# **End-User Portal Quick Reference Guide**

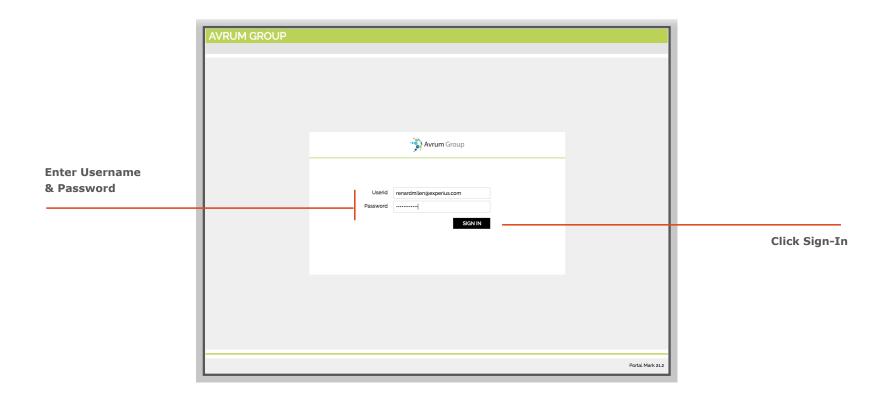


## **Logging Into the Portal**

Your service provider will need to provide a few fundamental pieces of information to enable access to the Portal.

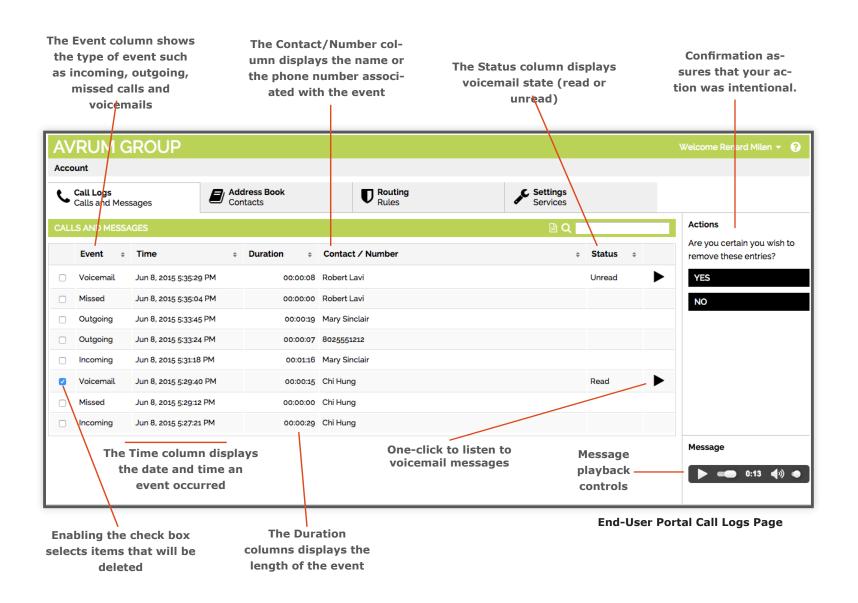
- The URL for the End-User Portal. This URL is specific to your organization.
- Your user name and password

Enter your user name and password in the login screen and click Sign In. The page will likely look different than the example shown below as the End-User Portal will be branded with your service provider's or your organization's colors and logos.



## **Call Logs and Voicemail Messages**

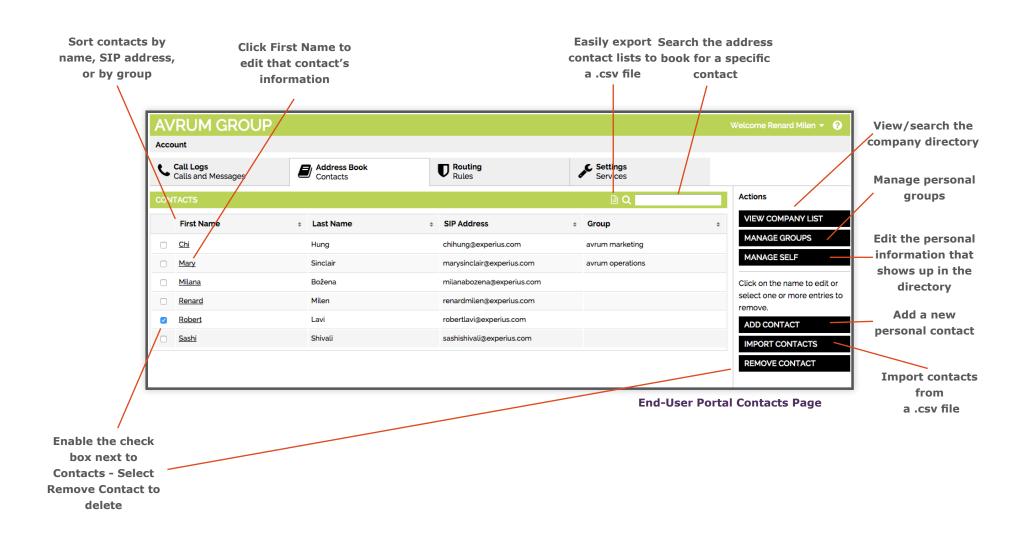
Manage call logs and access voicemail messages. Voicemail messages can be played from this tab; both call logs and messages can be selected and deleted.



#### **Address Book - Contacts**

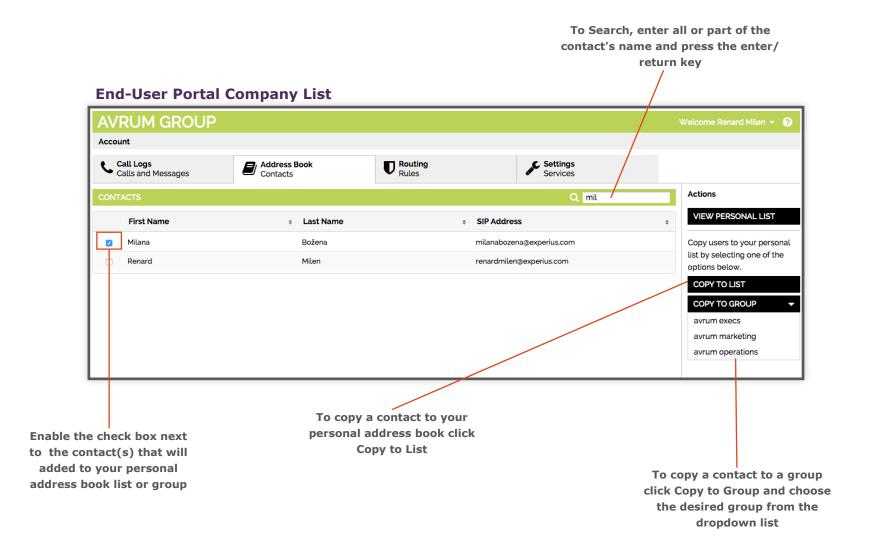
Add, manage, or edit your personal address book contacts. Create custom groups to organize your contacts into logical entities. Often custom groups are used to organize users by site or department. The entries and edits made here become visible in the clients for iOS, Android, PC, Mac, and the web.

There are two aspects to the address books, your personal address book and a company address book. Your company address book consists of all of the users in your organization, as well as any additional entries created by your company's system administrator. Your personal address book is completely under your control; simply add entries from the corporate address book and then edit and organize as you see fit. You can also create new entries for frequent contacts that are external to your organization.



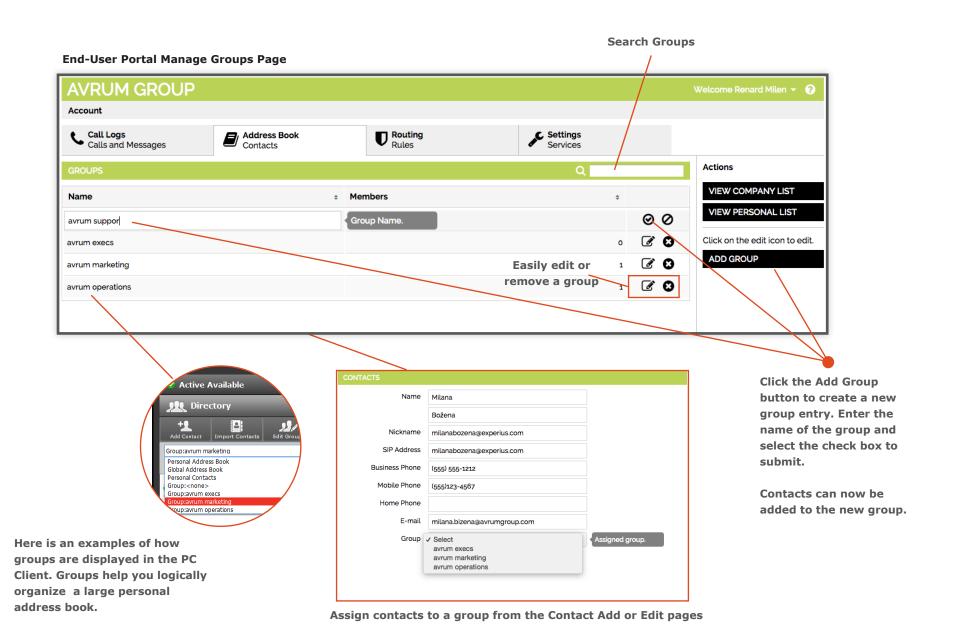
#### **Address Book - Company List**

Search for users within your organization or for entries added by your administrator. Users can add contacts from the Company Address Book List into their Personal Address Book List and then organize into Groups - making it easy to connect with the people you contact the most.



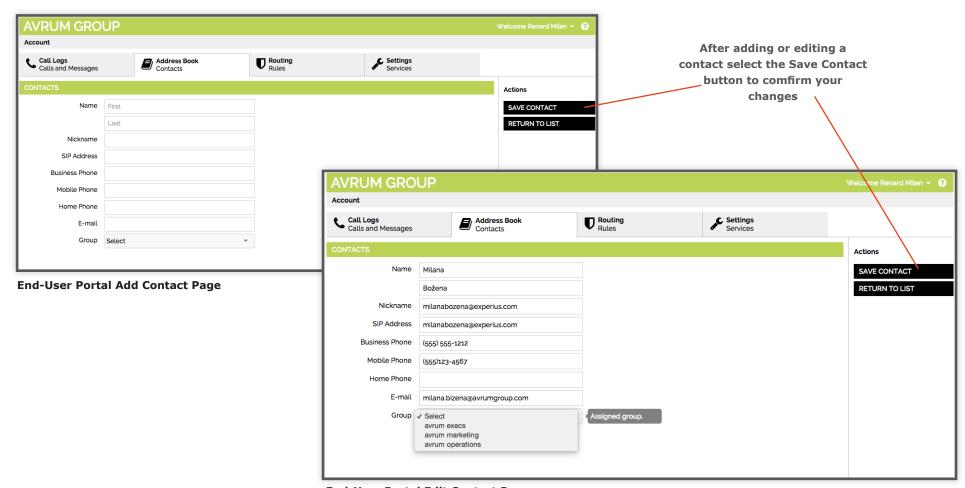
## **Address Book - Manage Groups**

Create groups to make it easy to connect with the people you contact the most.



#### Address Book - Add and Edit Contact

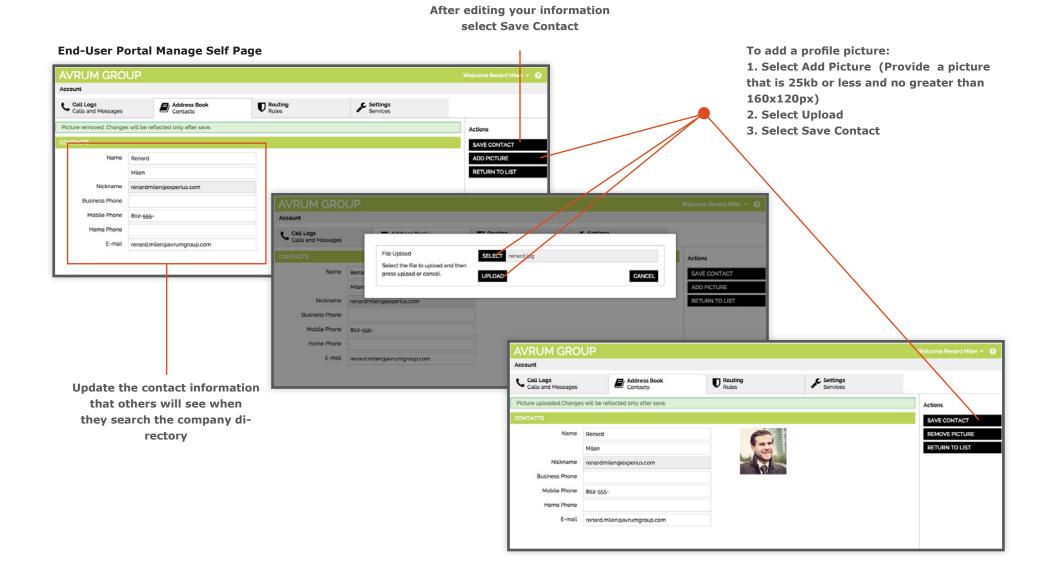
Easily add external contacts to your Personal Contact List. An Add Contact page will be displayed allowing you to enter the new contact's information.



**End-User Portal Edit Contact Page** 

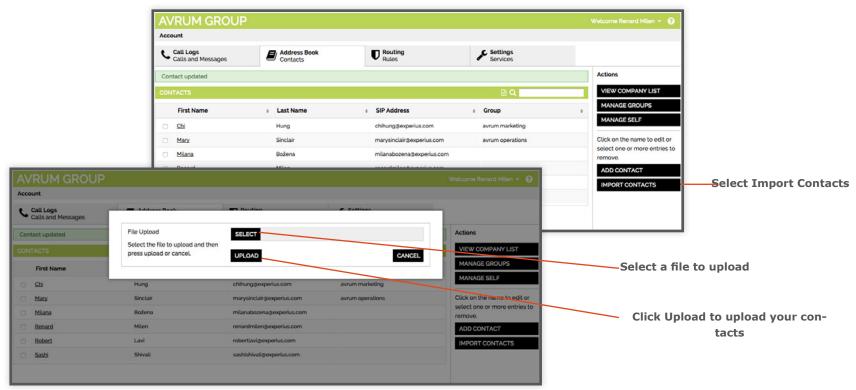
#### **Address Book - Manage Self**

Update the personal information others will see about you in the Corporate Address Book. You can also add/remove a profile picture.



## **Address Book - Import Contacts**

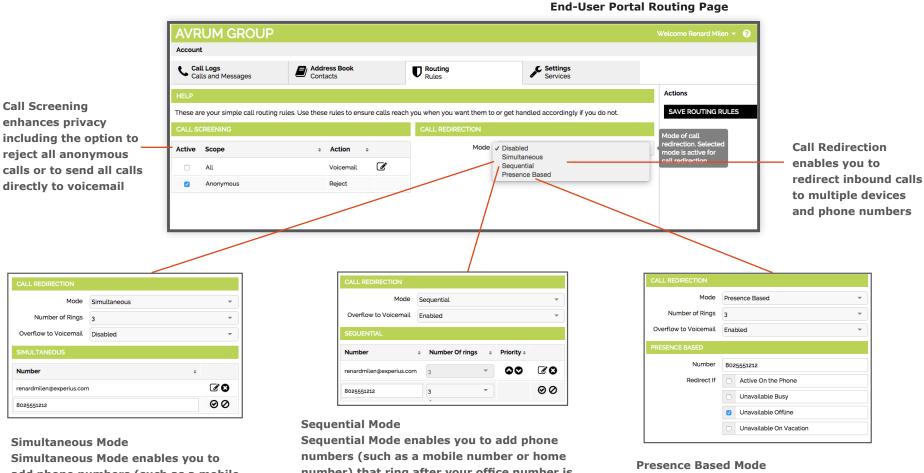
Easily upload bulk contacts into your Personal Address Book.



**End-User Portal Import Contacts Action** 

#### **Routing - Rules**

Create call routing rules to improve how calls are routed and managed; redirect calls based on simple filtering parameters. It's easy to ring multiple devices to increase your access to callers or conversely screen calls or send all calls to voicemail to preserve privacy.



add phone numbers (such as a mobile number or home number) that all ring at the same time (in parallel) if someone calls your office number.

You can define how many rings the caller hears before the call is transferred to vour voicemail. (if voicemail is disabled the caller will hear a disconnect tone).

number) that ring after your office number is unanswered.

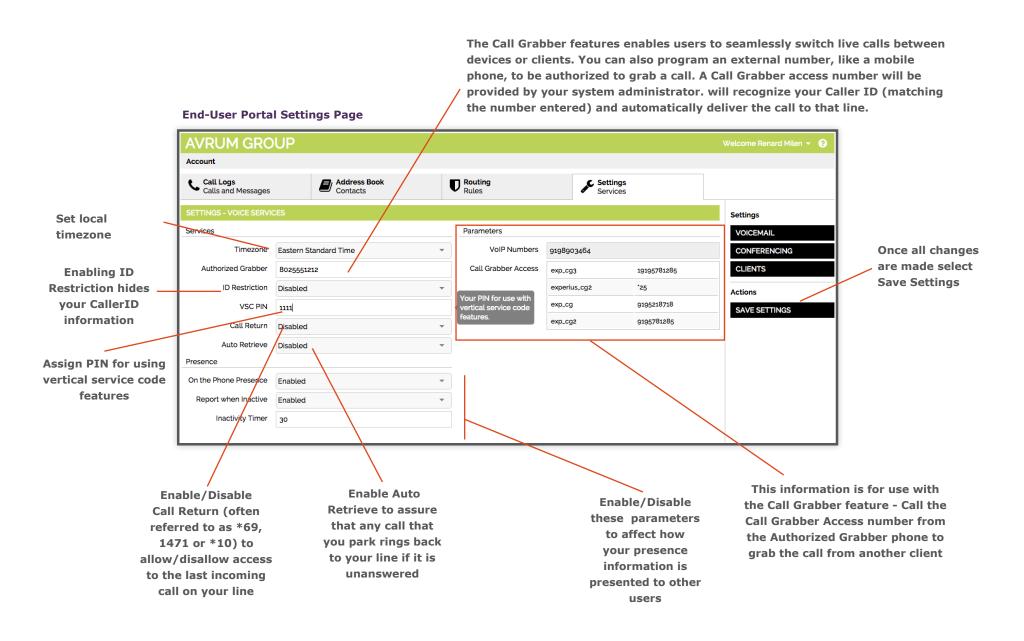
You can define a string of numbers that ring in sequence in an attempt to locate you. If no one answers, the call will be transferred to your voicemail (if voicemail is disabled the caller will hear a disconnect tone). Users should be attentive to the total number of rings they define as an extended period of ringing may not be acceptable to callers.

This mode uses your Presence status to determine if a call should be redirected to another number. For example, if you are offline and someone calls yours office, you can forward those calls to your mobile phone.

You can define the Number of Rings, the forwarding number and the Presence status that triggers call redirection.

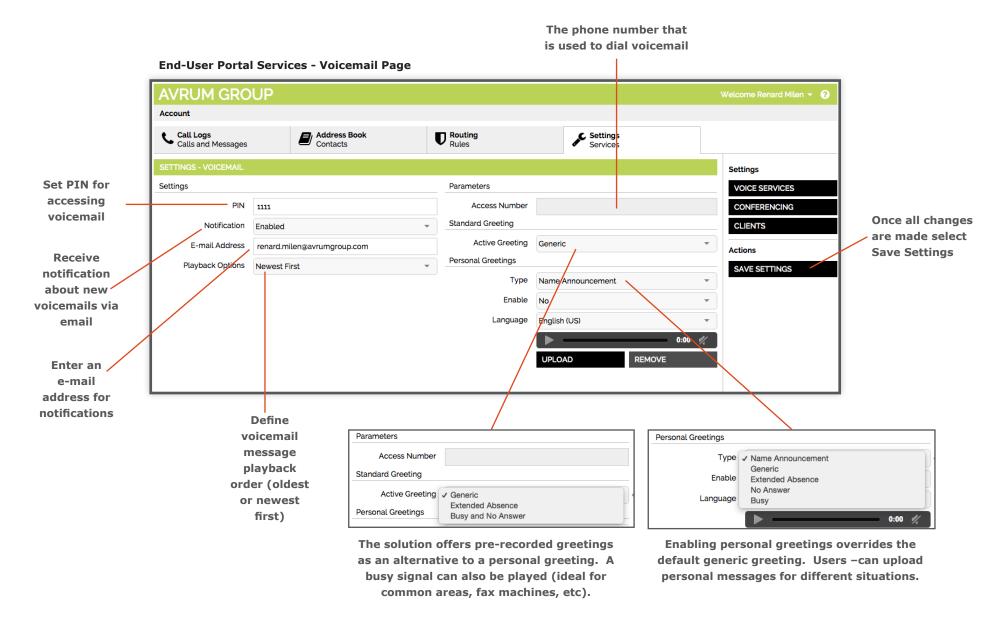
### **Settings - Services**

Adjust personal account settings such as voice features, voicemail, and conferencing.



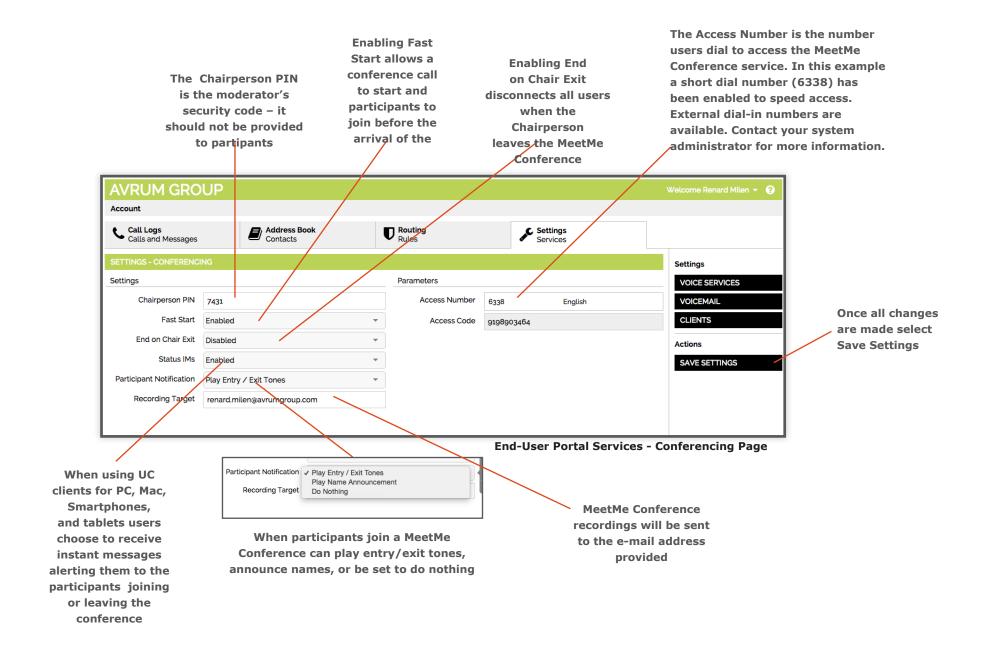
## **Settings - Voicemail**

Update Voicemail settings, greetings and e-mail notifications.



## **Settings - Conferencing**

Users with access to the MeetMe Conference service can customize their conference session settings.



## **Settings - Clients**

Advance parameters are available for configuration and troubleshooting. Links to the PC and Mac UC clients are also available here if your system administrator has granted access.

Account information including: the primary SIP Server (proxy) the router port used for SIP traffic, your userid, and your organization's domain **AVRUM GROUP** Account Address Book Contacts Routing Rules Call Logs
Calls and Messages Settings Services Settings Parameters VOICE SERVICES SIP Proxy 10.156.61.26 VOICEMAIL CONFERENCING SIP Port 5060 Userid renardmilen Actions Domain experius.com None Soft Client Downloads PC Client Link MAC Client Link **End-User Portal Services - Clients Page Download links for the PC and Mac UC clients**