Part of Telkom I Business Connexion’s Next Generation Networks and Services is the new Hosted Business Telephony (HBT) service. HBT is a PBX that is hosted in our network, so there is no physical device on your site. You have access to the PBX through a portal provided to make changes to your PBX. This document provides a step-by-step guide on how to use the HBT Customer Portal and anything else you need to know.

01 INTRODUCTION

This document provides step-by-step work instructions for understanding how to use the HBT Customer Portal.

02 DEFINITIONS, ABBREVIATIONS AND ACRONYMS

2.1 Acronyms

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Word in full</th>
</tr>
</thead>
<tbody>
<tr>
<td>HBT</td>
<td>Hosted Business Telephony</td>
</tr>
<tr>
<td>VoIP</td>
<td>Voice over IP</td>
</tr>
<tr>
<td>ADSL</td>
<td>Asymmetric Digital Subscriber Line</td>
</tr>
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</table>

03 CUSTOMER PORTAL

3.1 Portal Login

a. Open your Internet Browser (i.e. Internet Explorer, Mozilla Firefox, Google Chrome, or Opera). Type the following in the browser’s address bar: www.hbt.telkom.co.za

b. The following page will then be opened. Here you will use the User ID and Password provided.
C. On this page, type in the credentials provided in the textboxes as in the image below.

d. Now click the Login button. The following page will then be opened.

e. Type in the current password and change it by typing and retyping the new password.

f. Click the OK button.

3.2 Group

a. As soon as you have clicked OK, the above page will be opened in your browser. This is the Company Profile page. Here you will be able to change things that affect the whole group of phones.
3.2.1 Users

a. Click on the Users link. The following page will be opened.

![Image of Users page]

b. Here you can search for a specific user or just have it display all the users that are currently in the Group.

c. Go ahead and click the Search button on the right hand side. This will display all the users at once as shown in the image below.

![Image of Users page with search results]

d. Here you can see that it displays all the users currently in this group. The User ID, Last Name, First Name, Phone Number, Extension and Department are displayed for each user.

e. Now click OK to return to the Group Profile page.
3.2.2 Profile

a. Click on the Profile link. This action will open the following page.

b. Here you will see the Service Provider, Group ID, Default Domain, Calling Line ID Group Name and Number, Time Zone and User Limits.

c. Default domain will show to which SBC you connect and in what region you are based.

d. If you require all outgoing calls to display the group name or number instead of a user’s individual name or number, the Calling Line ID Group Name and Number can be used for this (see Section 3.2.7).

e. User Limits will display the maximum amount of users you can have as well as the amount you currently have.

f. Now click OK to return to the Profile page.

3.2.3 Change Password
a. Click on the Change Password link. The following page will be opened.

b. Here you can change the password you use to login to the HBT Customer Portal.

3.2.4 Administrators

a. Click on the Administrators link. The following page will be opened.

b. This page will show you all the administrators that have access to your company’s Hosted PABX. If you click on one of the administrators you will view information about this person and will be able to reset or change that person’s password.

c. Click the OK button to return to the Profile page.
3.2.5 Departments

a. Click on the Departments link. The following page will be opened.

b. Here you can see the list of existing departments in the group.

c. To add a new department, click the Add button. The following page will open.

d. Enter a name and select the parent department, if applicable.

e. If you require that all outgoing calls must display the department name or number instead of a user’s individual name or number, enter and select the Department Calling Line ID Name and Number respectively (see Section 3.2.7).

f. Click OK to create the department.

g. To modify a specific department, click the Edit link for that department. The following page will open.
h. Here you can change the department name and the parent department.

i. To delete the department, click the Delete button.

j. Click the OK button to save any changes. Click OK again to return to the Profile page.

3.2.6 Schedules

a. Click on the Schedules link. The following page will be opened.

b. Here you can add a new schedule or manage the list of existing schedules in the group.

c. You can add a new schedule by clicking the Add button. Then provide the schedule with a name and a type, which can be either a Time or Holiday, and click OK.
3.2.6.1 Business Days

a. Schedules of Time are for normal business days, which include business hours and after hours.

b. To modify an existing schedule, click the name of the schedule or the Edit link, e.g. After Hours. The following page will open.

c. This is where you can rename the schedule and add or manage the events in the schedule.

d. You can add a new event by clicking the Add button. Provide the event with a name, start and end dates, start and end times, recurrence pattern and when the event should end. Then click OK.

e. To modify an existing event, click on the Edit link for the event. The following page will open.

f. Here you can modify the event details as shown above.

g. Click OK to save any changes. Click OK again to return to the Schedules page.

3.2.6.2 Holiday Schedules

a. Schedules of type Holiday are for non-business days such as public holidays.

b. Create a new holiday schedule by clicking the Add button. The following page will be displayed.
c. Insert “Holidays” as the schedule name and select Holiday as the schedule type.

d. Click OK to save changes. The following page will open.

e. Open the Holidays schedule you have just created by clicking either on the name or the Edit link. The following page will open.

f. Now click on the Add button. The following page will open.
g. Insert the details for the Christmas holiday schedule as shown above.

h. Click OK to save changes and then you will see the new Event as indicated below.

i. To delete the event, simply click on the Delete checkbox and click OK.

j. To edit the event, click on the Edit link, make the necessary changes and click OK to save those changes.

k. Now click OK to return to the Schedules page and click OK again to return to the Profile page.

3.2.6.3 Schedule Application

a. You can apply the schedules to certain services and features such as Auto Attendant, Call Forwarding Selective, Priority Alert and Selective Call Acceptance and Rejection. Please refer to Sections 3.2.6.1 and 3.3.2.8 – 3.3.2.11 respectively to learn how to correctly apply the schedules.

3.2.7 Call Processing Policies

a. Click on the Call Processing Policies link. The following page will appear.
b. To select the group name as the calling line identity, select the first checkbox, namely Use group name Calling Line Identity.

c. To select the department name as the calling line identity, select the first and second checkbox, namely Use group name Calling Line Identity and Allow Department Name Override respectively.

d. To select the group number as the calling line identity, select the Use Group Calling Line Id Policy radio button and then select the Use group/department phone number Calling Line Identity radio button for Non-Emergency Calls.

3.2.8 Resources

a. Now click on the Resources link in the Options column on the left hand side of the screen. This will open the following page.

b. On this page you will have access to the services that the Group has, the numbers assigned and the existing user services. Here you can also assign or remove services from the Group.

c. Most of the items on this page can only be viewed, not changed.
a. Network Classes of Service indicates the type of calls that a user can make.

b. On the Resources page, click on the Network Classes of Service link. The following page will appear.

c. The above page shows you the default Class of Service. If it is set to Allow All Calls then the user can make and receive calls from and to any number. If it is set to Bar International & Premium the user will not be able to make calls to international and premium numbers.

d. After you have viewed this, click OK to return to the Resources Page.

3.2.8.2 Numbers

a. Now click on the Numbers link. The following page will appear.
b. Click the Search button as shown above.

c. Here you can see all the phone numbers in your Hosted PABX and to which user a specific number is linked.

d. After viewing this, click OK and you will return to the Resources page.

3.2.8.3 Services

a. Click on the Services link. The following page will appear.
b. Here you can view the services assigned to the Group as well as services assigned to the users. It will show how many of each service you have as well as the services already allocated.

c. This will also display the amount of licenses the Group has, as well as how many has already been allocated to the users in the Group.

d. After viewing this, click OK to return to the Resources Page.

3.2.8.4 Assign Group Services

a. Click on the Assign Group Services link on the right hand side of the page under Assignment. The following page will appear.
b. Here you can add or remove services from the Group.

c. Once you are done adding or removing services, click OK to return to the Resources page.

3.2.9 Services

a. Now click on the Services link in the Options column on the left hand side of the screen. This will open the following page.

b. Here you can set and change some of the services assigned to your Group. The items on this screen may differ from the ones you have.

3.2.9.1 Auto Attendant

a. Click on Auto Attendant if you have it as a service. This will open the following page.
b. If no Auto Attendant has been created, click the Add button to create a new Auto Attendant. If an Auto Attendant already exists, skip to step n.

c. Enter an Auto Attendant ID and select @ hbt.telkom.co.za.

d. Enter a name as well as Calling Line ID Last and First name.

e. You may select a department to which the Auto Attendant belongs.

f. You may select the Business Hours as Every Day All Day or a created Time Schedule and you may also select a created Holiday Schedule to which the Auto Attendant will apply.

g. You can also select the scope of extension and name dialling as well as the name dialling entries.

h. Click the OK button to save the changes.

i. Next the Business Hours Menu, as shown below, will be displayed. Here you can indicate what action should be taken when a certain key is pressed during the Auto Attendant call.
j. Select the Personal Greeting radio button then click the Browse button and select the WAV file in the correct format.

k. Then select specific key actions that correspond to the audio file. Enter a description for the action and phone number if applicable. The actions available are: Transfer with prompt, Transfer without prompt, Transfer to operator, Name dialling, Extension dialling, Repeat menu and Exit.

l. Click the OK button to save the changes.

m. The After Hours Menu will be displayed next and the same process as that of business hours can be completed.

n. Now you can see the name of your Auto Attendant(s) as well as if the item is active or not. You can also click on the Edit button to edit your Auto Attendant.

o. Click on a specific Auto Attendant. The following page will open.

p. Now click on the Profile Link. This action will open the following page.
q. Here you can modify the Auto Attendant's profile. You can also change the business and after hours settings.

r. Click OK to save any changes.

s. Now click the Addresses link from Auto Attendant Profile menu. This will display the page below.

t. Select the phone number using the dropdown arrow and click the OK button.

u. Now click OK to save any changes.

v. Click the Group link in the top left corner to return to the Services page.

3.2.9.2 Hunt Group
a. Click on the Hunt Group link from the Service menu. The page below will open in your browser.

b. Here you can see your Hunt Group if you have one in your Group Services. You can see the name of the Hunt Group, the phone number of the group, the extension and also an Edit link on the right hand side.

c. You can also add another Hunt Group if you have another license available.

d. Now click on a specific Hunt Group. The following page will open.

e. Click on the Profile link as shown above. The following page will open.
f. Here you can view and modify the Hunt Group’s profile details such as Name, Department, Time Zone and Group Policy.

g. You can also assign users to the Hunt Group. Click on Search to get the list of available users to assign.

h. Click OK to return to the Hunt Group Profile page.

i. Now click the Group link in the top left corner to return to the Services page.

3.2.9.3 Music/Video on Hold

a. Click on the Music/Video on Hold link from the Service menu. The page below will open.
b. Here you will see the entry of Music/Video on Hold for the group.

c. Click on the entry or the Edit link and the following page will open.

d. To enable music when putting a call on hold, click on the first checkbox, namely Enable music/video during Call Hold. Here you can also enable music during Call Park and Busy Camp On.

e. To customise the music that will be played, select the Custom Music/Video File radio button then click the Browse button and select the custom audio file to upload it.

f. The supported audio file formats are WAV and WMA. The required file properties are Linear PC/M, 16000 kHz and 16 bit mono. The maximum length and size is 10 minutes and 5000 KB respectively.

g. Once the above steps are complete, Music/Video on Hold will be configured.

h. Now click on the OK button twice to return to the Group Services Page.
3.2.9.4 Voice Messaging

a. Click on the Voice Messaging link. The following page will open up in your browser.

b. Here you can setup your voice messaging or edit the one you already have setup.

c. If you are done here click on the OK button to return to the Group Services Page.

3.2.9.5 Voice Portal
a. Click on the Voice Portal link. This will open the following page.

b. Here you will see the number to the Group’s Voicemail. You can configure the Portal here. This is the number that you dial to hear your voicemails.

c. When you are done here click Ok.

3.2.10 Calling Plans

a. Now click on the Calling Plans tab on the left hand side under Options. The following page will be opened.

b. Here you will be able to change the incoming or outgoing calling plan of the group. This will only be possible if you have Call Management as a service.
The Enhanced Outgoing Calling Plan (EOCP) is an enhancement to the original Outgoing Calling Plan (OCP) which enables administrators to restrict groups and users from making outgoing calls based on call types and/or digit strings. The EOCP adds another calling plan namely Outgoing Pinhole Digit Plan (OPDP) which has higher precedence than OCP and ODP. It effectively provides a way to override the OCP and ODP restrictions, by opening a “pinhole”, for certain specific destination phone numbers.

With the Outgoing Calling Plan service the OCP is applied first, and in the event that OCP allows the outgoing call, it then applies the ODP. With the Enhanced Outgoing Calling Plan service the Outgoing Pinhole Digit Plan enhances these services by providing a capability to apply digit patterns before the OCP. Figure 1 shows the decomposition of the EOCP into its three specific calling plans OPDP, OCP and ODP with precedence, respective descriptions, and examples.
3.2.10.2 Outgoing Calling Plan (OCP)

a. Click on the Outgoing Calling Plan link as shown above. The following page will open.

b. The above image shows the Outgoing Calling Plan for originating calls.

c. For each call type the actions of allow, block, authentication code required, transfer to 1st number, 2nd number and 3rd number can be selected. This can be done for the Group default and also each department if desired.

d. Click the Apply button to save any changes.

e. Clicking on the Initiating Call Forwards/Transfers tab opens the following page.
f. This allows the control of what call type transfers can be initiated. Permitted call types are ticked in the check box. This can be done for the Group default and also each department if desired.

g. Click the Apply button to save any changes.

h. Clicking on the Being Forwarded/Transferred tab opens the following page.

i. This allows you control over whether users in the group can receive calls being transferred from outside the group. Uncheck the box to restrict the users from receiving calls from outside the group. This can be done for the Group default and also each department if desired.

j. Click the Apply button to save any changes and click OK to return to the Calling Plan page.
The transfer action is used to automatically transfer the call to the defined number when the restriction criterion is met, e.g. if the user is not permitted to make cell phone calls without permission from their manager they can select the action T1 for Premium Services II. The defined number for T1 will be the manager’s number. The manager must have the permissions to make Premium Services calls. When a cell phone number is dialled by the user it is transferred to the manager’s number. The manager answers the call and can initiate the transfer to the cell phone number at his/her discretion.

It is important to note that Digit Strings do not apply to calls within the group. This implies that if the digit string (example 012*) is blocked and is part of the group's number range (012 123 4566 - 012 123 4577) the digit string will not apply and users within the group will be allowed to call one another.

The letter “d” in Table 1 denotes a digit in the range from 0 through 9. For the first row it should be noted that 411 matches only exactly 411, not if 411 is part of a number.

### Table 1 Digit String Syntax

<table>
<thead>
<tr>
<th>Syntax</th>
<th>Matched</th>
<th>Example</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>d</td>
<td>Matches explicit digit.</td>
<td>411 matches 411</td>
<td></td>
</tr>
<tr>
<td>+</td>
<td>Matches explicit “+”.</td>
<td>+12405551000 matches +12405551000</td>
<td>This is allowed only at the beginning of the pattern. It is used to match the E.164 number.</td>
</tr>
<tr>
<td>*</td>
<td>Matches explicit “*”. *11 matches *11</td>
<td></td>
<td>The backslash escape character avoids conflict with wildcard. This is used to match service codes.</td>
</tr>
<tr>
<td>#</td>
<td>Matches explicit “#”. #22 matches #22</td>
<td></td>
<td>This is used to match service codes.</td>
</tr>
<tr>
<td>[ ]</td>
<td>Matches a single digit to the digits specified within the square brackets. Single digits or digit ranges are allowed in the brackets, separated by a comma.</td>
<td>[0:9] matches 0 or 9. [0:2-9] matches 0, 2, 3, 4, 5, 6, 7, 8, or 9, but not 1. [2-9] matches 2, 3, 4, 5, 6, 7, 8, or 9, but not 0 or 1.</td>
<td>This is new syntax introduced with this feature.</td>
</tr>
<tr>
<td>?</td>
<td>Matches any single digit or symbol. ? matches 0, 1, 2, 3, 4, 5, 6, 7, 8, 9, *, and #.</td>
<td>301* matches 3015550100</td>
<td>This is allowed only at the end of the pattern.</td>
</tr>
<tr>
<td>*</td>
<td>Matches zero or more digits.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note that when the E.164 number has the same country code as the calling user, the Application Server strips the “+” and the country code before applying the digit patterns. Therefore, if the calling user is in South Africa and the calling user calls +27123551000, the Outgoing Pinhole Digit Plan or ODP matches 12355100 but not +27123551000. However, if the calling user is not in South Africa, it matches +27123551000. For forwarded or transferred calls, the “calling user” considered here is the BroadWorks user redirecting the call.

When more than one pattern matches a digit string, the Application Server applies certain rules to select only one of the matches. In general, the Application Server selects the most specific pattern. The following rules apply, in order of highest precedence to lowest precedence:
a. A pattern that contains a * wildcard character has a lower precedence than a pattern that does not contain a * wildcard character.

b. A longer pattern has higher precedence than a shorter pattern. When this rule is applied to patterns that contain a * wildcard character, the * wildcard character counts as a length of zero. Among patterns that are the same length, a pattern has a higher precedence if it makes a better match regarding the shortest deciding prefix of the digit string.

Example:

Pattern 1: 1237667890
Pattern 2: 123[1-5]??????
Target Digit String: 1234567890

Both patterns match the digit string 12345678 and both have the same length of ten digits. However, Pattern 2 has a better match of the prefix 1234 than Pattern 1 does. This is because there is a shorter range of numbers ([1-5]) to match for than a "*". Therefore, Pattern 2 is selected as the matching pattern.

Note that Pattern 1 has a better match of the prefix 12345. However, the prefix 1234 is shorter, so the better match of Pattern 2 for the shorter prefix causes the Application Server to select Pattern 2. In addition, both patterns match the prefix 123. However, since they both match this prefix equally well, it is not a deciding prefix.

c. Where Rules 1 through 3 cannot determine the higher precedence of two different patterns, the pattern that is first in alphanumeric order has higher precedence.

Example:

Pattern 1: [1-3]11
Pattern 2: [2-4]11
Target Digit String: 311

In this case, Pattern 1 is first in alphanumeric order; therefore, it has the higher precedence. If both of these patterns were to appear in a digit plan, the Application Server would apply the action assigned to Pattern 1. These matching rules are such that it is possible to order all the digit patterns from most specific to least specific independently of any target digit string. When presented with a target digit string, the Application Server may then test the patterns from most specific to least specific, and stop testing when it first finds a pattern match. The following list of digit patterns are in the order the Application Server applies them. The general order is from most specific to least specific. When the Application Server tests the patterns in this order, it stops at the first match and applies the associated action.

i. +19725351111
ii. 19725351111
iii. [2-9]??5551212
iv. 5551212
v. "??1"
vii. +1*
viii. *

Note that:
• (i) is longer than (ii) because of the plus sign.
• All the definite-length patterns (patterns that do not contain a * wildcard character) come before any indefinite-length patterns (patterns that do contain a * wildcard character).
• The indefinite-length patterns, after being placed following the definite-length patterns, are ordered from longest to shortest.
• (iii) is a more specific match than (iv), even though (iii) contains wildcard characters, because (iii) is longer.
3.2.10.4 Adding Digit Strings

**a.** The digit strings can be created or viewed at Group level from the Calling Plan option and selecting Digit Strings as shown above.

**b.** Clicking the Add button allows you to create a new digit string and a respective name as shown below.

**c.** Click the OK button to save the digit string.
d. From the Digit Strings menu one can delete a digit string by clicking the check box and then clicking the OK button.

e. To edit a created digit string, click the Edit button. This action will open the following page.

![Digit Strings Modify page](image)

The Digit Strings Modify page allows the administrator to edit only the digit string and not the name.

f. Click the OK button to save the changes or click the Delete button to remove the digit string.

g. 3.2.10.5 Outgoing Digit Plan (ODP)

![Outgoing Digit Plan](image)

a. To configure the Outgoing Digit Plan click on Outgoing Digit Plan. The following page will open.

![Outgoing Digit Plan](image)
b. On the Originating tab, the administrator can control which digit strings to allow, block, require authorisation code etc. for all outgoing calls.

c. Click the Apply button to save any changes.

d. To permit the digit strings for users to initiate call forwards or transfers click on the Initiating Call Forwards/Transfers tab and check the boxes for the respective digit string names. By default all boxes will be checked.

e. To apply the restrictions of the digit string on call transfers uncheck the box. This can be done for the Group default and also each department if desired.

f. Click the Apply button to save any changes and click OK to return to the Calling Plan page.

3.2.10.6 Adding Pinhole Digit Strings

a. To create the pinhole digit strings for the selected group click the Pinhole Digit Strings link. The page displayed will appear as shown below.
b. The same syntax and syntax precedence used for digit strings apply to the pinhole digit string. From here one can click the Add button to create a new digit string. The following image displays the page to add a pinhole digit string.

c. The name of the pinhole digit string and the digit string itself must be entered and the OK button clicked to save the string.

d. To delete a digit string, click the check box and click OK.

e. To modify a pinhole digit string click the edit button. This will open the following page.

f. Make the necessary change to the pinhole digit string and click the OK button to save the changes.
3.2.10.7 Outgoing Pinhole Digit Plan (OPDP)

a. To configure the OPDP, click the Outgoing Pinhole Digit Plan link from the Calling Plan menu as shown above. The following page will open.

b. In the Originating tab one can select the various actions to be applied to the pinhole digit string.

c. Click the Apply button to save any changes.
d. In the Initiating Call Forwards/Transfers tab the administrator can select to ignore or allow the pinhole digit string.

e. Click the Apply button to save any changes and then click OK to return to the previous page.

3.2.10.8 Outgoing Pinhole Digit Plan (OPDP) Execution Use Case

a. A group’s OCP is configured to block international calls.

b. The group’s Outgoing Pinhole Digit Plan is configured to allow calls to numbers that match the pattern +49711*.

c. A user in the group calls +49 69 212 37763. Because the call is International, the OCP blocks the call.

d. A user in the group calls +49 711 22 28 100. The Outgoing Pinhole Digit Plan matches the called number and allows the call.

3.2.10.9 Codes Management

a. To configure the authorization codes click Codes Management. The following page will open.

b. Click the Group Default or Department Name hyperlink to add a code as shown above.
c. Here the administrator can click the Add button to create a new code.

d. In the Codes Management Add page enter the desired code and a description if desired. Click the OK button to save the code.

3.2.10.10 Transfer Numbers

a. To configure transfer numbers click the Transfer Numbers option found in the Calling Plan menu. The page displayed is shown below.
b. Each of the three transfer numbers can be entered for the Group Default or Departments in the provided spaces.

c. Click the Apply button to save any changes and then click OK to return to the previous page.

3.3 Users

a. Referring back to 3.2.1. If you follow the steps in that section you will once again see the following page.

b. Here you can view all the users in the Group and edit the users as needed.

c. Hold the mouse over a user. It will show the following.

d. Now click on that user. This will take you to the user’s profile page.
3.3.1 User Profile

a. Here you can view all the services assigned to this specific user as well as the number and all the other features.

b. Click on the Profile link under the Basic Tab on the left hand side. The following page opens up.

c. Here you can change the user’s first and last name, as well as the User ID of the user.

d. Click on the link that says Change User ID (Also saves current screen data).

e. Here you can change the ID of the user. If for instance it is a new person using this profile you can change the username to fit the new person Last name and First name.

f. Click Cancel if you don’t want to change anything. This will take you back to the User Profile page.
3.3.1.1 Addresses

a. Click on the Addresses link. This will open the following page.

b. This is where you can select the specific user’s phone number and change the extension for that user.

3.3.1.2 Passwords

a. Click on the Passwords link. This will open the following page.

b. Here you will be able to change or reset the web access password or the portal password. The web access password will be used to log into a client that is on a cell phone or a computer. The portal password will be used for this particular user to log into the web portal to view and change items in this user’s profile.

3.3.1.3 Schedules

a. Please refer to the Group Schedules section (Section 3.2.4) as the only difference here is that the Schedule is for the User and not the whole Group.

3.3.1.4 Assign Services

a. Click on the Assign Services link found under the Advanced heading. The following page will be displayed.
b. Here you assign or remove services from a user. If the user requires extra services or another licence you will do it here.

c. Simply click on the one you want to add or remove and click on the Add or Remove button.

d. After you have done that click OK to return to the User Profile page.

3.3.1.5 Communication Barring

Communication Barring allows one to prohibit users in a group from making calls based on a selection of various criteria. The Network Class of Service Calls with Auth code requests an authorisation code when making any outgoing call except group calls. It enables one to assign individual pin codes to users.

a. The users who require an authentication code must be assigned one before assigning the Network Class of Service to the users.
b. For each user that’s required to have a code, click on Communication Barring Auth Codes. The following page will open.

![Communication Barring Auth Codes](image1)

b. For each user that’s required to have a code, click on Communication Barring Auth Codes. The following page will open.

c. Now click on the Add button. The following page will be displayed.

![Communication Barring Auth Code Add](image2)

c. Now click on the Add button. The following page will be displayed.

d. Enter the desired code (between 2-14 digits) in the Authentication Code field and click OK.

e. Once the pin code is assigned to the user and the user has been notified of their code, navigate to that user’s Profile page as shown below.

![Profile](image3)

e. Once the pin code is assigned to the user and the user has been notified of their code, navigate to that user’s Profile page as shown below.

f. Use the dropdown arrow for Network Class of Service to select the Calls with Auth code.

g. Click the OK button to complete the process.
3.3.2 Incoming Calls

a. Click on the Incoming Calls tab on the left hand side below Options. The following page will be opened.

b. Here you can set what the user’s phone should do when it receives an incoming call. You can set it to forward the call for certain scenarios or to not disturb, etc.

c. Remember with all transfers and forwards you need to make sure that the User is able to make those to the particular numbers that you want to select. This you can check by reviewing Section 3.3.2.1 Call Forwarding Always

3.3.2.1 Call Forwarding Always

a. Click on the Call Forwarding Always link. The following page will be opened.
b. Here you will be able to set the call forwarding always for this particular user.

c. You can either insert a number or a SIP-URI as the party that the call gets forwarded to. A SIP-URI is the other User’s Username for example: reeds.J@hbt.telkom.co.za.

d. You can also opt that a tone be played every time a call gets forwarded.

e. Click on the OK button to return to the previous screen.

3.3.2.2 Call Forwarding Busy

a. Click on the Call Forwarding Busy link. The following page will be opened.

b. Here you will be able to set the call forwarding busy for this particular user.

c. Click on the OK button to return to the previous screen.

3.3.2.3 Call Forwarding No Answer

a. Click on the Call Forwarding No Answer link. The following page will be opened.

b. Here you will be able to set the call forwarding no answer for this particular user.

c. You can also choose the amount of rings that needs to happen before the call gets forwarded. Each number indicates two rings.

d. Click on the OK button to return to the previous screen.
3.3.2.4 Call Forwarding Not Reachable

a. Click on the Call Forwarding Not Reachable link. The following page will be opened.

b. Here you will be able to set the call forwarding not reachable for this particular user. Forwarding will happen when this User’s phone is either off or not connected to the network.

c. Click on the OK button to return to the previous screen.

3.3.2.5 Call Notify

a. Click on the Call Notify link. This will open the following page.

b. This will enable you to send a notification email containing the caller’s name and number, if the call matches your predefined criteria.

c. The predefined criteria work the same as Section 3.3.2.8 Call Forwarding Selective. Please review that.

d. Click OK to return to the previous page.
3.3.2.6 Do Not Disturb (DND)

a. Click on the DND link, this will open the following page.

b. Here you will be able to set the DND for this particular User.

c. You can also opt that a tone be played once a call gets blocked. You will not see the call or have it ringing on the phone.

3.3.2.7 Alternate Numbers

a. Clicking on the Alternate Number link will open the following page.

b. This will only be available to users that have a Premium License.

c. Here you will be able to add up to 10 extra numbers for that particular user. The extension for each of the alternate numbers can be specified as well. If a different Ring Pattern is needed for the alternate number that can also be specified on the right hand side.

d. Click on the OK Button to return to the previous screen.
3.3.2.8 Call Forwarding Selective

a. Clicking on the Call Forwarding Selective link will open the following page.

b. It will indicate if Call Forwarding Selective is On or Off and also what the default number is to which the calls get forwarded.

c. You will see if there are call forwarding selectives already added and which ones are active. From there you can also edit the existing Call Forwarding Selective.

d. To add a call forwarding selective entry, click on the Add button. The following page will be opened.

e. Here you can give the Forwarding Selective a particular Description (Name) and indicate the number to which it must be forwarded or not.

f. You can also select an existing group or user schedule by clicking the dropdown box as indicated above.

g. Lastly, you have the option to select to forward the call from any phone number, any private or unavailable number or up to 12 specific phone numbers.

h. Once done click OK twice to return to the Incoming Calls screen.
3.3.2.9 Priority Alert

a. Clicking on the Priority Alert link will open the following page.

b. Here you will be able to make your phone ring with a different ring based on the pre-defined criteria. This will let you know who is calling by listening to the ringtone.

c. You will also see if there is any active Priority Alerts and Add ones if needed.

d. Click the Add button to add a new priority. This will open the following page.

e. This page works similarly to the Call Forwarding Selective. The only difference is that it is for Priority Alert.

f. You can add a Description. You can also indicate if priority alert should be used or not, the schedule that will be used and the number/s on which the priority alert must be active.

g. Now click OK twice to return to the Incoming Calls page.
3.3.2.10 Selective Call Acceptance

a. Click on the Selective Call Acceptance Link. This will open the following page.

![Selective Call Acceptance Page]

b. Here you will be able to indicate which calls to accept and which ones will be rejected.

c. You will also see if there are any active entries and will be able to edit the existing entries.

d. Click on the Add button, this will open the following window.

![Selective Call Acceptance Add Window]

e. Refer to the Call Forwarding Selective and Priority Alert Sections above as they are similar to the page displayed here.
3.3.2.11 Selective Call Rejection

a. Now return to the Incoming Calls page. Click on the Selective Call Rejection Link. This will open the following window.

b. Here you will be able to specify which calls to reject that meet your predefined criteria.

c. Please refer to the Selective Call Acceptance Section above as it is similar to this one.

3.3.3 Outgoing Calls

a. Now click on the Outgoing Calls tab on the left hand side. The following page will open.

b. Here you can turn on the Line ID Blocking so that when this user calls anyone outside of the group the number will be displayed as anonymous.

c. You can assign or remove speed dial numbers to or from this user.

d. Communication Barring User-Control is where the user can control his/her own communication barring profile.

e. Personal Phone List will be the list of personal phone numbers for this user.
3.3.3.1 Line ID Blocking

a. Click on the Line ID Blocking Link. This will open the following page.

b. Here you will be able to block your number when calling out.

c. Click OK to return to the Outgoing Calls window.

3.3.3.2 Speed Dial 8

a. Now click on the Speed Dial 8 Link. This will open the following page.

b. Here you will be able to define 8 speed dial numbers. The speed codes are from 2 – 9.

c. You can insert the number that needs to be associated to the speed code as well as a name for that certain speed code.

d. Click OK once done.

3.3.3.3 Speed Dial 100

a. Click on the Speed Dial 100 link. This will open the following page.
b. Here you can add up to a hundred speed dials. You will be able to view the ones that already have been created.

c. Click the Add button to add one. This will open the following page.

d. Now you will be able to choose the Speed Code, provide a Description and specify the number that must be linked to this particular speed code.

e. Click OK twice to return to the Outgoing Calls window.

3.3.4 Call Control

a. Click on the Call Control Tab on the left hand side under Options. This will open this page below.

b. You will be able to control the way that the phone controls the calls and picks up other calls from other phones or transfer calls to other phones.
3.3.4.1 Call Waiting

a. Click on the Call Waiting link. This will open the following window.

b. Here you can enable or disable the Call Waiting feature. Call Waiting allows you to receive another call while you are on the phone.

c. You can also disable the Calling Line ID by checking the checkbox as indicated above. You will still be notified about the incoming call, but the calling line will not be identified.

d. Now click OK to return to the Call Control screen.

3.3.4.2 Call Transfer

a. Click on the Call Transfer link. This will open the following window.

b. Here you will be able to indicate if call transfer recall should be enabled or not.

c. This will help when a call gets transferred from this user to another but the other user is not in his/her office to answer the call. The phone will ring for the amount of rings indicated above and then recalled to the person who initiated the transfer, to say that that person is currently not available and to take a message.

d. Now click OK to return to the Call Control screen.
### 3.3.4.3 BroadWorks Anywhere

**a.** Click on the BroadWorks Anywhere Link. This will open the following page.

![BroadWorks Anywhere](image1)

Here you will be able to indicate which numbers should ring together with the number of the user. This means that your office phone and cell phone will ring at the same time when your office phone gets called.

**c.** You can see if there are any existing phone numbers, edit them or add a new one.

**d.** Now click on the Add button. This will open the following page.

![BroadWorks Anywhere Phone Number Add](image2)

**e.** Here you can indicate the number that you want to ring simultaneously with the user’s number.

**f.** You can add a Description for this particular number.

**g.** Once you are done and want this number to start ringing tick the box that has “Enable this Location” next to it.

**h.** Now click on the label that says Selective Criteria. This will open the following window.
i. This will display the number that you will add selective criteria for as well as if there are selective criteria for this specific number.

j. Now click on the add button. This will open the following page.

k. Please refer to the Call Forwarding Selective and Priority Alert sections in the document as it is similar.

l. Here you can select the criteria of when this number should ring simultaneous with the user’s number.

3.3.5 Calling Plans

a. Now click on the Calling Plans tab on the left hand side under Options. The following page will be opened.
b. Here you will be able to change the incoming or outgoing calling plan of the specific user. This will only be possible if you have Call Management as a service.

3.3.5.1 Outgoing Calling Plan (OCP)

a. The administrator has the ability to configure individual users with different settings from the group. For a selected user in the group click on the Calling Plans option as shown below.

b. Click the Outgoing Calling Plan option. The following screen will be displayed.

c. For each user you apply the call type restrictions for originating calls, initiating forwards or transfers and receiving forwarded or transferred calls.

d. The Custom Setting check box must be checked to enable the editing of the group OCP.

e. The next two user Outgoing Calling Plan tabs are shown in the images below.
3.3.5.2 Outgoing Digit Plan (ODP)

a. Now click the Calling Plans option and click Outgoing Digit Plan as shown above. The following page will be opened.

b. For each user you can apply the digit string restrictions that were created at Group level for originating calls and initiating transfers.
a. Click the Custom Settings check box to enable the editing of the user’s ODP.

b. The actions to be applied to each digit string can be selected for that user using the dropdown box.

c. Click the Apply button to save any changes.

d. Clicking on the Initiating Call Forwards/Transfers tab will display the above page.

e. Here you can view the digit strings that are permitted. The administrator can change the permitted digit strings by checking the Permitted check box.

f. Click the Apply button to save any changes and click OK to return to the previous page.
3.3.5.3 Outgoing Pinhole Digit Plan (OPDP)

a. To deviate individual users in the group from the group configuration select the user and click Outgoing Pinhole Digit Plan. The page displayed is shown below.

b. For each user you can apply the pinhole digit string restrictions that were created at Group level for originating calls and initiating transfers.

c. Click the Custom Settings check box to edit the user’s OPDP.

d. The actions to be applied to each pinhole digit string can be selected for that user using the dropdown box.

e. Click the Apply button to save any changes.
f. Clicking on the Initiating Call Forwards/Transfers tab will display the above page.

g. Here you can view the pinhole digit strings that are permitted. The administrator can change the permitted digit strings by selection Ignore or Allow from the dropdown box.

h. Click the Apply button to save any changes and click OK to return to the previous page.

3.3.5.4 OPDP Execution Use Case

a. A group’s OCP is configured to block Premium services calls.

b. User A’s Outgoing Pinhole Digit Plan is configured to allow calls to 9005551234, which is normally typed as a Premium services number.

c. User A calls 900-555-1234. User A’s Outgoing Pinhole Digit Plan matches the called number and allows the call.

d. User B, in the same group, calls 900-555-1234. The call is blocked by the group’s Outgoing Calling Plan.

3.3.5.5 Codes Management

a. To configure the user’s authorization codes click the Outgoing Authorisation Codes. The following page will open.
b. Check the Custom Settings box and click the Apply button in order to make changes to the user’s authorisation codes.

c. Check the delete box and click Apply to confirm the deletion of a code.

d. To add a code, click the Add button. The following page will be opened.

a. Enter the Authorisation code and a description if desired.

b. Click the OK button to save the code.

3.3.5.6 Transfer Numbers

a. To configure the transfer numbers for a selected user click the Transfer Numbers link. The following page will be opened.
b. Check the Custom Settings check box to enable the editing/adding of the transfer numbers.

c. Enter the number(s) in space provided and click OK or Apply to save the changes.

3.3.6 Client Applications

a. Click on the Client Applications Tab on the left hand side under Options. This will open the following page.

b. Here you can view and/or change things in and around the Busy Lamp Field used for this particular user.

c. Click on the Busy Lamp Field link. This will open the following page.

d. Here you will be able to select which users will be monitored with the Busy Lamp Field.

e. A name for the BLF needs to inserted and the domain needs to be specified. The domain needs to be the same as the ones used for the phone that can be viewed in the Addresses section.

f. If this is anything else the BLF would not work.
3.3.7 Messaging

a. Click on the Messaging tab on the left hand side under Options. The following page will appear.

b. On this page you will be able to change the voice messaging features of this particular user. You can turn voice mail on or off or change the options of the voice portal that this user will use to retrieve his messages.

c. Click on the Greetings link. This will open the following page.
h. Here you can turn the Voice Messaging on and off.

i. You can indicate which calls should go to Voice Mail and which ones should not.

j. You can change what needs to happen when a message arrives. It can go to the Voice Mailbox or the message can be forwarded to an email.

k. There are some additional features that can be turned on as indicated in the figure above.

l. Now click on the Advanced Settings link on the right. This will open the following page.

m. Here you can select to store voice messages on the Group’s Mail Server or a Personal Mail Server.

n. In most cases, the Group’s Mail Server will be selected.

o. To configure the settings for the Group’s Mail Server, you are required to log a ticket on SmartAccess. The settings will then be populated by Telkom employees.
3.3.8 Utilities

a. Click on the Utilities Tab on the left hand side under Options. The following page will open in your browser.

b. Here you can view the Basic Call Logs for this user. See what calls where placed, received and missed.

c. The feature access codes can be viewed for this particular user. These codes can be used to change some of the services by just using the phone and not logging into the portal.

d. You can view the directory list for the whole Group.

e. You can view if this particular user’s phone is registered on the platform.

3.4 Overview

a. This document covers the basics about the customer portal. This will help the user and/or admin to understand what can be done and changed on the customer portal and how to use it.