

# User Panel Manual

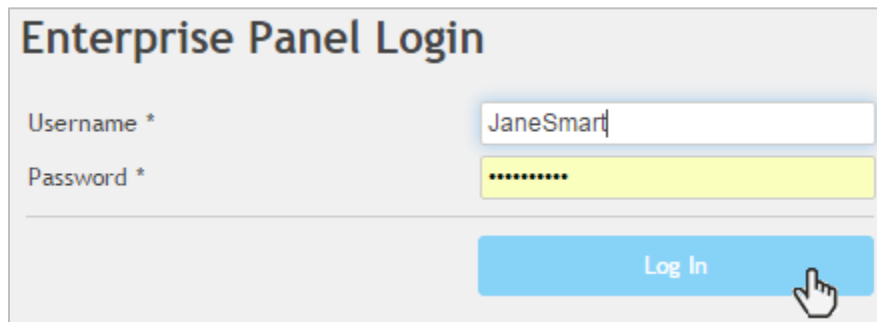
# CONTENTS

ACCESSING THE USER PANEL .....	3
VOICEMAIL FEATURES.....	4
VOICEMAIL SETTINGS .....	5
PROMPTS .....	6
NAME GREETING .....	6
UNAVAILABLE MESSAGE .....	6
BUSY MESSAGE.....	7
TEMPORARY MESSAGE.....	7
CONTACTS.....	7
USER PANEL FEATURES.....	9
CALL FORWARDING .....	9
CALL SCREENING AND BLOCKING.....	10
CALL SCREENING .....	10
CALL BLOCKING.....	10
EXTENSION ASSISTANT .....	11
OUTBOUND AND INTERNATIONAL CALLING.....	12
SOFTPHONE.....	12
SMARTRING.....	12
CALLER ID BLOCKING.....	13
CALL RECORDING .....	13
MISSED CALLS.....	14
CALL WAITING .....	14
BULK SMS.....	15
EXITING THE PANEL.....	15
FREQUENTLY ASKED QUESTIONS .....	16

## ACCESSING THE USER PANEL

The User Panel provides access to phone and calling feature setups.

Sign into the Panel Login with your Username and voicemail password.

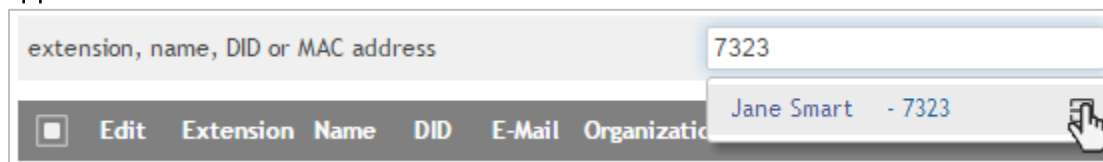


**Enterprise Panel Login**

Username \*

Password \*

To open the User Panel, search for your name or extension in the **extension, name, DID or MAC address** search field (ensure you are on the **Manage Extensions** page.) Click the right arrow when it appears.

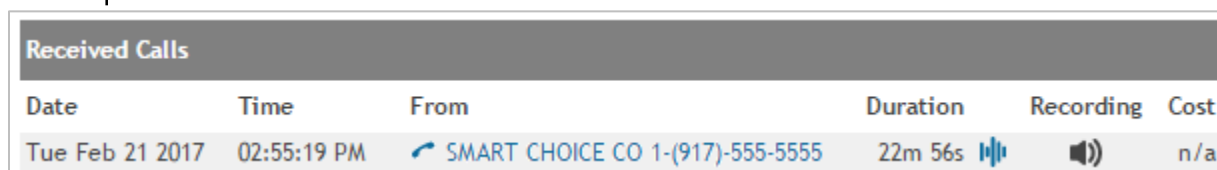


extension, name, DID or MAC address

<input type="checkbox"/>	Edit	Extension Name	DID	E-Mail	Organization
<input type="checkbox"/>		Jane Smart	-	7323	

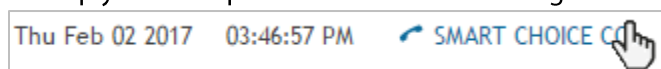
## CALLS OVERVIEW

Once inside the panel, the **Overview** page will display **Received Calls** or **Placed Calls**, depending on which option is selected from the left-hand menu.



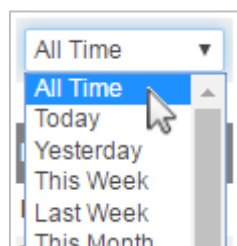
Received Calls						
Date	Time	From	Duration	Recording	Cost	
Tue Feb 21 2017	02:55:19 PM	SMART CHOICE CO 1-(917)-555-5555	22m 56s		n/a	

To call a recent contact, click the number and push **call** when the **Place Call** pane opens. Pick up your desk phone when it starts to ring with the call.



Thu Feb 02 2017 03:46:57 PM SMART CHOICE CO

Click the dropdown arrow to change the date range.



All Time ▼

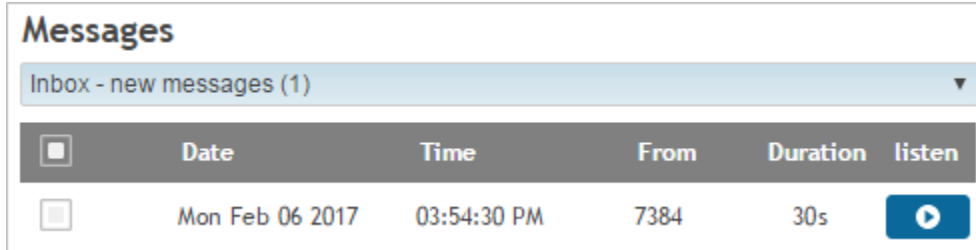
- All Time
- Today
- Yesterday
- This Week
- Last Week
- This Month

## VOICEMAIL FEATURES

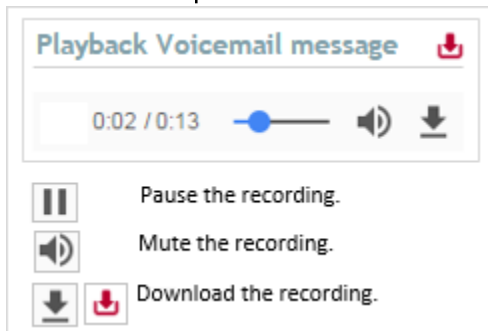
Click the Voicemail button on the left-hand side of the screen to access voicemails from your computer or device.



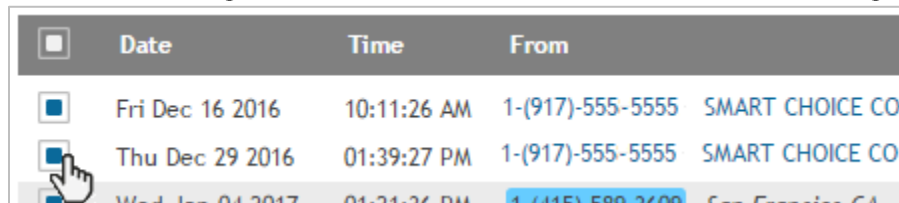
Click the **Messages** button to view new voicemails and information.



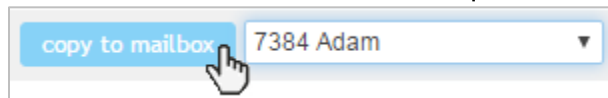
Click the **listen** button to launch the Playback pane and hear your message. If necessary, select from the extended options.



To forward messages to another extension's mailbox, select one message or a group.



Next, select an extension from the dropdown menu and click the **copy to mailbox** button for sending.

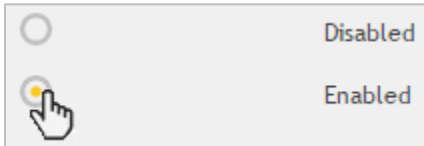


## VOICEMAIL SETTINGS

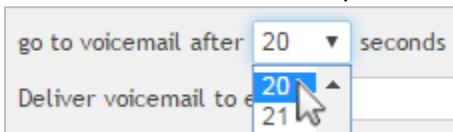
Click **Settings** to configure Voicemail Settings.



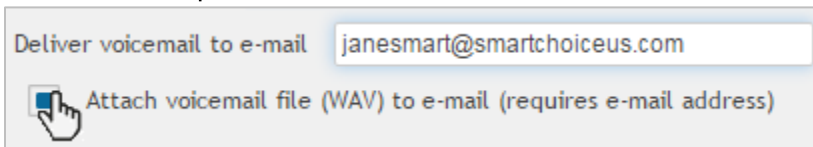
Click **Disabled** to suspend voicemail features or **Enabled** to allow or resume features.



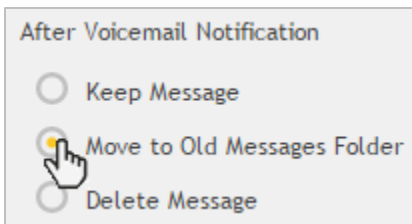
When Enabled, click the dropdown menu to set the ring duration before the caller is sent to voicemail.



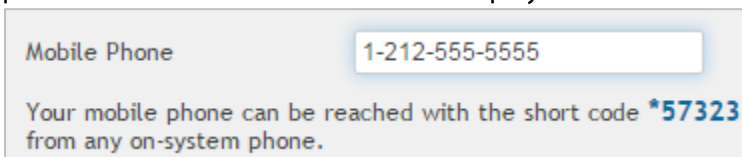
Enter an email address if you would like to forward voicemails to an email inbox and select the **Attach voicemail file** option.



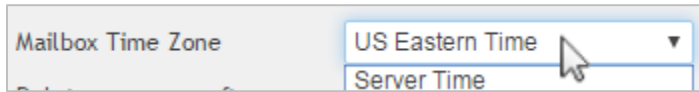
Select a function for after a new voicemail is played.



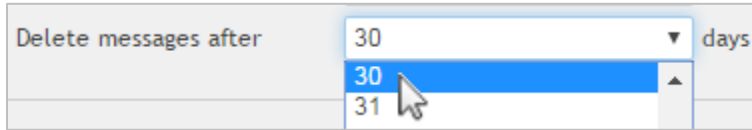
Enter a **Mobile phone** number to forward calls from your main extension phone to your mobile phone. The short access code will be displayed.



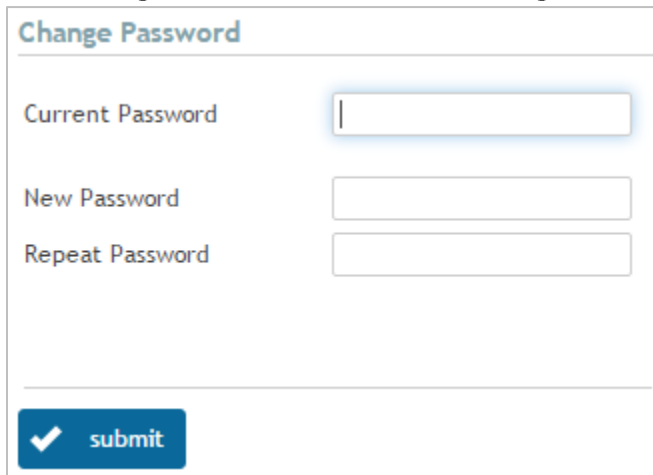
Select the **Server Time** to set the time zone.


 A screenshot of a web interface showing a dropdown menu for 'Mailbox Time Zone'. The current selection is 'US Eastern Time'. A mouse cursor is hovering over the 'Server Time' option, which is highlighted in blue.

Select a number between 1 and 365 to determine how many days pass before new message are deleted.


 A screenshot of a web interface showing a dropdown menu for 'Delete messages after'. The current selection is '30 days'. A mouse cursor is hovering over the '30' option, which is highlighted in blue. The '31' option is also visible below it.

Click **Change Password** to access the **Change Password** panel.


 A screenshot of a web interface showing the 'Change Password' panel. It contains three input fields: 'Current Password', 'New Password', and 'Repeat Password'. At the bottom left, there is a blue button with a checkmark icon and the text 'submit'.

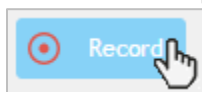
Click **submit** to save your settings.

## PROMPTS

Click **Prompts** to set up your voicemail greeting from your computer.

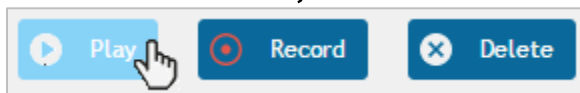
### NAME GREETING

Click the **Record** button to record your new voice prompt from your desk phone. Click **OK** to continue or **Cancel** to stop the function.



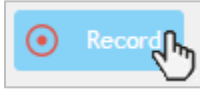
### UNAVAILABLE MESSAGE

To hear an **Unavailable Message**, click **Play** to open the Playback Pane. Click **Record** to begin the recording process on your desk phone. Click **Delete**, followed by **OK** or **Cancel** to delete or save the message.



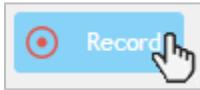
## BUSY MESSAGE

Click the **Record** button to record a new busy message and click **OK** to continue or **Cancel** to stop the function.



## TEMPORARY MESSAGE

Click the **Record** button to record a temporary message and click **OK** to continue or **Cancel** to stop the function.



# CONTACTS

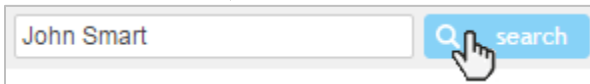
Click the contacts button on the left hand side of the page to access an on-screen directory.



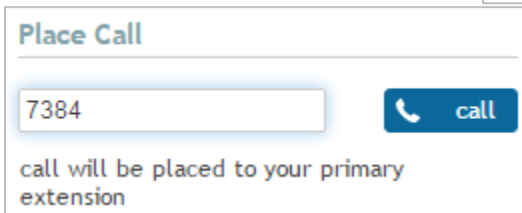
To make a call from your extension, select the **my extension** radio button.



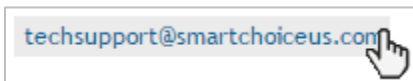
To find a contact, type a name, extension, or email address in the search field and hit **search**.



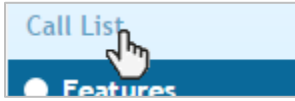
To make a call, click the blue extension (  7384 ) and click **call** in the **Place Call** pane.



To send an email, click the blue email address on the contact's line.



To upload a preexisting contact list, create a new CSV (comma separated values) file in Excel with NAME and NUMBER columns, and navigate to the **Call List** page.



Upload the file in the **Upload Call List** pane.



*For User Panel features, proceed to the next page.*



## USER PANEL FEATURES

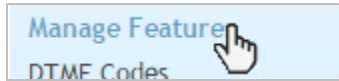
Click the **Features** button on the left-hand side to access calling and features settings.



Click the **DTMF Codes** button to view a list of calling and phone feature codes.

DTMF Codes	Star Code	Description
<b>Logout</b>	* 11	Call Accounting (star code + account)
	* 2	Page an extension (star code + number)
	* 31	Pick up call ringing in pickup group
	* 44	Spy on a Channel (star code + extension)
	* 45	Spy & Whisper on a Channel (star code + extension)

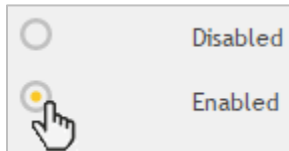
Click **Manage Features** to configure your user settings.



## CALL FORWARDING

Click the **Configure** button in the **Call Forwarding** box to set up forwarding features.

If forwarding is **Disabled**, click **Enabled** and hit the **submit** button.

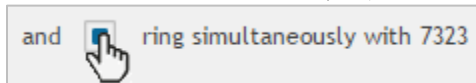


Enter the number your calls should be forwarded to and click the drop down menu to select the ring duration.

Enabled forward to 
 or use SmartRing<sup>SM</sup>
 after  seconds

and  ring simultaneously with 7323

Select **ring simultaneously** if you would like both extensions to ring at once.



Click **submit** to save your settings.

## CALL SCREENING AND BLOCKING

Click the **Configure** button in the Call Screening and Blocking box.

The **Call Screening** feature records the caller's name and plays it back for the recipient, who can then decide whether to connect.

The **Call Blocking** feature prevents callers from contacting you through your extension.

### CALL SCREENING

To prevent Call Screening, click the **Disabled** button and click **submit**.

To authorize Call Screening, click **Enabled**. If desired, select the option to screen only when the Caller ID is unavailable, and click **submit**.

<input type="radio"/>	Disabled	don't screen external calls to this extension
<input checked="" type="radio"/>	Enabled	screen external calls to this extension
		<input type="checkbox"/> only screen if no caller ID is present

### CALL BLOCKING

To prevent Call Blocking, click the **Disabled** button and click submit.

To authorize Call Blocking, click **Enabled**. If desired, select the option to block only when the Caller ID is unavailable, and click **submit**.

<input type="radio"/>	Disabled	don't block calls to this extension
<input checked="" type="radio"/>	Enabled	block calls to this extension
		<input checked="" type="checkbox"/> only block if no caller ID is present

To block a specific user, type the number or extension in to the **Specific Numbers** text field and click the **Add Number** button.

<input type="radio"/>	Specific numbers	<input type="text" value="12125555555"/>	<b>Add Number</b>
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When a blocked user calls your number, they will hear the following recording:

*"This number is not in service."*

To remove a blocked number, click the red **x** next to the user whose name or number you have blocked.

<input checked="" type="radio"/>	Specific numbers	<input type="text" value="1-(212)-555-5555"/>	<b>x</b>
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Click **submit** to save your settings.

<input checked="" type="checkbox"/>	<b>submit</b>
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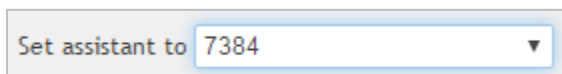
## EXTENSION ASSISTANT

Click the **Configure** button in the Extension Assistant box.

The Extension assistant should be disabled by default. If you want to restrict active features, click the **Disabled** radio button.



To route calls to an alternate extension, select the preferred assistant extension number from the drop down menu.

 A dropdown menu with the text "Set assistant to" followed by a box containing the number "7384" and a downward arrow.

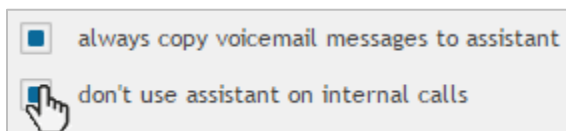
Next, make an **Enabled** selection and click the **submit** button.

- The **Enabled** option forwards all calls to the assistant extension before timing out to voicemail.
- The **Enabled with Delay** option sets calls to ring on your main extension until the timeout expires, before they are forwarded to the assistant until answered or sent to voicemail.
- The **Enabled with Simulring** option lets the call ring simultaneously on the main line and extension.

<input checked="" type="radio"/>	Enabled	forward all my calls to the assistant first (phone will not ring)
<input type="radio"/>	Enabled with Delay	The call will forward to the assistant extension when the voicemail delay expires, and then ring for 20s before going to voicemail or timing out.
<input type="radio"/>	Enabled with Simulring	ring simultaneously with 7323

Select the **always copy voicemail messages to assistant** option to send voicemail messages to your assistant extension mailbox.

Select the **don't use assistant on internal calls** option to prevent internal calls from being forwarded to the assistant.

 Two checkboxes are shown. The first is checked and labeled "always copy voicemail messages to assistant". The second is also checked and labeled "don't use assistant on internal calls", with a hand cursor icon pointing to it.

Click **submit** to save your settings.

## OUTBOUND AND INTERNATIONAL CALLING

Click the **Configure** button in the Extension Assistant box.

To prevent International and outbound calling, click the **Disabled** button. To authorize Outbound and International Calling, click the **Enabled** button. Hit **submit** when you have selected.

<input type="radio"/>	Disabled	don't allow international calls from this extension
<input checked="" type="radio"/>	Enabled	allow international calls from this extension

Click **submit** to save your settings.

## SOFTPHONE

To configure a Softphone app for your desk phone, please refer to the [Bria Softphone Configuration](#) manual.

## SMARTRING

Click the **Configure** button in the SmartRing box.

To forward calls from your desk phone to your mobile devices, click the **Enabled** button.

To prevent SmartRing, click, the **Disabled** button.

In the **Ring 1st location** text field, enter the number for the device you would like the call forwarded to first. Select a ring duration or the option to ring alongside your main phone, and continue to enter numbers in the order you would like them to ring.

When 7323 is called then:

Ring 1st location	<input type="text" value="917-555-5555"/>	<input checked="" type="radio"/>	for	<input checked="" type="radio"/>	<input type="text" value="5 s"/>	or simultaneously	<input type="radio"/>
Ring 2nd location	<input type="text" value="347-555-5555"/>	<input checked="" type="radio"/>	for	<input type="radio"/>	<input type="text" value="5 s"/>	or simultaneously	<input checked="" type="radio"/>
Ring 3rd location	<input type="text" value="914-555-5555"/>	<input checked="" type="radio"/>	for	<input type="radio"/>	<input type="text" value="5 s"/>	or simultaneously	<input checked="" type="radio"/>

Select or deselect the **continue ringing 7323 during SmartRing** option to let your main phone ring alongside the ringing SmartRing device.

continue ringing 7323 during SmartRing<sup>SM</sup>

Select or deselect the **present my own caller ID** to display your caller ID number.

present my own caller ID

Select the **always** option to keep SmartRing enabled at all times or deselect the **always** option and enter a preferred active timeframe. If desired, enabled **skip weekends**.

always   
  only from   
 09:00:00:AM ▼   
 To   
 05:00:00:PM ▼   
 skip weekends

Click **submit** to save your settings.

## CALLER ID BLOCKING

Click the **Configure** button in the Extension Assistant box to set up whether your caller ID is shown to the call's recipient.

Make a selection from the radio button list.

- Select **Disabled** to let your Caller ID appear in the recipient's Caller ID field.
- Select **Enabled** to hide your Caller ID from the recipient.
- Select **temporary** to hide your Caller ID on the next outbound call **only**.

<input checked="" type="radio"/>	Disabled	show my Caller ID
<input type="radio"/>	Enabled	hide my caller ID
<input type="radio"/>	temporary	hide my caller ID on next call

Click **submit** to save all Caller ID Blocking settings.

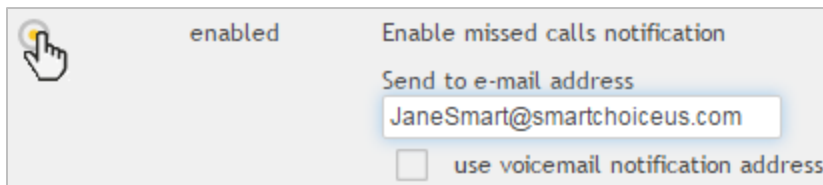
## CALL RECORDING

To configure Call Recording for your desk phone, please refer to the [Call Recording](#) manual.

## MISSED CALLS

Click the **Configure** button in the Missed Calls box to determine whether you receive missed call notifications.

If you would like to receive missed call notifications, select **enabled** and enter the email address you would like to use. Notifications will arrive in this inbox.



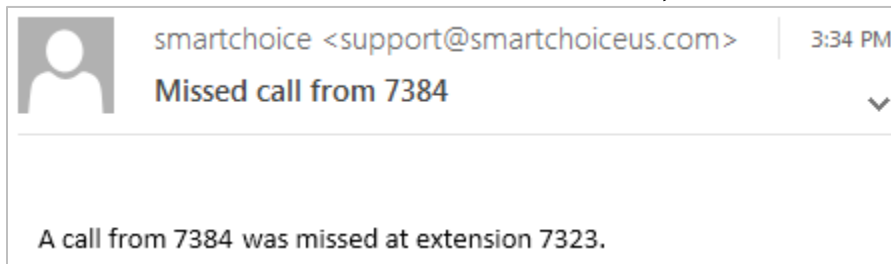
enabled      Enable missed calls notification

Send to e-mail address  
 JaneSmart@smartchoiceus.com

use voicemail notification address

Select **use voicemail notification address** to receive notifications at your voicemail destination.

You will receive a brief email from Smart Choice shortly after the missed call:



smartchoice <support@smartchoiceus.com>      3:34 PM

**Missed call from 7384**

A call from 7384 was missed at extension 7323.

To deactivate, click **disabled**.

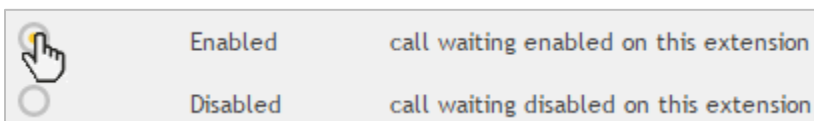
Click **submit** to save your settings.

## CALL WAITING

Click the **Configure** button in the Call Waiting pane to determine a function for secondary incoming calls.

Select **Enabled** or **Disabled**.

- When Call Waiting is **Enabled**, incoming calls will appear on the phone screen if there is another active call on the line.
- When Call Waiting is **Disabled**, incoming calls will be sent to voicemail if there is another active call on the line, and will not appear on the phone screen.



Enabled      call waiting enabled on this extension

Disabled      call waiting disabled on this extension

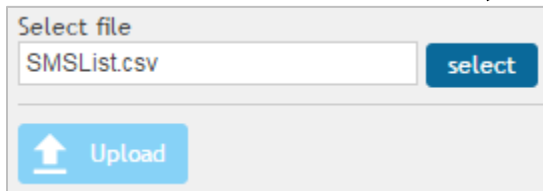
Click **submit** to save your settings.

## BULK SMS

Click **Configure** in the Bulk SMS pane to create a list of SMS message recipients.

In an Excel spreadsheet, create a CSV (comma separated values) with the following format:  
**NAME, NUMBER**

Click **select** to choose the CSV file from your computer, and click **upload**.



A screenshot of a file selection interface. At the top, it says "Select file". Below that is a text input field containing "SMSList.csv" and a blue button labeled "select". At the bottom, there is a blue button with an upward arrow icon and the text "Upload".

## EXITING THE PANEL

Click the **Logout** on the left-hand side of the screen to sign out of the Panel.



## FREQUENTLY ASKED QUESTIONS

**Question:** How do I log into the User Panel?

**Answer:** Access the User Panel link provided to you. Enter your credentials in the Username and Password fields.

**Question:** How can I see call records for an individual extension?

**Answer:** Click the **Extensions** button once inside the User Panel, then click the corresponding arrow on the extensions list once you have found the preferred extension.

**Question:** Can I remove the voicemail to email feature?

**Answer:** Yes. To deactivate the feature, click **Voicemail**, then **Settings**, and deselect the **Attach Voicemail File** option. Make sure to click **submit**.

**Question:** Can I access the User Panel remotely when I am not in the office?

**Answer:** Yes. Open any browser, access the link, and enter your credentials to log in.

**Question:** Can I “mass delete” my voicemails?

**Answer:** Yes. Access the **Voicemail** page, select the **Inbox – old messages** option, and select the messages you would like to delete before pressing the **delete** button.



**Question:** What information will I see when I log into an extension panel?

**Answer:** You will be able to view the specific extension's information – the User Panel does not grant administrator rights.

**Question:** Will a mistake made in the user panel prevent my phone from working?

**Answer:** No. The user panel adds functionality but does not affect registration.

**Question:** Can I set up Call Forwarding features remotely?

**Answer:** Yes, access the User Panel from your computer or device, and enter the phone number you would like the calls to forward to.

**Question:** Can I have incoming calls ring on all my devices at once?

**Answer:** Yes, access the SmartRing section in the Features pane and enter the number for each phone you would like the call to ring on. Ensure the **simultaneously** option is enabled.

**Question:** How can I receive additional support?

**Answer:** You can reach Smart Choice Communications **24x7x365** at **(800) 217-3096**.