VOIP CORTEX – WEB USER INTERFACE

Getting started user guide
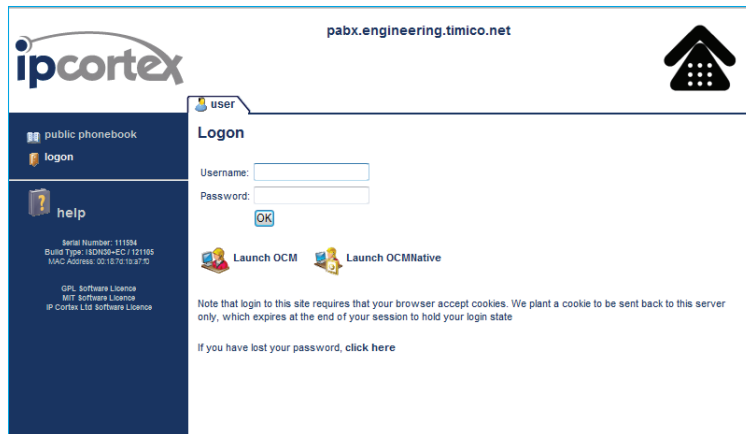
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Using the web interface

The PABX has a personal web interface for each user which may be used to view phone information and make changes to your user settings and preferences.

Connecting

Launch your preferred browser and enter the URL for your VoIP Cortex which you have been provided with:

If you simply need to launch the OCM and do not wish to use other parts of the web interface, simply click on the OCM link or icon.

To proceed to the full web interface enter the username and password you have been allocated at the logon screen and click on the OK button.

Once logged in you will see a single menu to the left of the screen which allows you to select various options. These options will vary depending on the level of access you have been given, but the standard screen will look like the below:

The web user interface and Open Communications Manager (OCM) are available from most HTML-supporting browsers, including:

- **Mozilla Firefox (all versions)**
- **Microsoft Internet Explorer (6.0+)**
- **Apple Safari**
- **Google Chrome**
- **Opera**

As a first step after initial logon, you should select 'Change password' from the menu, and set your password to something of your own choosing.

Change Password
Change the password for the currently logged-in user

Enter the old password and new password in the two fields for confirmation, and then click on the 'change password' button.

If you subsequently forget your password then this can be retrieved by using the lost password link on the Logon page (provided your e-mail address is correct). If this is not possible then your system administrator will need to reset your password for you.

My Calls

This menu allows you to view the most recent calls made through the phone system.

My Calls
View of recently dialled calls from your phone.

The VoIP Cortex does have a facility to input call costs into the system to allow itemised billing reports, however as a default this feature is not used due to Timico's own customer billing portal and reporting capabilities.

If your phone system has been set up with call cost patterns for some or all of the number prefixes in your recent list then the cost of these calls will also be shown in the list. Where the cost of a call is shown as unknown, this simply means a call cost pattern has not been set by the administrator.

My PhoneBook

This menu displays the whole phonebook that is available to you as a user.

My PhoneBook
View system phonebook

This consists of entries from the following sources:

- A system address book which is automatically generated from the internal users that are added to the VoIP Cortex
- A company address book which can be added by the main administrator for all system users to see
- A personal address book which can be added by individual users to their own contacts list - see '**My details**' below for information about how to configure these.

Numbers from all of the above sources are merged and the resultant directory sorted by name as it would be on the phone for display.

My Messages

This screen allows you to view and manage messages and recordings stored on the system against your extension:

My Messages
Access Messages via Web

By default all messages and recordings for the extension that you own are shown here on entry.

You may also switch to manage messages of other extensions (e.g. groups to which you belong) provided you know the access PIN. Simply enter the extension number and PIN of the target extension into the fields and then click on the '**Switch**' button.

In the list of messages, a number of different types of data are shown.

In order to listen to the messages, you will need to have an audio player installed on your machine which can play WAV files and this must be correctly associated with the file type.
On PCs this will often be Windows Media Player, on other platforms or where you do not have a Media Player installed then you may need to install a third party application in order to listen to messages from a web browser.

Voicemail

These are received voicemail messages in your main inbox and any folders you have created.

Click on the (speaker) symbol to listen to a message or on the '**X**' to delete the message.

Recorded Messages (Pro model only)

If you have enabled call recording and recorded calls are present then these will appear in the list. Short calls can be listened to by clicking on the speaker symbol. In order to preserve system resources, longer calls must be downloaded using the bulk download option on the call recording tab by a system administrator.

Call recordings automatically expire after 21 days.

Faxes

These may be read by clicking on the symbol, deleted by clicking on the paper symbol, and deleted by clicking on the '**X**'.

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My Details

This is the main area where general details and preferences may be changed:

Name

Your full name as it appears in the directory and on calls to other users

E-mail Address

The address to which any of your system notifications will be delivered.

My Details
Change your name and/or email address. Customise voicemail alerts. Add personal entries to your phonebook.

If this is entered incorrectly then you will never receive these notifications and information may be lost.

Send Email Voicemail Alerts?

If enabled, and an e-mail address is entered above, then an e-mail will be sent to the address whenever a voicemail is received at your extension.

Attach Voicemail to Alerts?

If enabled then the above notification will have a copy of the message attached as a WAV file. This may be listened to on a suitably equipped PC or PDA.

Notifications with attached messages will generate large e-mails. Please ensure that your mail system and collection arrangements can cope with the volume and size of messages before enabling this option. Remember to disable it if you are going to be away from your e-mail for a while.

Personal Phonebook

Enter names and numbers into empty fields in this area to add new entries into your personal phonebook.

Use for phone buttons - if this is set to yes on any entry, then the system will attempt to place that entry onto a spare short dial button on your phone. See 'my phone' below for details of how to determine which entries have actually been placed onto phone buttons.

My Setup

Details about your own extension and physical phone may be viewed and changed from this page.

My Setup
View Details or TAPI login for your phone/extension.

A number of links are present, which reveal further information about the extension or phone. For security and confidentiality reasons these do not open out when the page is initially displayed. The information can however be seen and changed by clicking on the text.

This area is also where TAPI settings for desktop PC dialling and call integration may be viewed and configured but this is dealt with in more detail in the next chapter of this user guide.

Current Home Extension

Shows the extension number of the main extension owned by you as a user.

Currently Owned Phone

Shows the IP handset assigned to you as a user.

Show SIP Registration Login(s) and Password

Clicking on this text displays the SIP registration information for each line on the phone.

You do not normally require this information for a hardware phone which has been set by your administrator to be auto configured by the PABX as the configuration will be pushed to the phone by the system.

If you are using a soft phone or other user configured device to communicate with the PABX, then this is the information you need to give it in order to place and receive calls.

PIN Numbers

Allows you to view and amend the PIN numbers used for your voicemail and conference access.

When the PIN is displayed, entering a new value into the box and clicking will change the PIN to this new number.

Personal Divert Destination

Allows you to enable a divert for all calls coming in to your extension. Use the text box to type in the destination for your calls and select 'On' from the drop down menu.

When you no longer require your calls to be diverted, return to this page and turn the personal divert off.

TAPI Settings

You do not normally require this information for general use. If required you will be advised by your administrator.

Phone Line and Button Mappings

Many phones have the ability to present more than one extension number and have a set of buttons with corresponding indicator lights to show which "line" is ringing or selected for outgoing calls.

Short dial numbers may also be allocated onto some of these buttons on certain kinds of phone. The exact details, number of buttons allocated to extensions and allocated to short dials varies by phone type and system configuration.

This section shows exactly how the extensions and/or short dial buttons have been configured on your phone.

This information can be used to fill out an insert card, or otherwise note which buttons and indicators correspond to which line or function on your phone.