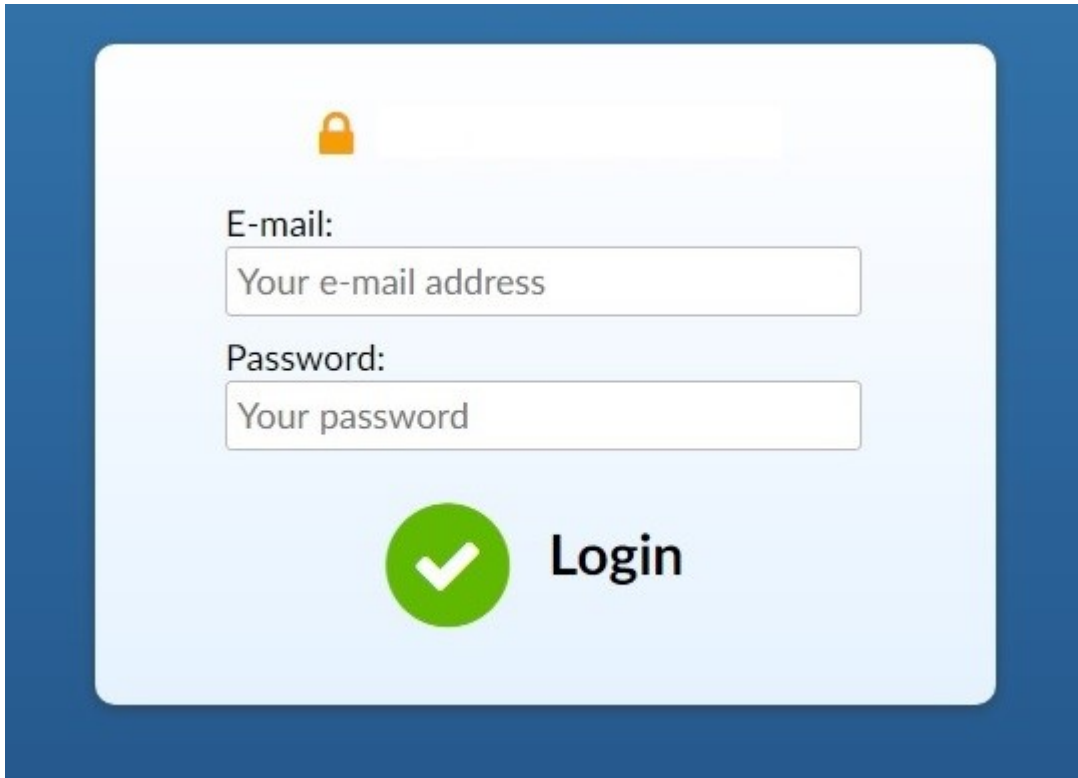


Self-Care Portal

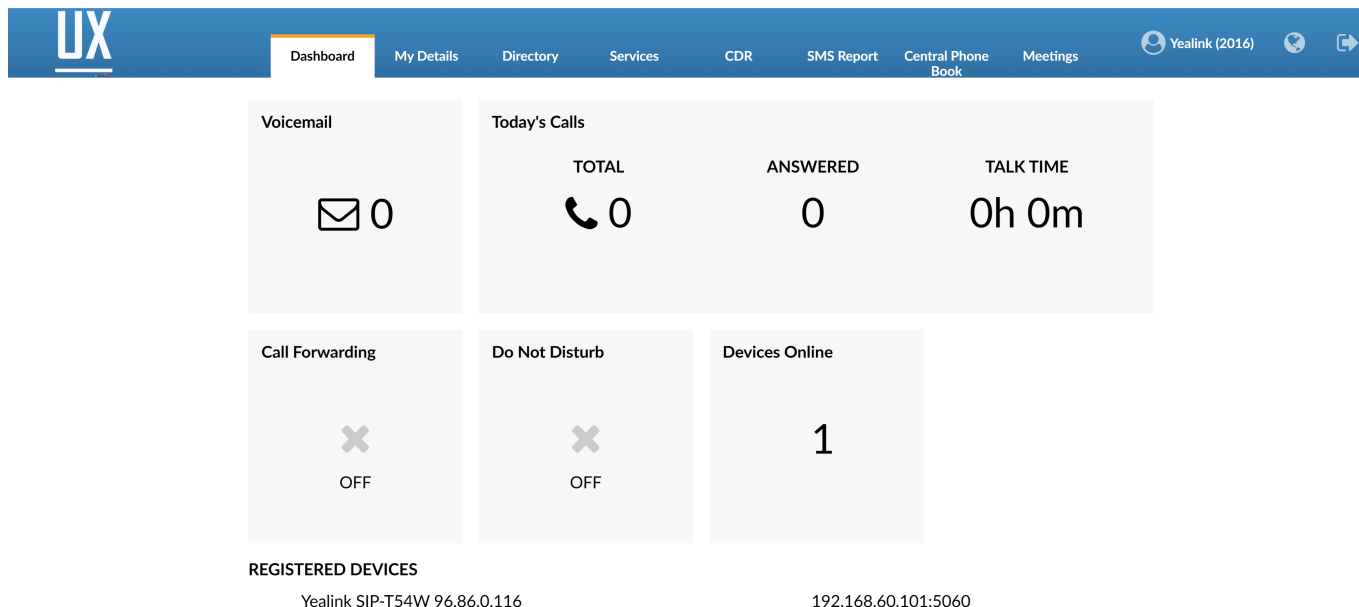
Login

In order to login into the Online Self Care Portal, point your browser to: <https://ux.firelinecommunications.com> .

The image shows a login screen for the Self-Care Portal. It features a blue background with a white rounded rectangle in the center. At the top of the white rectangle is a yellow padlock icon. Below the padlock is a text input field with the placeholder text "Your e-mail address". Below this is another text input field with the placeholder text "Your password". At the bottom of the white rectangle is a green circular button with a white checkmark icon and the text "Login" next to it.

login screen

Self-Care Dashboard



self care dashboard

Voicemail

Displays the count of New Voicemail messages.

Today's Calls

Total

The sum of both answered and unanswered calls for the day.

Answered

Total number of Answered calls.

Talk Time

Total time spend on the phone, both incoming and outgoing.

Call Forwarding

Displays the status of Call forwarding, On or Off.

Do Not Disturb

Displays the status of Do Not Disturb, On or Off.

Devices Online

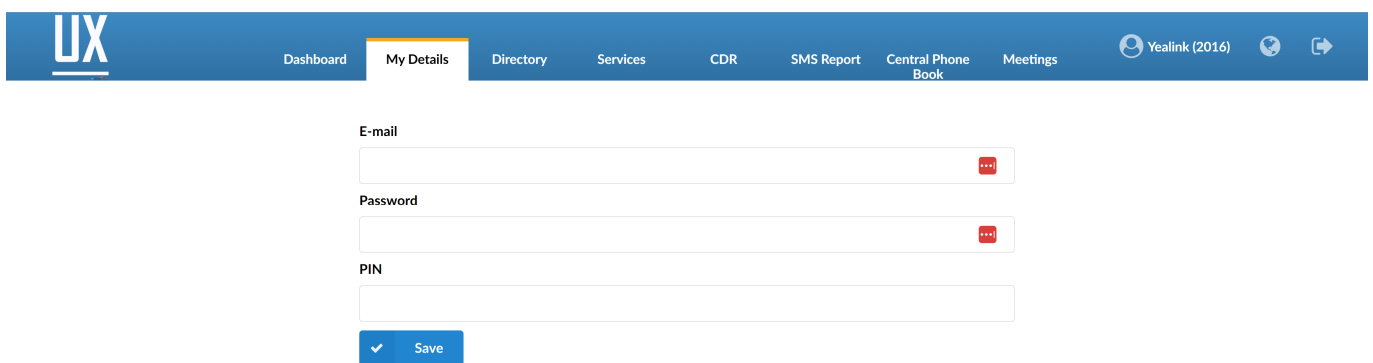
Displays the type(s) of phones connected to your extension number.

Example: If you have a desktop phone and Communicator

logged in, you would see 2 devices. If you have phones at different locations both under the same extension you would see 2 devices.

My Details

The My Details tab allows you to view and change the authentication information for the extension. Users can manage their email Account, Password and Voicemail PIN associated with the extension.



UX

Dashboard My Details Directory Services CDR SMS Report Central Phone Book Meetings

Yealink (2016)

E-mail

Password

PIN

✓ Save

my details

NOTE: If user has a voicemail account only (no system extension), the My Details feature will be disabled.

Email

User email address associated with the extension. Used for system notifications and authentication.

Password

Complex passwords are required when logging into the system. Passwords should be at least 8 characters long which include at least one of each of the following; Upper Case Letter, Lower Case Letter, Number and Special Character. The system will not accept a password that is not Strong.

NOTE: If your password meets the requirements and the system does not accept it, this may be due to the password being on a list of publicly available compromised passwords. Please try a new password.

PIN (Personal Identification Number)

4-8 digit number that allows access to voicemail.

Directory

The directory will displays a list of all extension's, name, number and email, that is set to 'Show in Directory'

TIP: You can hide your extension from the directory in Voicemail settings.

UX			
Dashboard	My Details	Directory	Services
CDR	SMS Report	Central Phone Book	Meetings
Yealink (2016)			

Search		
Name	Extension	E-mail
1009	1009	
Adnan Test	1008	
Brian Test	1014	
Communicator User	9990	
Communicator User 2	9999	
Fanvil V64	1013	
Fanvil V65	1012	
Fanvil vi10 Door Phone	1007	

directory

Search

If you have many extensions in a Directory, you can search them by Name, E-mail, or Extension number

Name

Displays the name of an extension.

Extension

Displays the extension number of an extension.

Email

Allows you to send an email to the assigned address of the extension by clicking on the  link.

Voicemail

The voicemail tab allows users to manage their voicemail messages.



voicemail section

Open

Opens user voicemail folder.

Example: Select a folder and click 'Open' to display its content.

Move

Moves voice messages.

Example: Select a voice message. Select destination folder. Click 'Move' button

Forward

Forwards message to another user's voice inbox

Example: Check a box next to a voice message and click 'Forward'. Enter destination extension and click 'OK'

Listen

Plays a voice message

Example: Check a box next to a message and click 'Play' to play message in your browser

Download

Download selected voice message to folder locally.

Example: Check a box next to a message and click 'download' to

download and play message in favorite audio player. The file will be downloaded in .mp3 format.

Delete

Deletes a voice message.

Msg

Voicemail message identification number.

Caller

Identifies the user who has left the message by their CallerID.

Date

Time/Date a voicemail has been received in inbox.

Duration

Time duration of voice message.

Voicemail Features

Voicemail features manage user's telephone messages with the ability to forward and review voice messages, pager notification, custom time zone and much more.

Voicemail Features

General

Send E-mail:	Yes	No	Not Set
Transcribe content:	Yes	No	Not Set
Carbon Copy E-mails:	Please select ...		
Pager e-mail:			
Greeting message:	Unavailable		
Unavailable message:	 Choose File		
Reset Unavailable message:	Yes	No	Not Set
Skip Instructions:	Yes	No	Not Set
Attach:	Yes	No	Not Set
Delete After E-mailing:	Yes	No	Not Set
Say CallerID:	Yes	No	Not Set
Allow Review mode:	Yes	No	Not Set
Allow Operator:	Yes	No	Not Set
Operator Extension:	Please Select ...		
Play Envelope message:	Yes	No	Not Set
Hide from directory:	Yes	No	Not Set
Rings to answer:			
Voicemail Delay (s):			
Timezone:	Auto		

Call Notifications

Enable:	Yes	No	Not Set
Notify Destinations:	Please select ...		
Ring Type:	ALL		
Ringtime (sec):			
Retry Count:			
Retry Delay (min):			

 Save

Send E-Mail

Defines if the system will send an email when a caller leaves a voicemail.

Pager e-mail

Secondary email address associated with the voicemail. A notification will be sent to this email when voicemail is left if enabled.

Unavailable Message

Allows you to select and upload a recorded message from your local computer.

Reset Unavailable Message

Resets the message back to the default system message.

Busy Message

Allows you to select and upload a recorded message from your local computer.

Reset Busy Message

Resets the message back to the default system message.

NOTE: Unavailable/Busy message can be recorded in .wav or .gsm formats only.

Skip Instructions

If set to Yes, the system will skip the instructions on how to leave a voicemail for the caller.

Attach

If set to Yes system will send an audio attachment via email to the extensions default email address

Delete After E-mailing

Deletes message from the system after it has been sent to the extensions default email address.

Say CallerID

Announces CallerID from where message has been left

Allow Review Mode

Allows user to review the voicemail message before committing it permanently to inbox

Allow Operator

Allows the caller to reach the operator from the voicemail inbox by pressing 0

Operator Extension

Local extension number that can be set to act as an operator for extension. Once the user dials 0 the caller will hear, "Please hold while I try that extension" and the caller will be transferred to the operator extensions.

Play Envelope Message

Announces date/time when a voicemail message has been left.

Hide from Directory

If set the extension will not be showing in the Online Directory

Rings to Answer

How many times the phone will ring before the call will be forwarded to voicemail.

TIP: This setting should be used with Voicemail Only Mailboxes.

Voicemail Delay

Delays the amount of time it takes for the system asks the user for the "Password".

TIP: Setting delay to at least 1 seconds will ensure the caller will hear the full sound file.

Time zone

Set the correct date/time format and message played to the user when listening to the voicemail messages.

NOTE: System Time Zone is set to Pacific Standard Time.

Call Notifications

Services

Services are ordered by priority (marked by numbers 01, 02...). A higher priority equals higher precedence of the Enhanced Service. For example, due to the similarity of 'Follow Me' and 'Group Hunt' services, if both are enabled, 'Follow Me' will be executed due to higher precedence and not the 'Group Hunt'.

TIP: Services options are set by your system administrator. If you are missing a needed function, please check with your system administrator.

Each service has two or more accessibility options:

Unavailable



Available



PIN Required



Edit



To enable specific service, press select button next to

available icon for that service and click save. If service requires additional settings, the edit button next to it will become available. Pressing edit button will open a window with additional options for that specific service.

UX

DashboardMy DetailsDirectoryServicesCDRSMS ReportCentral Phone BookMeetings

Yealink (2016)

Caller ID	x	✓			
Call Pickup	*8/88	x	✓	🔒	
Last Caller		x	✓	🔒	
Operation Times		✗	✓		
Call Filters & Blocking		✗	✓		
Do Not Disturb	*78/79	✗	✓		
Call Forwarding	*71/72/73	✗	✓	🔒	
Follow Me	*520/521	✗	✓		
Group Hunt	*510/511	✗	✓		
Mobile Numbers		✗	✓		
Speakerphone Page	*399/400	x	✓	🔒	
Speakerphone Page Groups	*600	✗	✓	🔒	
Directory / BLF List		x	✓		
Speed Dial	*130	✗	✓		
Remote Access		✗	✓		
System operation times	*401/402/403/404/405	x	✓	🔒	
Wake-up Call	*411	✗	✓		
Operator Wake-up Call	*412	✗	✓		

✓ Save

services

CallerID

Allows you to set the Caller ID number on each individual extension. Any information provided here will override the default Caller ID set on the system.

UX

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Caller ID

System/Network CallerID:

anonymous <anonymous>

Emergency CallerID:

Allowed list of CallerIDs (via App and Access Code):

Short Code	Caller ID number	Label	
			⋮ ×

✓ Save

← All enhanced services

callerid

System/Network CallerID:

Information provided here will replace default Caller ID information on the System/Network level.

The format to be entered for customer CallerID is "<18185551212> Fireline Communications", without the " ".

Emergency CallerID:

CallerID entered here will be used only for calls to 911 and can be different from the System/Network CallerID.. *

Your 911 CallerID must be registered in the E911 database for each number, address pair. The primary number for your business is registered by default. If you have direct dial numbers for your extensions and you are at the same physical location as your primary number please use the primary number for your 911 number even if your DID is different. If you will be using additional numbers or will be using an extension at another location, please submit a request to support to register the number before setting it up. Calls from numbers that are not registered in the E911 database will be charged \$150.00 per call.

TIP: If you are in the same physical location as your offices

or where the main number is registered to, please set the CallerID to that number. . Do not use the individual DID for that extension if it is at the same location of your main number.

Allowed List of CallerID's (via App and Access Codes):

You can add list of CallerID's that you would like to allow to be used for outbound calls. This option can be used from Communicator desktop by simply selecting CallerID number from the list in your Communicator client. Although, this option is impractical to use on the desk phone itself you can still use it by entering *65*[Shot Code] on your dial pad.

Short Code: 3 digit number you will dial to use the CallerID.

CallerID Number: Enter the number you want to use for CallerID. Example: <13234566772> Fireline Communications.

Label: The name you want to use to identify the the CallerID in Communicator Desktop.

Call Pickup

Call Pickup enables user to pick up ringing calls of the same call group or directly from a ringing extension. Dial '*8' to pick up a ringing call from any ringing phone in the same call group. To pick up a call from a ringing extension dial *88 + EXTENSION NUMBER.

Example:

Extension A		Extension B	
	Call Group 1		Call Group 2
	Pickup Group 3, 4		Pickup Group 1

If A is ringing, B can pick up the ringing call by dialing *8.

Why? B can pick up A because A is in Call Group 1 and B is

in Pickup Group 1

If B is ringing, but A cannot pick up the ringing call.

Why? Because B's call group is 2, and A's Pickup Groups are 3 & 4.

Last Caller

Enabling this feature allows you to redial the last number that called you by dialing *149 or preprogram a DSS key to redial.

Call Filters & Blocking

This service filters and blocks all incoming calls based on a set of rules. For example, calls can be filtered based on whether they are anonymous or belong to specific caller or telemarketer.

Caller Number	Destination Type	Destination
Anonymous callers	Do Nothing	
15555551212	Please select ... Please select ... Call Forward Number No Answer Busy Voicemail Not in service	

Save All enhanced services

Caller Number

Anonymous caller or defined number which will be sent to the destination. Anonymous caller or when you click on the PLUS sign you will have a new line in which you could set a

number like 18185551212.

Destination Type

Type of the destination to where the call with the Caller Number will be directed.

Call Forwarding Number: Allows you to set a call forwarding number to send the calls to.

Voicemail: Allows you to send the caller directly to voicemail

No Answer:

Busy:

Voicemail:

Not in Service:

Ring Tone:

Destination

This is where you enter the destination to which you want to direct calls if a suitable type is chosen like:

Do Not Disturb (DND)

This service temporarily redirects all incoming calls to a set destination number.

NOTE: Once selecting the type of DND you want to use, it must be enabled and disabled at the telephone itself by dialing the feature code.

***78 Enables DND**

***79 Disables DND**

Do Not Disturb Options:

Temporary

Sets the phone to DND for a specified amount of time. Once the timer has expired DND will become Not Active.

Do Not Disturb

Do Not Disturb:	Temporary
Destination:	Call forward
	13235551212
Duration (hours):	4

✓ Save

← All enhanced services

Do not Disturb Permanent

Destination

Destination to be dialed once DND is enabled.

Duration: Number of hours you want to enable DND. Once the time limit has been met DND will turn off.

Permanent

Activates the DND service and will not turn off until you turn it off.

Do Not Disturb

Do Not Disturb:	Permanent
Destination:	Voicemail
	2016

✓ Save

← All enhanced services

Do not Disturb Permanent

Permanent: DND will be enabled until manually disabled.

Destination

Destination to be dialed once DND is enabled

Call Forwarding

Allows you to Forward your incoming calls to another extension or public number. You also have the option to send Public calls to one Call Forwarding number, and Internal calls to a different Call Forwarding number.

***71 Enables Call Forwarding Unconditional**

***72 Disabled Call forwarding**

***73 Toggles Call Forwarding (Used for preprogrammed button)**

Usage Example: To call forward your telephone for the first time Unconditionally, you would dial *71+1818555212 (the + symbol is used for demonstration purposes and not meant to be entered on the dial pad). To disable call forwarding dial *72. If you need to call forward the telephone again and it is going to the same number, simply dial *71. If you will be forwarding to a different number then you would dial *71+17145551212.

Call Forwarding

☒ Unconditional

Destination for External Calls	Timeout (sec)	
13235551212	99	≡ ×

☒ Different Rules for Local Calls

Destination for Local Calls	Timeout (sec)	
3405	99	≡ ×

☐ Busy

Destination	Timeout (sec)	
		+

☐ Different Rules for Local Calls

☐ No Answer

Destination	Timeout (sec)	
		+

☐ Different Rules for Local Calls

☐ Line Unavailable

Destination	Timeout (sec)	
		≡ ×

☐ Different Rules for Local Calls

Exclude List

Caller ID	
	+

Options

Play Call Forward message:

☐ Yes ☒ No

Allow ES CallerID:

☐ Yes ☒ No

✓ Save

← All enhanced services

Call Forwarding Options

Unconditional: Forwards all calls directly to the set

destinations.

Busy: Forwards calls when you are on a call.

No Answer: Forwards calls that are not answered.

Line Unavailable: Forwards calls if the extension is not available, i.e. unplugged or offline.

Exclude List: Allows you to add telephone numbers which will be excluded from the call forwarding list. To add, click the + sign.

Note: For public numbers please enter them in 11-digit format. Example: 13235551212. Only Call Forward Unavailable *71 is available as a feature or * code. To use any other call forwarding option you must enable it through the Self Care Portal.

Follow Me

Allows you to program the system to “find you”, by entering any number of additional telephone numbers you can be reached at. The system will then try to contact you at each number sequentially until you answer or it reaches the last destination.

***520 Enabled Follow Me**

***521 Disables Follow Me**

CDR

SMS Report

Central Phone Book

Meetings