



BetterWorld Telecom Virtual PBX

Web Interface User Manual

Change the World. One Call at a Time.™

SECTION

PAGE

MAIN PAGE

3

NAVIGATION MENU

4

MESSAGES

5

CALL CONTROLS

6

MAKE A CALL

7

FLIP CALL

8

ADD NOTES

8

QUICK FIND-ME

9

VOICEMAIL MESSAGE

10

CALL RECORD

11

MESSAGE WINDOW ACTIONS

12

NEW FAX

13

SETTINGS

14

MY ACCOUNT - EDIT POWER USER

15

FIND ME LIST

16

ACCOUNT INFORMATION

17

PRIVACY / CALL SCREENING

18

NOTIFICATIONS

19

VOIP SETTINGS

20

PUBLIC WEBSITE ENTRIES
































20

E911

21

Main Navigation Menu

messages	people	call tree	queues	settings	logout
----------	--------	-----------	--------	----------	--------

<div> <div>Emails</div> <div>Faxes</div> <div>Calls</div> <div>Voicemails</div> <div>All Messages</div> </div>						
<div> <div>delete</div> <div>refresh</div> <div>move</div> <div>select all</div> </div> <div>(Messages 1-21)  </div>						
	FROM	MESSAGE	RECEIVED		NOTES	REC
<input type="checkbox"/>	7032312209 - WIRELESS CALLER	VoiceMail: Voice Mail	10:38 AM EST Today			
<input type="checkbox"/>	7038898335 - jb24a	Call: 30 s	10:08 PM EST Thu 01/25			
<input type="checkbox"/>	7039732877 - WIRELESS CALLER	Call: 8 m 52 s	2:30 AM EST 01/24/2007			
<input type="checkbox"/>	7039732877 - WIRELESS CALLER	Call: 18 s	2:21 AM EST 01/24/2007			
<input type="checkbox"/>	7032422424 - Matthew Smith	Call: 25 s	11:56 PM EST 01/23/2007			
<input type="checkbox"/>	7032422424 - Matthew Smith	Call: 14 s	11:56 PM EST 01/23/2007			
<input type="checkbox"/>	7039732877 - WIRELESS CALLER	Call: 30 s	11:55 PM EST 01/23/2007			
<input type="checkbox"/>	7036739189 - Jack Bauer	Call: 12 s	11:54 PM EST 01/23/2007			
<input type="checkbox"/>	7032422424 - Matthew Smith	Call: 13 s	11:49 PM EST 01/23/2007			
<input type="checkbox"/>	7039732877 - WIRELESS CALLER	Call: 19 s	11:43 PM EST 01/23/2007			
<input type="checkbox"/>	7039732877 - WIRELESS CALLER	Call: 27 s	11:22 PM EST 01/23/2007			
<input type="checkbox"/>	7039732877 - WIRELESS CALLER	Call: 1 m 19 s	11:16 PM EST 01/23/2007			
<input type="checkbox"/>	7039732877 - WIRELESS CALLER	Call: 20 s	10:06 PM EST 01/23/2007			
<input type="checkbox"/>	7039732877 - WIRELESS CALLER	Call: 17 s	10:05 PM EST 01/23/2007			
<input type="checkbox"/>	7039732877 - WIRELESS CALLER	Call: 16 s	10:05 PM EST 01/23/2007			
<input type="checkbox"/>	7036739189 - Lionel Hutz	Call: 1 m 26 s	11:32 AM EST 01/16/2007			
<input type="checkbox"/>	7032422424 - Matthew Smith	Call: 32 s	11:46 PM EST 01/11/2007			
<input type="checkbox"/>	7036739189 - Jack Bauer	Call: 45 s	11:41 PM EST 01/11/2007			
<input type="checkbox"/>	7032422424 - Matthew Smith	Call: 10 s	11:36 PM EST 01/11/2007			
<input type="checkbox"/>	7032422424 - Matthew Smith	Call: 3 m 0 s	11:27 PM EST 01/11/2007			
<input type="checkbox"/>	7032422424 - Matthew Smith	Call: 33 m 17 s	11:02 PM EST 01/01/2007			


Jack Bauer [x310]

Voicemail - 1

Email - 0

Fax - 0

Find Me List

Make Call 


Callroom


CALL


WIRELESS CALLER 7032312209


STATUS


Ringling














Message Commands

New Email

New Fax

Manage Lists

Search

New Folder

Delete Folder

Browse Folders

Personal

Inbox

Sent Items

Trash

Call Controls.

This is present all the time for quick access to real-time activities.

Page Specific Options

Messages Window -- Default All Messages Page Shown

Main Navigation Menu

Message Window.

Real-time access to your call log, voicemail, and fax messages.

Call Tree.

View of the company call tree. Must be logged in as Operator to make changes.

Settings.

Access to all your account settings, including extension preferences, message display preferences, and time-zone settings.

messages	people	call tree	queues	settings	logout
----------	--------	-----------	--------	----------	--------

People.

The People section contains Company Directory and Address Book.












Queues.

The ACD Queue window lets you monitor department queue activity. Managers can monitor and record calls.

This is an add-on service. Ask your representative for more info.

Messages Window

Message Filter Tabs: Defaults to All Message shown. Click on tabs to filter by Message Type.

<div> <div>Emails</div> <div>Faxes</div> <div>Calls</div> <div>Voicemails</div> <div>All Messages</div> </div>						
<div> <div>delete</div> <div>refresh</div> <div>move</div> <div>select all</div> <div>(Messages 1-21)</div> <div>←</div> <div>→</div> </div>						
	FROM	MESSAGE	RECEIVED		NOTES	REC
<input type="checkbox"/>	7032312209 - WIRELESS CALLER	VoiceMail: Voice Mail	10:38 AM EST Today			
<input type="checkbox"/>	7038898335 - jlb24a	Call: 30 s	10:08 PM EST Thu 01/25			
<input type="checkbox"/>	7039732877 - WIRELESS CALLER	Call: 8 m 52 s	2:30 AM EST 01/24/2007			
<input type="checkbox"/>	7039732877 - WIRELESS CALLER	Call: 18 s	2:21 AM EST 01/24/2007			
<input type="checkbox"/>	7032422424 - Matthew Smith	Call: 25 s	11:56 PM EST 01/23/2007			
<input type="checkbox"/>	7032422424 - Matthew Smith	Call: 14 s	11:56 PM EST 01/23/2007			
<input type="checkbox"/>	7039732877 - WIRELESS CALLER	Call: 30 s	11:55 PM EST 01/23/2007			
<input type="checkbox"/>	7036739189 - Jack Bauer	Call: 12 s	11:54 PM EST 01/23/2007			

Actions for selected Messages.

New Voicemails and Faxes are bold

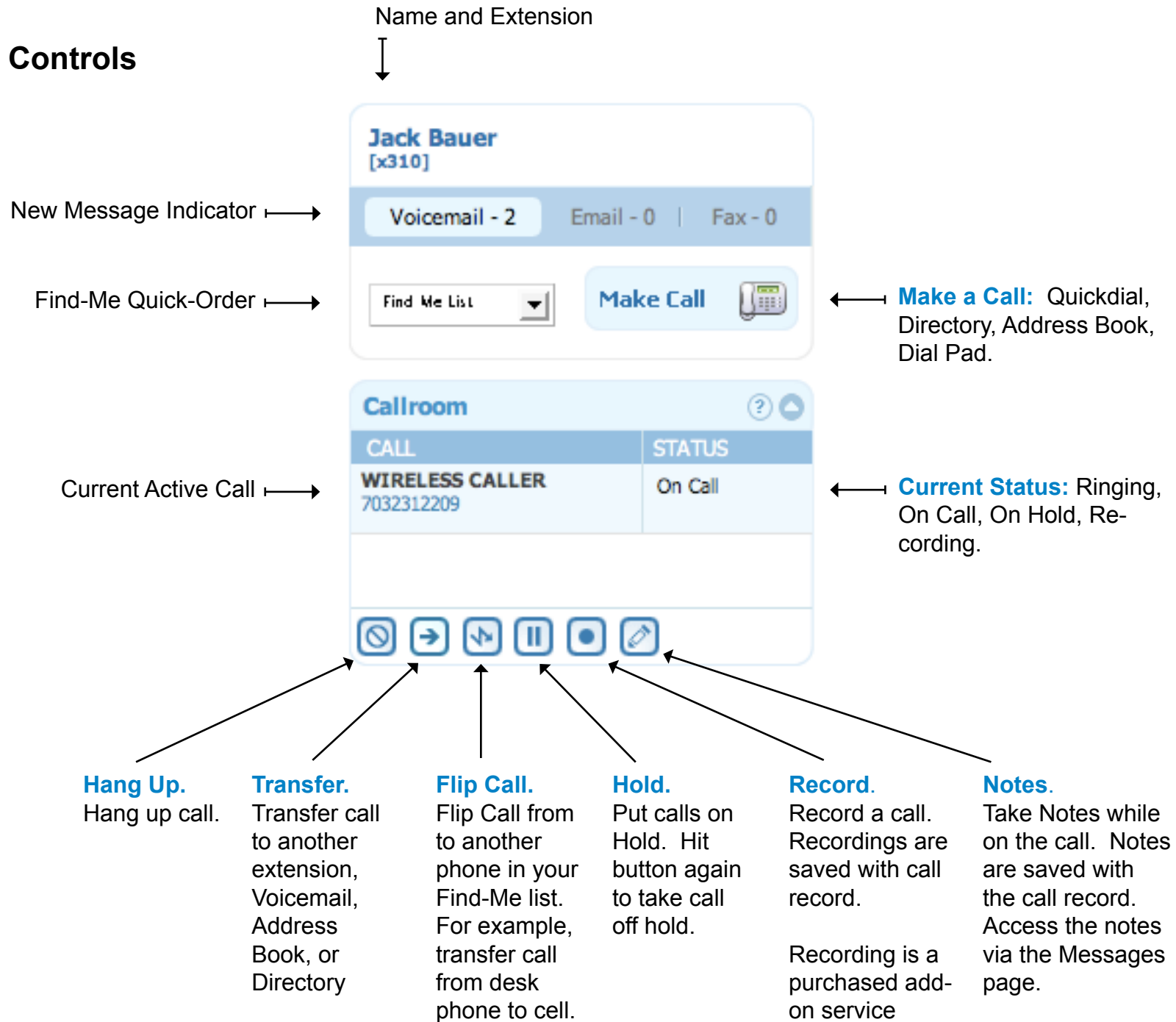
Click-to-Call

Note Indicator

Click on call log to view Voicemail or Call Record.

Call Recording Indicator

Call Controls



Make Call



Click Make Call to dial a call. This will first call your Find-me entries based on the rules set there and then place the outbound call. To add entries to the Quick Dial list, click on Edit Menu in the bottom right corner.

Make a call

QUICK DIAL DIRECTORY ADDRESS BOOK DIRECT DIAL

Howard
Mahesh
Charlie
Neil
Juan Jose
Mariano

[Edit Menu](#)

Make a call

QUICK DIAL DIRECTORY ADDRESS BOOK DIRECT DIAL

12: A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Badenov, Boris [x601]
Bad, Strong [x101]
Barr, Foo [x8675]
Bauer, Jack [x310]

LESS CALLER Call: 27 s 11:22 PM EST 01/23/2007

Make a call

QUICK DIAL DIRECTORY ADDRESS BOOK DIRECT DIAL

12: A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Long, Amanda

LESS CALLER Call: 27 s 11:22 PM EST 01/23/2007

Make a call

QUICK DIAL DIRECTORY ADDRESS BOOK DIRECT DIAL

CALL

1 2 ABC 3 DEF
4 GHI 5 JKL 6 MNO
7 PQRS 8 TUV 9 WXYZ
* 0 #

Call: 12 s 11:54 PM EST 01/23/2007

Flip Call.

When you use the Flip feature, you can quickly transfer the call to another entry in your Find-Me list.

This is very useful if you are at your desk and need to leave but want to continue the call. Another example answering a call on your cell and then transferring to your desk as you walk into the office.

Hint: To do this from the phone without being in the application, hit ##, option 3, and your extension. This will transfer the call to yourself and you pick it up as it rings through your Find-Me list. However, it will not go to inactive Find-Me entries, where with Flip, you can choose any entry directly.

Add a Note.

Takes Notes about the call. Notes are saved with the Call Record and can be accessed via the Message Window. Notes are also searchable via the search features.



The image shows two overlapping windows from a software application. The top window, titled 'Flip To', has a light blue background and a list of entries with their corresponding SIP addresses or phone numbers. The bottom window, titled 'Add a Note', also has a light blue background and features a large text area for notes, with 'SAVE' and 'CANCEL' buttons at the bottom.

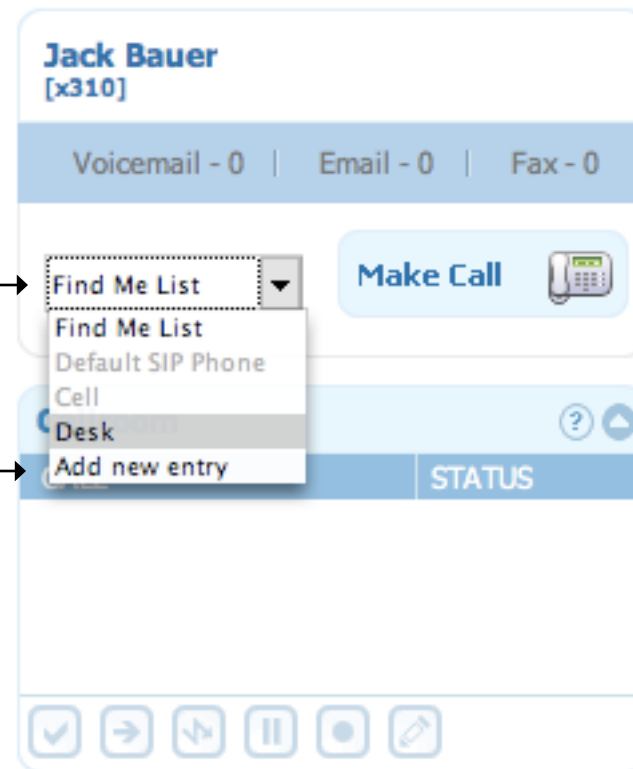
Flip To	
Default SIP Phone	jbauer.jb24@aptela.com
Lionel in BA	jbauer.jb24@aptela.com
Matt Cell	7039732877
Matt JB24 Sip	sip:matt.jb24@aptela.com
bencell	5127367959

Add a Note	
<div></div>	
SAVE	CANCEL

Quick Find-Me

Click to quickly move an entry to the top of the Find-Me list order. Choosing an inactive entry will activate that entry.

Click here to add a new Find-Me entry.



Voicemail

Go Back to Message Page.



Forward Message to another person via email.

From (703) 231-2209
Caller ID
Date 1:50 PM EST 02/05/2007

Voicemail will automatically start playing upon loading. Use the controls to replay or scroll through the message.



[Click here to download the message](#)

Notes stay with the call record. You can add multiple notes to the same record.

Add Note

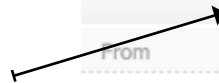
Label	<input type="text"/>
Note	<input type="text"/>
 save	

Call Record

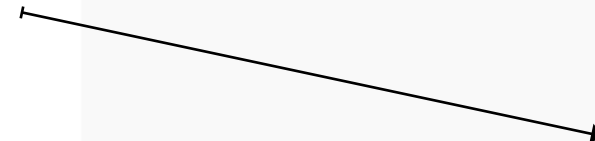
Go Back to Message Page.



Click-to-connect to call back



Call Recording are played back from here. You can download the message for archiving. Call Recordings are stored in your Aptela Message history for a minimum of 30 days.



Notes

Note History.
Click to see full note.

2007-01-16 11:32

Meeting Notes [View note...](#)

Add Note

Notes stay with the call record. You can add multiple notes to the same record.

Label

Note

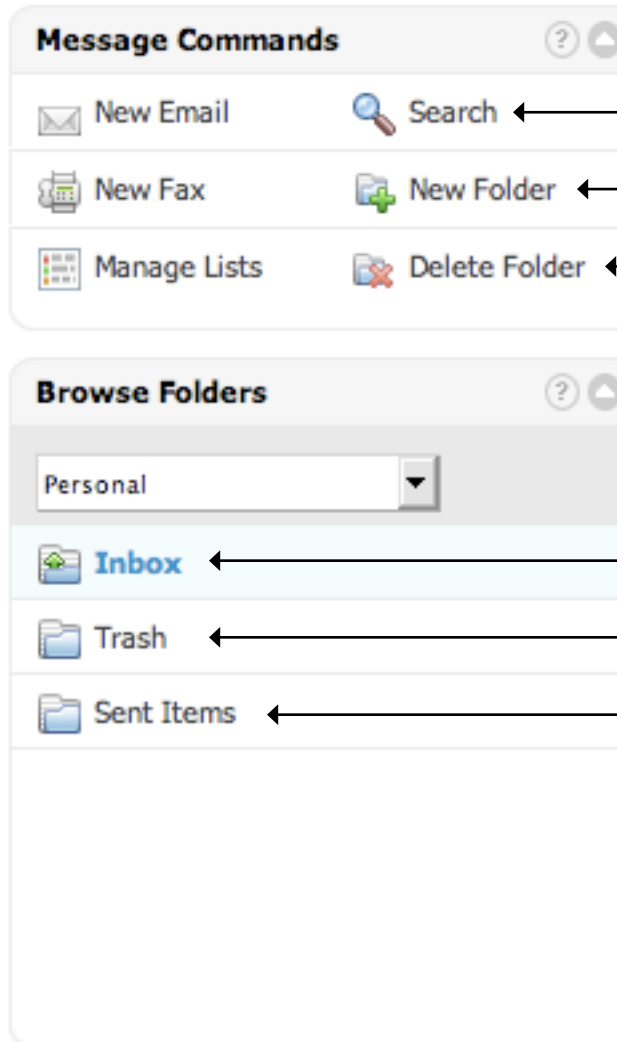
Messages Window Actions

Write a new email.

Send a fax.
PDF is the preferred format.

Lists are groups of address book contacts or employees. Lists are very useful for bulk faxing, conference calls, or announcements.

View Personal Message Log or choose to view a department that you belong to. Information may be restricted based on the permissions your user is granted.



Click on triangle to collapse section.

Click on triangle to collapse section.

Create new folder to store messages.

Delete folders. All messages in folder will be moved to the trash.

Inbox contains inbound call records, faxes, and emails.

Deleted records are stored here for 30 days before permanently deleting.


Sent Items contains outbound call records, faxes, and emails.


New Fax

Number to fax to. →

List name (see: List Management) →


Text for the cover page. The cover page is set up and managed in the group operator account. If no custom cover page is created, a basic default one will be used. →


go back


attach

Click here to attach Fax document. PDF is the recommended format, but Word and HTML formats also acceptable.

Fax Number	<input type="text"/>
Address List	<input type="text"/>
Attachments	<input type="text"/>
Text	<input type="text"/>


send

About: Contains account info like phone numbers. The operator account has additional info.

My Account: This section holds the majority of the user specific call routing configuration including Find Me, Call Screening, and Notifications.

Preferences: This section holds settings for the Aptela Application Interface, email, and Click-to-connect settings.

AboutMy AccountPreferences

Messaging Settings

General

Mailboxes

Reply/Forward

Email Signature

Fetch Email

CallerId

Click-to-Connect

Other Settings

Instant Messaging

Quick Dial Menu

Contact Template Menu

Edit Media Library

Edit Power User

Find Me List

Account Information

Privacy/Call Screening

Notifications

Call Customization

VoIP Settings

Public Website Entries

E911



save



cancel

Remember to **Save** your changes.

Name: Enter a name for this entry.

Phone Number: If using an Aptela phone, click on Default SIP Phone, otherwise enter a phone number here.

Extension: If the number you are calling requires an extension, enter that here.

Enabled: Enable calls to be routed this phone. If nothing is enabled, calls will go straight to voicemail.

Rings: Number of rings before the Find Me list moves onto next entry or goes to voicemail.




Default SIP Phone: Click to auto-fill the SIP address for this user. If using VoIP from Aptela, this needs to be enabled.

Detect Machine: When used with cell phones or other non-Aptela phones, this is helpful to detect when the call goes to the voicemail of that number.

Voice Mail: If you want to use the voicemail of the selected device and not the Aptela voicemail, select here.

Trust for VM Access: When calling from this device, you will not have to enter your PIN number to access your voicemail.

Use the
arrows to
reorder your
Find Me list.

	NAME	PHONE NUMBER	EXTENSION	ENABLED	RINGS	DEFAULT SIP PHONE	DETECT MACHINE	VOICE MAIL	TRUST FOR VM ACCESS	
▲	Default SIP Phone	SIP Phone: jbauer.jb24		<input checked="" type="checkbox"/>	2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input checked="" type="checkbox"/>	
▼	Cell	(555) 973-2877		<input checked="" type="checkbox"/>	4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="checkbox"/>	
										 add entry
Use System Voice Mail				<input checked="" type="radio"/>						
NoAnswer Destination				<input checked="" type="radio"/> Voicemail <input type="radio"/> Call Tree						
After VM Is Left				<input checked="" type="radio"/> Hangup <input type="radio"/> Call Tree						
Calling Method				<input checked="" type="radio"/> Sequential <input type="radio"/> Blast <input type="radio"/> Disabled						

Use System Voice Mail: Check here to use the Aptela system voicemail.

NoAnswer Destination: If the call is answered, choose to have the call go to Voicemail or go back to the Call Tree.

After VM is Left: Once the caller has left a voicemail, you can have the call roll back to the Call Tree.

Calling Method: Sequential calls the first entry in the Find Me list for the specified number of rings and then the next. After the last entry has been tried, the call will roll to voicemail. With Blast, up to 5 entries in the Find Me list will be rung all at once. The call will ring for the longest of the entries and then roll over to voicemail.

Remember to Save your changes.

▼ Privacy/Call Screening

In Public Directory	<input checked="" type="checkbox"/>	
Call Screening	<input checked="" type="checkbox"/>	Number of times menu plays <input type="text" value="3"/>
Announce Caller	<input checked="" type="checkbox"/>	Announce Callee <input type="text"/>

In Public Directory: Adds user to Dial by Name directory within the Call Tree.

Call Screening: Prompts callers to say their name before call is routed to your extension.

Announce Caller: When you answer the call, the system will play the name the person recorded during the Call Screening.

Number of Time menu plays: When you answer the call, and Call Screening is enabled, you will be presented with a menu of options. This sets the number of times the menu is played. If nothing is selected after the menu plays, the call will be routed to voicemail.

Announce Callee: When the call comes from a department, this option will have the department name played when the call is answered. This is greatly useful if you answer calls for multiple departments or get a mix of direct and department calls.

Remember to **Save** your changes.

🔊 Notifications

Type	Enabled	Include Content	Mark as Read	Target Email Address
Emails	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Calls	<input type="checkbox"/>			<input type="text"/>
Voicemails	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="jbauer@ctu.gov"/>
Announcements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

In this section, you set up notifications to email you when you get new messages in Aptela. Just enter where you want the messages to go in the Target Email Address. You enter multiple addresses by separating emails with a comma.

Enabled: Check here to enable notifications for this type of messages.

Included Content: This is option includes the content of the message with the notification. Voicemails are sent as .wav files and can be listened to from your email client (Outlook, Thunderbird, Mac Mail).

Mark as Read: This will mark messages in your Aptela message window as read messages.

Remember to **Save** your changes.

▼ Call Customization

Type	Enabled	Prompt Audio	Upload New Prompt		Duration (Sec.)
Custom Transfer Message	<input type="checkbox"/>	Click here	<input type="text"/>	<input type="button" value="Choose..."/>	MEDIA
Caller Ident. Message	<input type="checkbox"/>	Click here	<input type="text"/>	<input type="button" value="Choose..."/>	MEDIA <input type="text" value="3"/>
User Name	<input checked="" type="checkbox"/>	Click here	<input type="text"/>	<input type="button" value="Choose..."/>	MEDIA
Voice Mail Greeting	<input checked="" type="checkbox"/>	Click here	<input type="text"/>	<input type="button" value="Choose..."/>	MEDIA

Trust CallerID for VM Access	<input checked="" type="radio"/> No <input type="radio"/> Yes
Access your Group mailboxes when checking VM	<input checked="" type="radio"/> No <input type="radio"/> Yes
Permit International Calling	Yes
Call Recording	<input type="button" value="Per Call"/> <input type="button" value="⬆️"/>

User name and Voicemail Greeting can be uploaded here or recorded by dialing into your extension and hitting * (star). If no User Name is recorded, callers may have a hard time finding you when dialing by extension as your name will not be played.

Custom Transfer Message will play a message to the caller before it transfer the call to you.

Trust CallerID for VM access: This must be enabled for **Trust for VM** to work (see Find Me list settings).

Permit International Calling: Only the operator can change this setting.

Call Recording: The operator must enable this setting. Call recording is an add-on purchase.

Remember to Save your changes.

VoIP Settings

Custom CallerID	<input type="text"/>
Polycom MAC Address	0004f205xzy
Enable CallerID Privacy	No

Custom CallerID: If user based CallerID is enabled in the preference, then enter the desired CallerID number here. This must be a valid CallerID number you own. Only the account operator can make changes to this field.

MAC Address: When using Aptela Auto-configuration tools, enter the MAC address of your IP phone. See the Aptela knowledge base for more info on auto-configuration setup.

Enable CallerID Privacy: This will block CallerID information from being sent on outbound calls. Only the account operator can modify this setting.

Public Website Entries

On Public Website	<input checked="" type="checkbox"/>	
Web Call Back	<input checked="" type="checkbox"/>	
Web Email	<input type="checkbox"/>	
		Web Extension <input type="text"/>
		Web Chat <input type="text"/>

This allows the information to be posted to the public directory (see: www.aptela.com/public/yourgroupname)

This always enables information to be included in the Aptela Google Gadget.

Remember to **Save** your changes.

▼ E911

Current Address	555 H1 Honolulu HI 96815
Select New Address	<input type="text" value="555 H1 Honolulu HI 96815"/>

If you have multiple addresses associated with this account, select the address you are located at here.

Additional addresses are added and maintained by the account operator.

For more information about Enhanced 911 visit:
www.aptela.com/e911

Remember to **Save** your changes.