



FIBERME Communications LLC.

FCM630A Series IP PBX - User Portal Guide

Table of Contents

INTRODUCTION.....	3
LOGIN TO THE USER PORTAL.....	4
BASIC INFORMATION.....	5
User Information.....	5
Personal Config.....	6
Extensions.....	6
CDR (Call Detail Records).....	9
Change Information.....	9
PERSONAL DATA.....	10
Follow Me.....	10
Voicemail.....	11
Recording Files.....	12
Fax Files.....	12
VALUE-ADDED FEATURES.....	13
Fax Sending.....	13
Call Queue.....	13
Wakeup Service.....	14
CRM User Settings.....	15



Table of figures

Figure 1: User Portal Login.....	4
Figure 2: User Portal Layout.....	4
Figure 3: Basic Information → User Information	5
Figure 4: Basic Information → Personal Config.....	6
Figure 5: Basic Information → Extensions → Basic Settings	7
Figure 6: Basic Information → Extensions → Features.....	8
Figure 7: Basic Information → Extensions → Specific Time.....	8
Figure 8: Basic Information → CDR	9
Figure 9: Basic Information → CDR	9
Figure 10: Personal Data → Follow Me	10
Figure 11: Personal Data → Voicemail	11
Figure 12: Personal Data → Voicemail – Voicemail Prompt.....	12
Figure 13: Personal Data → Recording Files.....	12
Figure 14: Personal Data → Fax Files	12
Figure 16: Value-added Features → Fax Sending	13
Figure 17: Value-added Features → Call Queue	14
Figure 18: Value-added Features → Wakeup Service	15
Figure 19: Value-added Features → CRM User Settings	16

Table of tables

Table 1: Wakeup Service Parameters.....	15
---	----

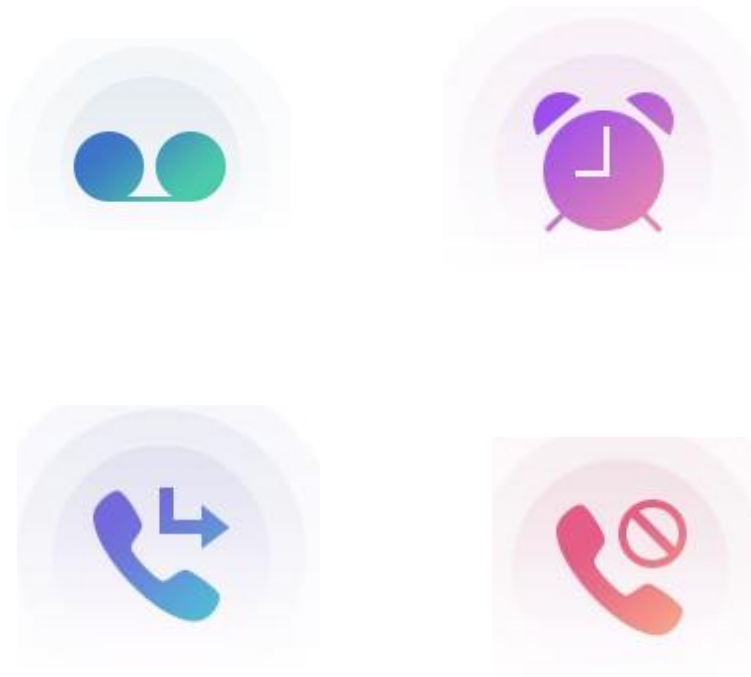


INTRODUCTION

Other than the web interface access for administrators, FIBERME FCM630A IP-PBX series offer to each extension a “User Portal” allowing to manage extension own data and information by the user from the web UI with no need of administrator intervention. Using the User Portal will reduce administrator interventions to the system for basic extension operations which will be managed by the extension owner directly.

A user portal account is automatically available upon extension creation and is designed to give access to a variety of features covering user information, extension configuration, CDR (Call Detail Records), and value-added features such as Fax Sending, Call Queue, wakeup Service and CRM (Customer relationship management). These features are categorized into 3 main menus: Basic Information, Personal Data and Value-added Features.

This document introduces the user portal features and offers step by step instructions to use them.



LOGIN TO THE USER PORTAL

After creating an extension, the super Administrator can configure/edit the login credentials for the user portal under FCM630A Web GUI → **Maintenance** → **User Management** → **User Information**.

Users will use only their extension number and the password set by the admin to access to the user portalas shown in below figure.



Figure 1: User Portal Login

The FCM630A User Portal Web GUI appears once you click “Login”. The following figure shows the user portal interface:

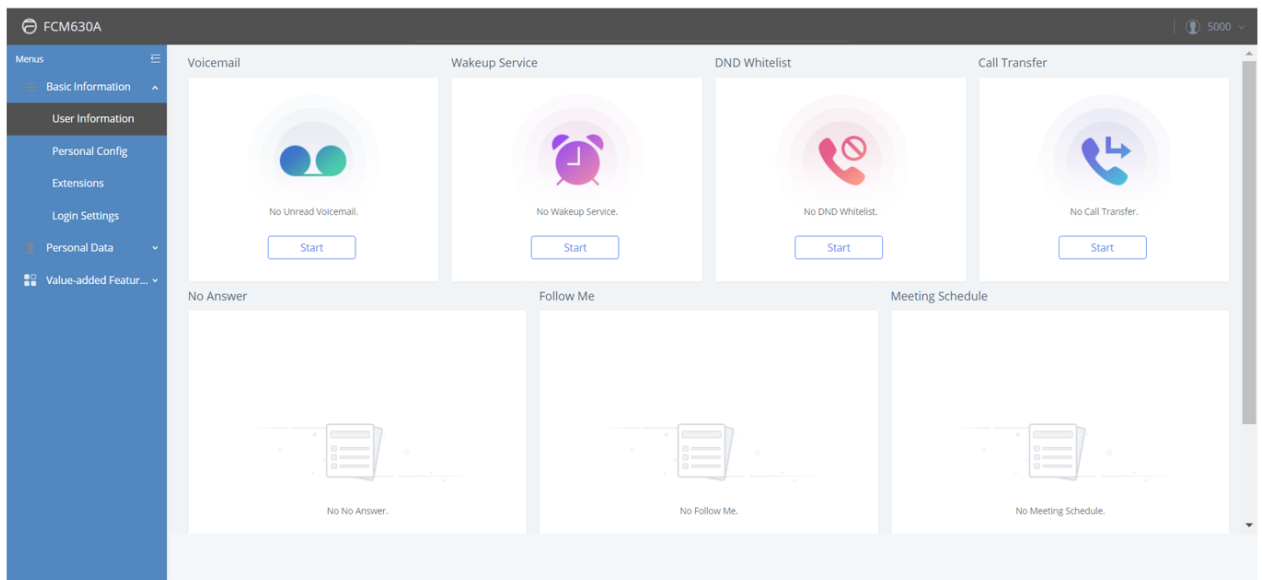


Figure 2: User Portal Layout



BASIC INFORMATION

Basic Information menu includes following sub-menus:

- User Information.
- Personal Config.
- Extensions.
- CDR (Call Detail Records).
- Change Information.

User Information

User Information page displays the extension call features statuses including Voicemail, DND whitelist, Call Transfer, No Answer, Follow Me, and Conference Schedule.

The user can press Start button to enable and configure a call feature directly.

The screenshot displays the 'User Information' page with the following sections:

- Voicemail:** Shows 'No Unread Voicemail' and a 'Start' button.
- Wakeup Service:** Shows 'No Wakeup Service' and a 'Start' button.
- DND Whitelist:** Shows 'No DND Whitelist' and a 'Start' button.
- Call Transfer:** Shows a call transfer icon and a table of settings:

Call	Forward	Call
Call	Forward	Call
Forward	No	Forward
Unconditional	Answer	Busy
All Time	3001	All Time
	All Time	
- No Answer:** Shows 'No No Answer' and a 'Start' button.
- Follow Me:** Shows 'Ring Simultaneously' and 'Ring in Order' options. Two numbers are listed: 3002 (30s) and 3001 (30s).
- Conference Schedule:** Shows 'No Conference Schedule' and a 'Start' button.

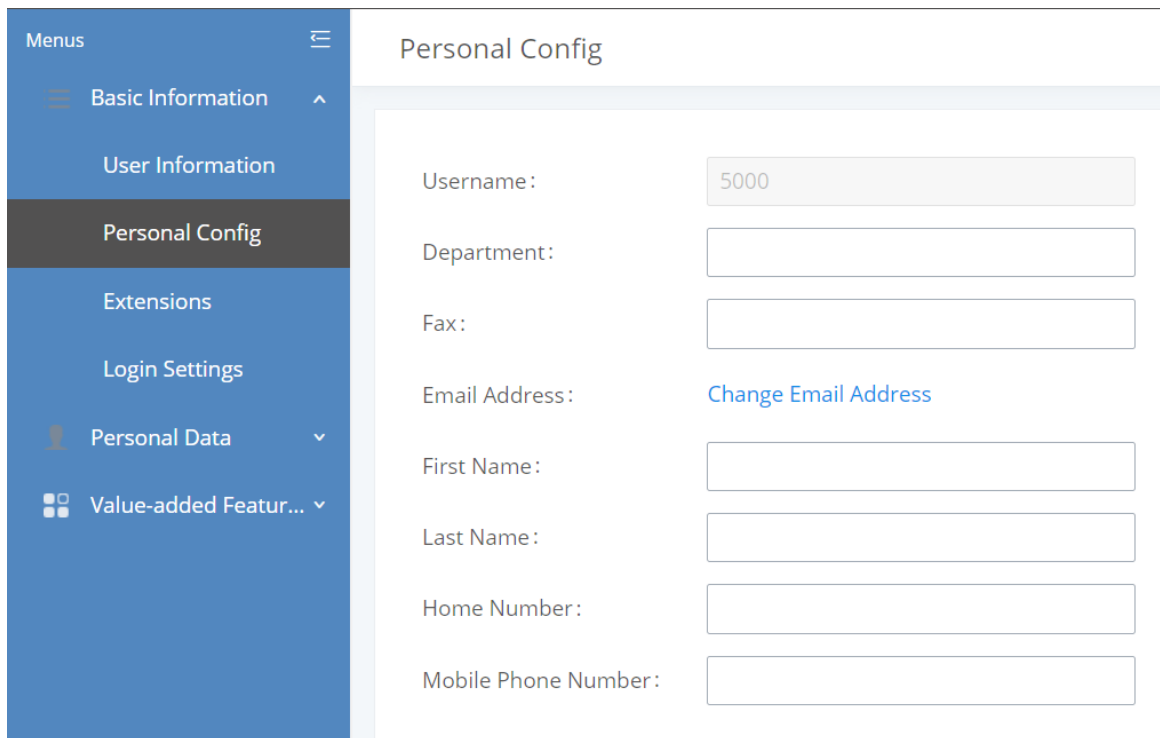
Figure 3: Basic Information → User Information



Personal Config

Personal Config page allows the user to edit his/her personal information including Department, Fax Number, Email Address, First Name, Last Name, Home Number and Mobile Phone Number.

The “User Name” cannot be edited from the User Portal. Only Admin can edit this field if needed.



The screenshot shows a web interface for 'Personal Config'. On the left is a blue sidebar menu with the following items: 'Menus', 'Basic Information', 'User Information', 'Personal Config' (highlighted), 'Extensions', 'Login Settings', 'Personal Data', and 'Value-added Featur...'. The main content area is titled 'Personal Config' and contains a form with the following fields:

- Username: 5000
- Department:
- Fax:
- Email Address: [Change Email Address](#)
- First Name:
- Last Name:
- Home Number:
- Mobile Phone Number:

Figure 4: Basic Information → Personal Config

Extensions

Extension page is divided into 3 tabs as follows:

1. **Basic Settings:** Allows to:
 - Change the SIP Extension Password and Authentication ID.
 - Enable/Disable Voicemail and set the Voicemail Password.
 - Enable/Disable the extension.
 - Select the extension prompts language.



Extension Information Save Cancel

Basic Settings Features Specific Time

General

* Extension: * SIP/IAX Password:

AuthID:

Enable Voicemail:

* Voicemail Password: Skip Voicemail Password

Verification:

Disable This Extension: * Language: ▼

Figure 5: Basic Information → Extensions → Basic Settings

2. **Features:** The extension configuration parameters in this menu provide the user with a variety of call features to perform, such as:

- **Presence:** Set up presence status of the extension (6 statuses are available).
- **Call Transfer:** Configure call forward for each presence status. (Call Forward Unconditional, Call Forward No Answer, Call Forward Busy and FWD Whitelist).
- **Do Not Disturb:** Enable/Disable DND feature and configure its conditions including DND Whitelist.
- **Ring Simultaneously:** Enable/Disable “Ring Simultaneously” feature and configure its conditions.
- **Seamless transfer privilege control:** Select the extensions that can perform seamless transfer to the user’s extension.
- **Ring Timeout:** Configure the ring time out parameter for the extension.



Extension Information Save Cancel

Basic Settings **Features** Specific Time

Call Transfer

Presence Status:

Available
 Away
 Chat
 Custom Presence Status
 Unavailable

Call Forward Unconditional:	<input type="text" value="None"/>	CFU Time Condition:	<input type="text" value="All Time"/>
Call Forward No Answer:	<input type="text" value="None"/>	CFN Time Condition:	<input type="text" value="All Time"/>
Call Forward Busy:	<input type="text" value="None"/>	CFB Time Condition:	<input type="text" value="All Time"/>

Do Not Disturb: * DND Time Condition:

Figure 6: Basic Information → Extensions → Features

3. **Specific Time:** User can configure specific time for his extension to use time condition based features.

Extension Information Save Cancel

Basic Settings Features **Specific Time**

Time: -

Frequency: By Week By Day

Sun
 Mon
 Tue
 Wed
 Thu
 Fri
 Sat

Time	Week	Month	Day	Options
------	------	-------	-----	---------

Figure 7: Basic Information → Extensions → Specific Time



CDR (Call Detail Records)

The CDR page provides to the user all the call records details related to his extension.

Status	Call from	Call to	Action Type	Start Time	Talk Time	Account Code	Recording File Options
+	5000	5000	DIAL	2017-08-23 11:15:41	0:00:10		-

Figure 8: Basic Information → CDR

Notes:

- User can also filter records by: start/end time, Caller Number/Name, Call Number, Action Type, Call Type, and Status. Click on **Filter** button to have the filtering menu and once the criteria are set then click on **Filter** button in order to process the request and get the desired result.
- User can also download all his CDR records in an excel file from the user portal.

Change Information

User can easily change the user portal password by entering the old one already set by the administrator and setting a new one. In addition to this, user Email Address can also be set or modified in this menu.

Change Information

* Enter Old Password:

Change Password

Enable Change Password:

* Enter New Password:

* Re-enter New Password:

Change Binding Email

Email Address:

Figure 9: Basic Information → CDR



PERSONAL DATA

Personal Data menu includes following sub-menus:

- Follow Me.
- Voicemail.
- Recording Files.
- Fax Files.

Follow Me

This page allows the user to configure Follow Me feature for his own extension.

Follow Me is a very useful feature to locate a user by ringing different extensions and external numbers in a pre-defined order. This feature allows users to be reached at numerous devices, such as mobile, home-telephone, office-telephone, or softphones.



Follow Me User Preference

Save

Enable: Skip Trunk Auth:

Music On Hold Class: Confirm When Answering:

Enable Destination:

* Default Destination:

Follow Me Numbers

New Follow Me Number: Dial Local Extension Dial External Number

for (seconds)

Dialing Order: Ring after trying previous extension/number Ring along with previous extension/number



+ Add

Extension	Options
3002 for 30 (seconds)	
3100 for 30 (seconds)	



Figure 10: Personal Data → Follow Me



Voicemail

User can view all the voicemails he received under the FCM630A portal Web GUI → Personal Data → Voicemail. He can download them as well by clicking on , delete them by clicking on  or Mark them as Read by clicking on the [Mark as Read](#) button.



Voicemail					
Voicemail Prompt		Mark as Read			
<input type="checkbox"/>	Name ↕	CallerID Number ↕	Date ↕	Size ↕	Options
<input type="checkbox"/>	Unread	3000	2017-08-28 11:52:48 UTC-04:00	12.69 KB	 

Total: 1 / page Goto

Figure 11: Personal Data → Voicemail

User can also customize his Voicemail greetings by uploading a custom prompt for each greeting message. To do so, user needs to click on [Voicemail Prompt](#) and upload a prompt for each status.

Notes:

- Available voicemail prompts are:
 - **Busy:** This voicemail prompt will be played when the callee is in another call or is in DND mode.
 - **Unavail:** This voicemail prompt will only be played when the callee's extension is unregistered.
 - **Temp:** Highest priority. This voicemail prompt will be played in all scenarios when it is configured (unregistered, unanswered/ring timeout, busy, DND).
 - **Greet:** This voicemail prompt will be played when the callee does not answer within their ring timeout period.

The priority is "temp > busy/unavail > greet".

- Sounds file must be PCM encoded, 16 bits at 8000Hz mono with mp3/wav format or raw ulaw/alaw/gsm file with .mp3/.wav/.ulaw/.alaw/.gsm suffix. The file size must be less than 5MB.



Cancel

Voicemail prompt will be played when user enters voicemail. "busy" indicates the extension is busy, "unavail" indicates the extension is unavailable. Priority: temp > busy/unavail > greet
 Sound file must be PCM encoded, 16 bits at 8000Hz mono with mp3/wav format, or raw ulaw/alaw/gsm file with .mp3/.wav/.ulaw/.alaw/.gsm suffix. The file size must be less than 5MB.

Busy:	<input type="button" value="Choose file to upload"/>	<input type="button" value="Download"/>	<input type="button" value="Delete"/>
Greet:	<input type="button" value="Choose file to upload"/>	<input type="button" value="Download"/>	<input type="button" value="Delete"/>
Temp:	<input type="button" value="Choose file to upload"/>	<input type="button" value="Download"/>	<input type="button" value="Delete"/>
Unavail:	<input type="button" value="Choose file to upload"/>	<input type="button" value="Download"/>	<input type="button" value="Delete"/>

Figure 12: Personal Data → Voicemail – Voicemail Prompt

Recording Files



From this menu, the user can find all the Extension Call Recordings under the FCM630A portal Web GUI → **Personal Data** → **Recording Files**, with the possibility of playing them on the user portal interface by clicking button or download them to his personal computer.

Recording Files					
Caller	Callee	Call Time	Size	Options	
5000	3001	2017-08-24 04:21:32 UTC-04:00	194.42 KB		

< 1 >

10 / page v

Figure 13: Personal Data → Recording Files

Fax Files



User can view all the faxes he received under the FCM630A portal **Web GUI** → **Personal Data** → **Fax Files**. He also can download the files by clicking on , or delete them with the button .

Fax Files					
	Name	Date	Size	Options	
<input type="checkbox"/>	VFAX-5000-20170828-110103-1503932444.50.pdf	2017-08-28 11:01:25 UTC-04:00	1573		
<input type="checkbox"/>	VFAX-5000-20170828-110103-1503932444.50.tiff	2017-08-28 11:01:20 UTC-04:00	5871		

Total: 2 < 1 >

10 / page v Goto 1

Figure 14: Personal Data → Fax Files

Note: Two copies of each fax file are available, one in .pdf format and a second in .tiff format.



VALUE-ADDED FEATURES

Value-added Features menu includes following sub-menus:

- Fax Sending.
- Call Queue.
- Wakeup Service.
- CRM User Settings.

Fax Sending

This page provides ability to send PDF or TIF/TIFF fax files to external fax destination.

The steps below describe the basic configuration required to send a fax to an external fax number:

1. Go to FCM630A User Portal GUI → **Value-added Features** → **Fax Sending**.
2. Enter the destination “External Fax Number”.
3. Click on “Choose file to upload” and Select the file you want to send.

Name	Date	Sender	External Fax Number	Send Status	Current Progress	Options
training_program.pdf	2017-08-25 04:24:47 UTC -04:00	5000	61531648502	Sending	5%	

Figure 15: Value-added Features → Fax Sending

Notes:

- Only PDF or TIF/TIFF files are accepted.
- The “File Send Progress” field shows all the information about the faxes that have been sent and gives to the user an idea about the percentage of the fax current progress.

Call Queue

As member of a call queue, the user can manage his calls from the user portal. The page also provides a user dashboard displaying waiting calls and call statistics.



The following figure shows the Switchboard seen by the user 5000 who is a queue agent and can see only his own information under the user portal.

Call Queue					
6500 (Extensions)					
Waiting			Proceeding		
Status	Caller	Callee	Position	Talk Time	Options
	3000	6500	1	2017-08-25 06:44:34	
Status	Caller	Callee	Talk Time	Options	
	3003	5000	2017-08-25 06:47:08		

Figure 16: Value-added Features → Call Queue

Waiting	This menu shows the current waiting calls along with the caller id and the option to hang-up call by pressing on the button.
Proceeding	Shows the current established calls along with the caller id and the callee (agent) as well as the option to hang-up or to transfer the call using the button.
Agents	Displays the agent extension status (idle, ringing, in use or unavailable) along with some basic call statistics and agent's type (static or dynamic).

Wakeup Service

User can schedule a reminder or wake up calls to its extension using the FCM630A user portal.



Please refer to the following steps:

1. Login to the user portal on the FCM630A.
2. WakeUp service can be found under “Value-added Features → Wakeup Service”, click on [+ Create New Wakeup Service](#) to create a new wakeup service.
3. Configures the Name, Prompt, Date and Time for the user to make the wakeup to.
4. Click [Save](#) and [Apply Changes](#) to apply the changes.



Create New Wakeup Service
Save

Enable Wakeup

Service:

* Name:

* Extension:

Prompt:

Custom Date:

* Date:

* Time:

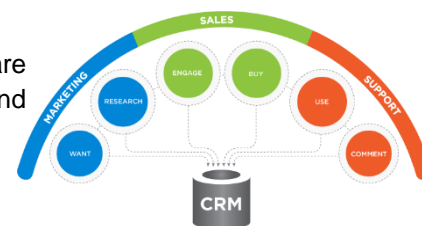
Figure 17: Value-added Features → Wakeup Service

Table 1: Wakeup Service Parameters

Enable Wakeup Service	Enable Wakeup service.
Name	Enter a name to identify the wakeup service.
Prompt	Select the prompt to play for that extension.
Custom Date	If disabled, users can select a specific date and time. If enabled users can select multiple days of the week to perform the wakeup.
Date	Select the date or dates when to performs the wakeup call.
Time	Select the time when to play the wakeup call.
Members	Select the members involved within the wakeup group.

CRM User Settings

User can start using CRM feature once settings on admin access are configured with supported CRM platforms (currently only SugarCRM and Salesforce are supported).



Refer to the following steps to Login to CRM account:

1. Navigate under FCM630A portal GUI → **Added-Value Features** → **CRM User Settings**
2. Click on Enable CRM.
3. Enter the Username associated with CRM Account.
4. Enter the Password associated with CRM Account.
5. Click on “Save” and “Apply Changes”.



CRM User Settings

Enable CRM:

* Username:

* Password:

Login Status:

Figure 18: Value-added Features → CRM User Settings

The status will change from “Logged Out” to “Logged In” and the user can start then using CRM features.

