uses Speed Dial 8
- Speedtype=1 – Indicates directory uses Speed Dial 100

If this function is not required, this parameter may be omitted, otherwise you will likely need 2 separate soft key definitions to support users with each type of speed dial.

For example, the following key definition provides LDAP lookup using Speed Dial 100:

```
http://%CS_SOFT_KEY_URI%/ad.php?speedtype=1
```

LDAP Servers and Credentials

LDAP servers and credentials can be set up for an entire enterprise or a separate one for each group as needed. This is provisioned with OpEasy via Provisioning | Group Settings | Phone Directory Management.

When the directory application is launched (via ad.php), it first identifies which group the device is associated with and connects to the provisioned LDAP server to fulfill the requests.

Secure vs. Non-Secure Access

Note that the URI field for the directory uses the format of `ldap://<ldap server name>`

The option to use TLS 1.2, which provides added security when accessing an active directory, is available. To allow this, the URI field must use the format of `ldaps://<ldap server name>`

To convert from non-secure to secure LDAP access, edit the Phone Directory entry and update the Server URI field to insert the 's' as shown in the following figure.

Phone Directory Modify

Modify the selected Directory server.

OK

Cancel

Apply

Enterprise: System Validation -- System Validation

Group: (All Groups)

Server Information

☒ Server Enabled

* Server URI:

ldaps://Cslabdc01.cslab.clearspancloud.com

* Server Root DN:

DC=cslab,DC=clearspancloud,DC=com

* Server User ID:

CN=Hospitality,CN=Users,DN=cslab,DN=clearspancloud,DN=com

* Reset Password

* Confirm Password:

Query

☐ Remove Extensions from Results

☐ Disable Workphone Search

Field Mapping

Last Name Field:

sn

First Name Field:

givenName

Work Phone Field:

telephoneNumber

Home Phone Field:

homePhone

Figure 276 - Phone Directory Modify Page

If a secure LDAP connection cannot be established because the server cannot validate the client's certificate, contact your system administrator.

Directory Search

When the directory application is launched, the user is prompted with “Enter Name” to perform a search. The following functions are available from this screen:

Directory Search

| | |
|------------|--|
| BackSpace: | Back space entered characters to correct the entry |
| Space: | Add a space character to the entry. |
| abc: | Change from alpha to digits, etc. |
| Lookup: | Perform a lookup search with the entered name |
| Cancel: | Exit the application. |

Directory Search → Lookup

Pressing “Lookup” retrieves the list of possible names from what was entered. The user may then move up or down in the list to select one of the entries. The following functions are available on the search results screen:

| | |
|------------|--|
| Dial: | Dial the selected name from the list (using the default phone) |
| Display: | Display additional phone numbers for the selected name |
| Back: | Return to the previous page |
| Cancel: | Exit the application |
| Page Up: | Go to the previous page in the list (if more than one page) |
| Page Down: | Go to the next page in the list (if more than one page) |

Directory Search → Lookup → Dial

Pressing “Dial”, dials the selected entry from the list using the first number in the list (default number).

Directory Search → Lookup → Display

Pressing “Display”, performs an added search for this entry to find and display any additional phone numbers available for the selected name. The following functions are available on this results screen:

| | |
|-------------|--|
| Dial: | Dial the selected name from the list. |
| Edit: | Edit the number if it cannot be dialed as shown (add prefix, etc.) |
| Speed Dial: | Add this number to Speed Dial |
| Back: | Return to the previous page. |
| Cancel: | Exit the application. |

Directory Search → Lookup → Display → Dial

Pressing “Dial”, dials the selected number from the list.

Call Logs

The OpEasy Call Logs (recent call list) web application displays the most recent received, placed, and missed calls for the user to view and dial. The application also provides functions to add a phone number to the user's speed dial list.

The Call Logs application provides the phone display with missed calls information immediately when the feature button is invoked. From the 'Missed' calls screen, buttons are available for 'Dialed' and 'Received' calls.

The call information displayed is retrieved from the Clearspan system itself (not the local phone information). Buttons are available to navigate the list and to 'Dial' or 'Display' the selected entry.

Important: The function to add a number to the user's Speed Dial list requires the Call Logs application to know which Speed Dial type the user has provisioned. This is accomplished by adding the parameter "speed-type" to the soft key URL with one of the following values:

- Speedtype=0 – Indicates directory uses Speed Dial 8
- Speedtype=1 – Indicates directory uses Speed Dial 100

Your System Administrator might provide two separate soft key definitions to support users with each type of speed dial.

For example, the following key definition provides Call Logs using Speed Dial 100:

`http://%CS_SOFT_KEY_URI%/callog.php?speedtype=1`

User Guide

When the Call Logs application is launched, the user is presented the "Missed" calls display. The phone numbers listed are in chronological order with the most recent missed call at the top.

The following functions are available on this screen:

Select Missed

| | |
|------------|--|
| Dial: | Dial the selected name from the list. |
| Page Up: | Go to the previous page in the list (if more than one page) |
| Page Down: | Go to the next page in the list (if more than one page) |
| Display: | Display details including the phone number and the date/time |
| Dialed: | View the calls that were dialed. |
| Received: | View the calls that were received. |

Select Missed → Navigate to Number

The list of phone numbers is displayed as a menu. The user presses the up and down navigation buttons to select an entry. If multiple pages exist, the Page Up or Page Down buttons are visible (also, the page number and total pages are displayed e.g., 1/5). Once at the selected entry, press either Dial or Display.

Select Missed → Navigate to Number → Dial

Pressing "Dial" dials the phone number for the selected entry.

Select Missed → Navigate to Number → Display

Pressing “Display”, shows details including the name, phone number and the date/time for the entry. The following functions are available on this screen:

| | |
|------------|--------------------------------------|
| Dial: | Dial the selected name from the list |
| Add Speed: | Add this number to Speed Dial |
| Back: | Return to the previous page. |

Select Missed → Navigate to Number → Display → Add Speed

Pressing “Add Speed” adds the number to the user’s speed dial list (it is added to the next available empty speed dial code in the list). The screen displays “Speed Dial Entry Added” to confirm the number was added. The following function is available on this screen:

| | |
|-------|--|
| Done: | Return to the previous main page (i.e. Missed, Dialed or Received) |
|-------|--|

Rather than dialing or displayed missed calls, from the “Missed” calls screen, the phone user may also view dialed or received calls.

Select Missed → Received → Dialed

Or

Select Missed → Dialed

The user is presented the “Dialed” calls display. The phone numbers listed are in chronological order with the most recent dialed call at the top. Navigation to an entry on the list is allowed just as described from the “Missed” calls display.

The following functions are available on this screen:

| | |
|------------|--|
| Dial: | Dial the selected name from the list. |
| Page Up: | Go to the previous page in the list (if more than one page) |
| Page Down: | Go to the next page in the list (if more than one page) |
| Display: | Display details including the phone number and the date/time |
| Missed: | View the calls that were missed. |
| Received: | View the calls that were received. |

From either the “Missed” display or the “Dialed” display, the received calls can be displayed.

Select Missed → Dialed → Received

Or

Select Missed → Received

The user is presented the “Received” calls display. The phone numbers listed are in chronological order with the most recent received call at the top. Navigation to an entry on the list is allowed just as described from the “Missed” calls display.

The following functions are available on this screen:

| | |
|------------|--|
| Dial: | Dial the selected name from the list. |
| Page Up: | Go to the previous page in the list (if more than one page) |
| Page Down: | Go to the next page in the list (if more than one page) |
| Display: | Display details including the phone number and the date/time |
| Dialed: | View the calls that were dialed. |
| Missed: | View the calls that were missed. |

Mobile

The softkey on the desk phone for the user to answer the mobile calls on the desk phone and move the calls back and forth between the mobile and the desk phone.

The new System Key Definition (with Key Type 'mobile') is available in the Top Soft Keys or Expansion Unit keys.

This functionality is available for Mitel 6930 and Mitel 6940 phones.

RSS Feeds

The RSS Feed application provides several channels of information to the user's phone display.

This function may be added to a user phone using the following the following key definition:

| |
|---|
| <code>http://%CS_SOFT_KEY_URI%/rss.php</code> |
|---|

The URIs for the various RSS feeds are maintained in ".rss" files in /var/www/html/rss. There is a definition file for each category provided for the user.

User Guide

Pressing the RSS button provides a menu with 5 main categories:

- CNN (News)
- Weather
- ESPN (Sports)
- Movies
- Today (Today in history, quote of the day, and so on.)

RSS

| | |
|------------|---------------------------|
| Select: | View the selected channel |
| Move Up: | Move up in the list. |
| Move Down: | Move down in the list. |
| Exit: | Exit the application |

RSS → Select

Pressing “Select” brings up a list of topics or articles from the selected channel. Each subsequent

| | |
|---------|-------------------------------------|
| Select: | View the selected topic or article. |
| Back: | Return to the previous page. |

page provides the following functions:

Speed Dial 8/100

The OpEasy Speed Dial web application provides users with the ability to dial from their Clearspan® Speed Diallist. As well, if the phone type allows, the add, remove, and edit of entries in the list is possible. It works with either Clearspan® Speed Dial 8 or Speed Dial 100.

Important: This application must know which Speed Dial type the user has provisioned. This is done by adding the parameter “is100” to the soft key URL with one of the following values:

- Is100=0 – Indicates Speed Dial uses Speed Dial 8
- Is100=1 – Indicates Speed Dial uses Speed Dial 100

Your System Administrator might provide two separate soft key definitions to support users with each type of speed dial.

For example, the following key definition provides Speed Dial using Speed Dial 100:

```
http://%CS_SOFT_KEY_URI%/cs.php?is100=1
```



User Guide

The Speed Dial 8 and 100 applications are available for assignment to any program key, soft key or hard key on a Mitel phone. However, the application’s capabilities on phones that have no soft keys are significantly reduced in that no adds, edits, moves or deletes are allowed. This section is divided to describe functionality for phones that have no soft keys vs. phones that have soft keys.

Speed Dial 8/100 Functionality for Phones with no Soft Keys

When the Speed Dial application is launched on a phone that has no soft keys, the user is presented a screen similar to the following that identifies the number of Speed Dial entries.

Speed Dial 1 / 10

Use   to view

The list of Speed Dial entries may be scrolled through via the navigation keys. The user navigates to the required entry and presses the Line key to initiate a call to the selected speed dial number.

The speed dial entries are managed by editing the user on OpEasy and selecting the ‘Speed Dial 8’ or ‘Speed Dial 100’ service. There is no ability to add, delete or modify entries via the phone.

Speed Dial 8/100 Functionality for Phones with Soft Keys

When the Speed Dial application is launched on a phone that has soft keys, the user is prompted with the “Speed Dial” menu to select the entry to dial or modify. The list is displayed as a menu (the

user may move Up or Down the list to select an entry). If multiple pages exist the Page Up or Page Down buttons are visible (also, the page number and total pages are displayed, for example, 1/5). From this display the user has the following options:

Speed Dial

| | |
|----------|---|
| Dial: | Dial the selected name from the list. |
| Display: | Display phone number and name for the entrySelect |
| Options: | additional options (Add, Delete, etc.) |
| Cancel: | Exit the application. |

Speed Dial → Dial

Pressing “Dial”, of course, dials the phone number for the selected entry.

Speed Dial → Display

Pressing “Display”, shows the phone number and the name assigned to the selected entry. The following functions are available on this screen:

| | |
|---------|---|
| Dial: | Dial the phone number for the selected entry. |
| Edit: | Edit the phone number for the selected entry |
| Back: | Return to the previous page. |
| Cancel: | Exit the application. |

Speed Dial → Display → Dial

Pressing “Dial”, of course, dials the phone number for the selected entry.

Speed Dial → Display → Edit

Pressing “Edit” displays the speed dial entry and allows the user to modify the phone number. The following functions are available on this screen:

| | |
|------------|---|
| Backspace: | Back space entered characters to correct the entry. |
| Space: | Add a space character to the entry. |
| abc: | Change from alpha to digits, etc. |
| Done: | Save changes and return the previous screen |
| Back: | Return to the previous page. |
| Cancel: | Exit the application. |

Speed Dial → Display → Done

Pressing “Done” saves the change and return to the previous screen.

Speed Dial → Options

Pressing the “Options” button provides a menu with the following 4 options:

Add (add a new entry)

Edit (edit the selected entry)

Delete (delete the selected entry)

Move (move the selected entry to a new speed code)

The following functions are available on this screen:

| | |
|---------|------------------------------|
| Select: | Execute the selected option |
| Back: | Return to the previous page. |
| Cancel: | Exit the application. |

Speed Dial → Options → Add

Selecting the “Add” function allows the user to add a new Speed Dial number to their list. The user is prompted to enter the following:

“Enter Speed Code”

“Enter Number”

“Enter Name”

Each of these screens provides the following functions:

| | |
|------------|---|
| Backspace: | Back space entered characters to correct the entry. |
| Done: | Save changes and return the previous screen. |
| Back: | Return to the previous page. |
| Cancel: | Exit the application. |

Speed Dial → Options → Add → Done

Pressing “Done” saves the change and continues. After the name has been entered it returns to the previous screen.

Speed Dial → Options → Edit

Selecting the “Edit” function allows the user to modify the name for the selected speed dial entry. The following functions are available on this screen:

| | |
|------------|--|
| Backspace: | Back space entered characters to correct the entry |
|------------|--|

| | |
|---------|--|
| Space: | Add a space character to the entry. |
| abc: | Change from alpha to digits, etc. |
| Done: | Save changes and return the previous screen. |
| Back: | Return to the previous page. |
| Cancel: | Exit the application. |

Speed Dial → Options → Edit → Done

Pressing the “Done” button saves the change and return to the previous screen.

Speed Dial → Options → Delete

Selecting the “Delete” function allows the user to delete the selected speed dial entry. The user receives a confirmation screen asking if they want to delete the displayed speed dial entry. The user must press one of the following:

| | |
|------|--|
| Yes: | Will delete the entry and return to the previous screen. |
| No: | Will just return to the previous screen without change. |

Speed Dial → Options → Move

Selecting the “Move” function allows the user to modify the speed code for the selected speed dial entry. The following functions are available on this screen:

| | |
|------------|---|
| Backspace: | Back space entered characters to correct the entry. |
| Done: | Save changes and return the previous screen. |
| Back: | Return to the previous page. |
| Cancel: | Exit the application. |

Speed Dial → Options → Move → Done

Pressing the “Done” button saves the speed dial entry to the new code and returns to the previous screen.

Appendix E: Polycom Key Definitions

Call Fwd Off

#21

Call Fwd On

*21

Call Pickup

*98\$Tinvite\$

Call-Park

\$Chold\$*68\$P(ParkNum)N4\$\$Tinvite\$Call-Rtv

CallMRtrv

*88\$P(ParkNum)N4\$\$Tinvite\$

Conf

Direct Pickup

Empty

Favorites Line

Paging

Park

Park Rtrv

Pickup

Recent

Retrieve

Speed 8/Speed100

ZipDial/ZipDial2

Appendix F: Panasonic Key Definitions

Blind Transfer

Call Park

Used to park or retrieve a call in a preset parking zone.

Conference

Establishes a multi-party conversation.

Flash/Recall

Disconnects the current call and allows you to make another call without hanging up.

Incoming Call Log

Makes a call using the Incoming Call Log.

Intercom

Intercom Call

Intercom calls can be made between handsets/desk phones.

Menu

Mute

Disables your microphone while listening to the other party.

Noise Reduction

Original

Outgoing Call Log

Outgoing Log

Makes a call using the Outgoing Call Log.

Page

(Paging) Makes a voice announcement to the handsets or the desk phones simultaneously.

Park Rtrv

Pause

PhoneBook/PhoneBook

(PhoneBook) Makes a call using the PhoneBook.

Private Hold

Redial

Redials the last number