



Dramatically simplifying voice and data networking



self service

USER MANUAL V4.6



Disclaimer

Precautions have been taken to assure accuracy of the information written in this user's manual. Typographic or pictorial errors that are brought to our attention will be corrected in subsequent issues.

Product specifications in this manual are nominal and are provided for the convenience of our customers. They are all correct at the date of publication. Critical Links reserves the right to make product changes from time to time, without prior notification, which may change certain specifications or characteristics shown. We therefore recommend you to check for changes or updates before using for customer projects or further product developments

No material will be accepted for return unless Critical Links grants permission in writing.

The handling, installation and usage of the edgeBOX are applicable to certain environments and may be required for code compliance. Features of the device will not provide protection against abuse, misuse, improper installation or maintenance. It is important that installation, operation and maintenance are performed in accordance with instructions supplied in the manual. Electricity and electrical devices must always be treated with caution and respect.

Product Support

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End User License Agreement

For product technical support please visit the following web site <http://www.edgebox.com> or contact us at the following email address: support@critical-links.com.

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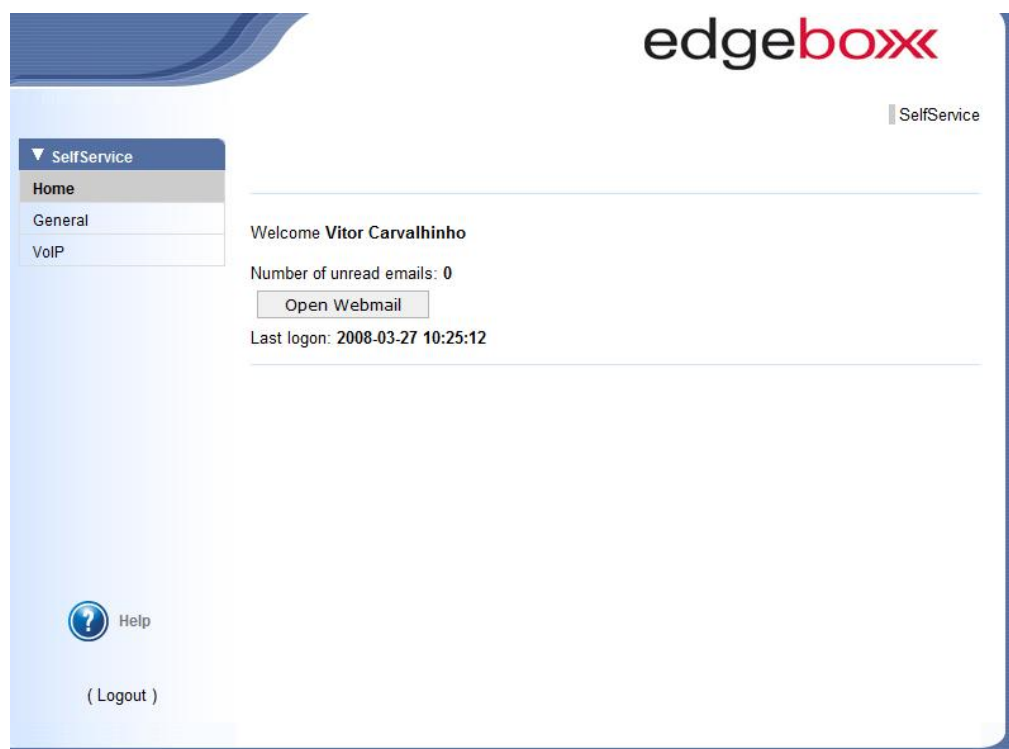
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1 About Self Service



Self Service is the area where you can **overview and configure** the details about your **network account**. You can:

- View and change some general settings about your account.
- Access the webmail and configure the some properties of your email account as email forwarding to another email account.
- Make phone calls, view the network phone list or forward calls to another phone, for example.
- Play and delete received voicemail messages or configure the voicemail settings.



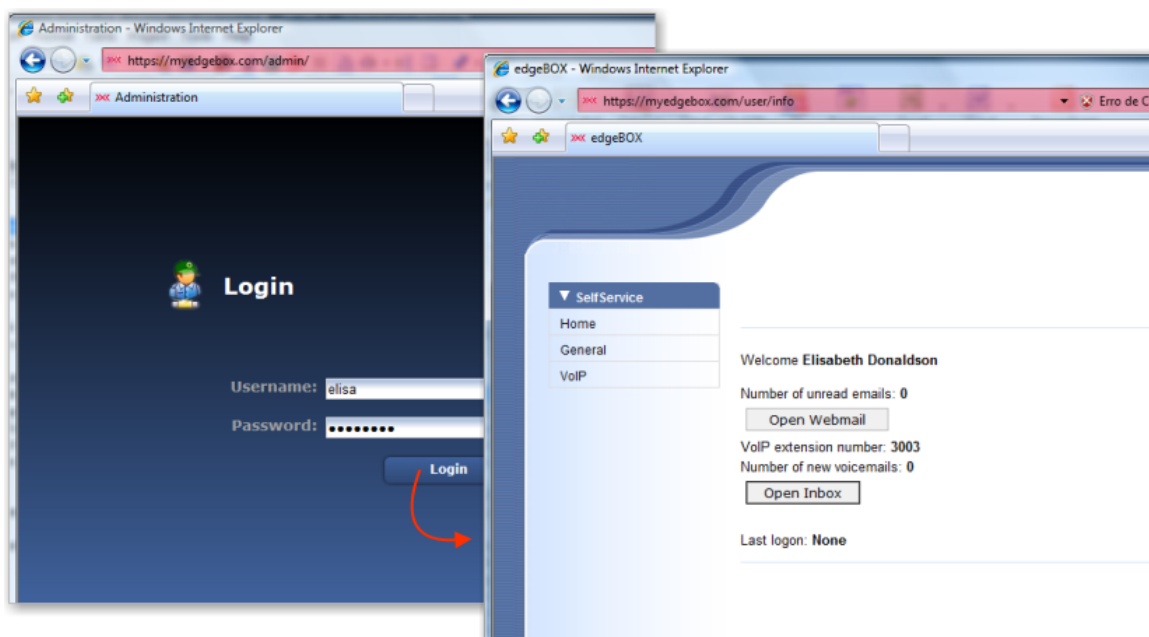
Homepage of the Self Service area

1.1 Open the Self Service

Opening the Self Service can be done in different ways. A common way is to:

1. Go to a computer **of the local network** (LAN).
2. With a browser, open the webpage <https://myedgebox.com>.

3. After the page opens, click the **link Login**.
4. Type your network username and the password to login.
5. Click the **Login** button.



login to Self Service

2 General Settings



View and change some general settings about your account.


- [Change your network password](#)
- [View the space you are using on your Home and Mail directories](#)

2.1 Change your network password

Your network password is the password you use to login in the **self service** area - to manage your account settings, in the **webmail** - to view your emails, in the **local network** - to have access to the network services like using the internet (login to the network is only necessary case your network access policy forces users to login).

To change your network password:

1. Go to the **General** menu.
2. Type your new password in the **Password** field.
3. Retype the new password again in the **Confirm** field.
4. Click the **Apply** button in the bottom of the page to save your new password.

 You should change your password regularly and [use secure passwords](#), to keep your network account more protected.

2.2 View your current disc usage

If you use your Home Directory of the network to storage files and if you have a network email account than you should regularly check the amount of disc space you are using and the amount you still have left.

To check the disc space you are using, go to the **General** menu.

In the table in the middle of the page you can see:

- the **current disc space** you are using to storage your files (Home Dir.) and to storage your emails (Mail Dir.) in the Used Space column,
 - the **maximum disc space** you can use in the Max. Space column.
-


Activate Mail Forward ☐

Email:

Filesystem	Used Space (MB)	Max. Space (MB)
Home Dir.	0.05	16.00
Mail Dir.	0.00	16.00

Activate vacation mail response ☐

Enter vacation response here.

 The maximum amount of disc space you can use to storage files and emails in the network is defined by your network administrator.

Related Topics:

- [Access your Home Directory](#)
- [View your emails](#)
- [Share files with your coworkers using temporary shared folders](#)

3 Emails and Webmail



Access the webmail to see your emails or configure the properties of your email account as forwarding emails to another email account.

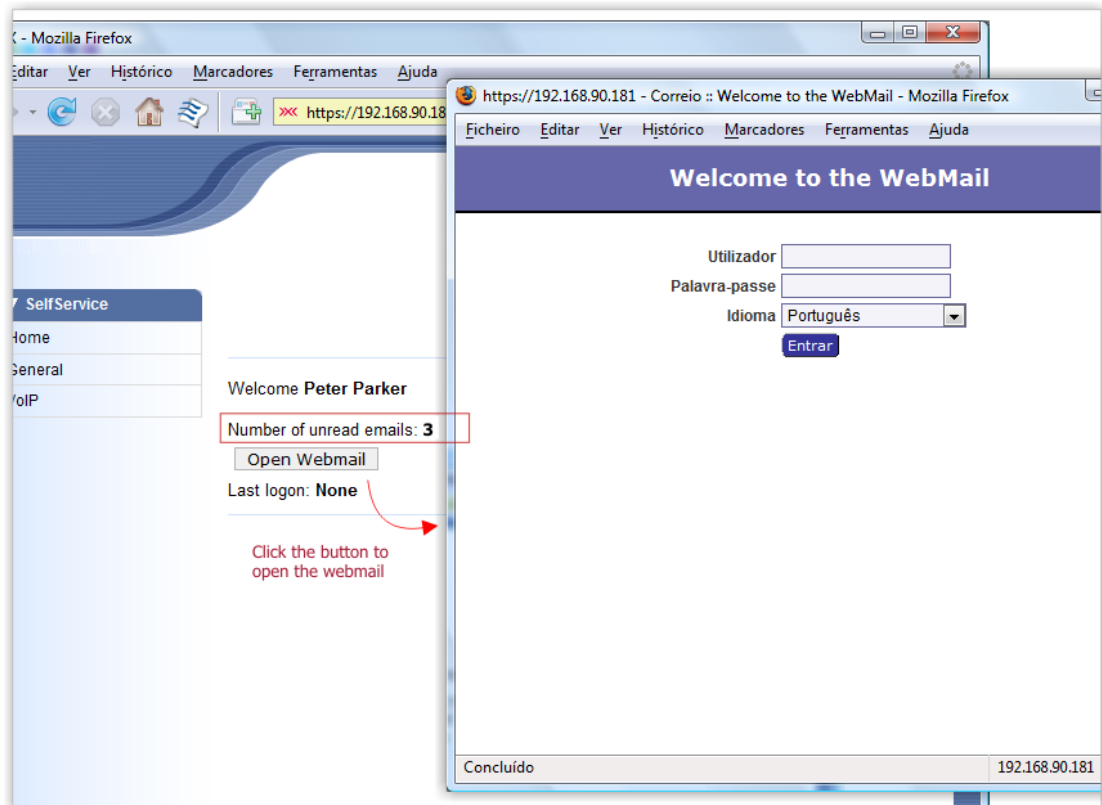
- [Open the webmail and see your emails](#)
- [Forward the emails you receive to another email account](#)
- [Create an automatic email response](#)

3.1 Open the webmail to see your emails

If you have an email account in your network, you can see your emails using the webmail.

To open the webmail and see your emails:

1. Go to the **Home** menu. You can see the number of emails you have not read yet in the **Number of Unread Emails** label.
2. Click the **Open Webmail** button. A new browser page will open where you can login to enter the Webmail.
3. Type your **network username and password** to login in the webmail. It's the same login and password that you use to login in the Self Service.



Related Topics:

- [Forward received emails to another account](#)
- [Change your webmail password](#)

3.2 Forward received emails no another email account

You can forward emails that have been sent to you to your network email account to another email address that you have. [View an example](#)

For example, if your network email is peter@yourcompany.com but you also have an email at Hotmail or at Gmail, for example peter@gmail.com, then you can forward all mails that you receive at peter@yourcompany.com to the email account peter@gmail.com. This way you can read and manage all emails in one place.

▼ [Forward your emails to another email account](#)

To forward your received emails to another email account:

1. Go to the **General** menu.

2. Check the option **Activate Mail Forward**.
3. Type the email address of the email account you want the emails to be forward to in the Email field.
4. If you want to forward the emails to another account but still keep a copy of them in this account, select the option Leave a Copy in The Inbox.
5. Click the **Apply** button in the bottom of the page to save.

Home
General
VoIP

Info

Username: vitor

Password:

Confirm:

2 Activate Mail Forward ☒

4 Email: vitor.parker@gmail.com 3

4 Leave a copy in the Inbox ☐

Filesystem	Used Space (MB)	Max. S
Home Dir.	0.05	16.00
Mail Dir.	0.00	16.00

Activate vacation mail response ☐

Enter vacation response here.

5 Apply

Help

(Logout)

▼ Change the email address were emails are being forward to

To change the email address were emails are being forward:

1. Go to the **General** menu. In the Email field should be the current email address were your emails are being forward to.
2. Delete the email address on the Email field and type in the new email address.
3. Click the **Apply** button in the bottom of the page to save the change.

▼ Stop forward emails to another account

To stop forwarding your network emails to another email account you have and restart receiving emails in the network email account:

1. Go to the **General** menu.

2. Remove the selection from the option **Activate Mail Forward**
3. Click the **Apply** button.

Related Topics:

- [Open the webmail to see your emails](#)
- [Change your webmail password](#)

3.3 Create an automatic email response

If you go on vacations for a while, for example, and you will not be able to access your email account for a while, you can configure an automatic email answer. So, people who will send you emails while your way will receive your automatic answer email.

To create an automatic email response:

1. Go to the **General** menu.
2. Check the option **Activate Vacation Email response**.
3. Write the text of the answer you wish to send to the people in the text area below.
4. Click the **Apply** button in the bottom of the page to activate the automatic answer.

 When you come back and want to **stop the automatic email response**, remove the selection of the **Activate Vacation Email Response** option and click the Apply button.

Related Topics:

- [Open the webmail to see your emails](#)
 - [Forward received emails to another account](#)
-

4 VoIP Phone



Make phone calls, view the network phone list and configure properties of your phone extension.

- View the phone list of the network
- Make a call to a phone of the network
- Forward your calls to another phone
- Change the extension password

4.1 View the list of phones of your network

You can view the list of the phones in our network in the Self service. The list displays information about who's the user of each phone, what's the phone's extension and what is the status of the phone (on or off).

To view the network phone list, go to the **VoIP menu** and select the **Directory tab** and the list of phones will be displayed.

Name	Number	Status
elisa	3003	down
natalie_blair	2004	down
p.parker	2001	down
salesdepartment	3001	down
supportservice	4001	down
tyler	2002	down

* Click a line from the table.

Name of the phone extension

(normally its the name of the person who the phone belongs to)

Extension of the phone.

If you are making a call from inside your office you just need to dial this number to call a coworker of yours.

Status of the phone.

Down if the person has the phone shutdown. Up if the person has the phone swithed on.



You can only view the network phone list if you have a phone extension associated to your account. Contact your network administrator to know more or to ask for a phone extension.


Related Topics:


- [Make a call to a phone of your network](#)

4.2 Make a call to a phone of your network

You can make a phone calls to other phones of your network using the Self Service if your phone and the phone you want to call are switched on.

To make a call to another phone of the network:

1. Check if your phone is switched on. If it isn't, switch it on.
2. Go to the VoIP menu and select the Directory tab. The list of phones of your network will appear.
3. Select the phone you want to call from the list of phones. Make sure the selected phone is switched on (status **up**).
4. Click the Call button . Your phone will start ring.
5. Pick up your phone and the phone you are calling will also start to ring.

 You can make phone calls using the Self Service only if you have a phone extension associated to your account. Contact your network administrator to know more or to ask him for a phone extension.

4.3 Forward received calls to another phone

You can forward the calls you receive in your extension to another phone. It can be to another extension of your network or to a cell phone, for example.

You can forward them just when you are not available (for example, when you do not answer the call or you have the phone shut down) or you can forward them at all times.

To forward calls to another phone:

1. Go to the VoIP menu and select the **Settings** tab.
-

2. In the **Call Forward** group, select the option:

- **Always** - if you want the received calls you to be always forwarded to another phone.
- **When Unavailable** - if you want the received calls to be forward just when your phone is shut down, when you are answering another call or when you do not answer the phone.

3. Indicate the phone you want to forward the calls to in the Number field. You can indicate any phone. [View Example](#)

If you want to forward calls to another phone of your network, just type in the phone's extension number. eg.: 2001.

If you have to forward to a phone exterior to your network, type in the number of the phone, eg.: 231922965: , or the prefix + number of the phone, eg.: 0231922965, depending on the configurations of your VoIP network. Contact your network administrator if you have further doubts.

4. Click the Apply button below to save.

i You can forward calls only if you have a phone extension associated to your network account. Contact your network administrator to know more or to ask him for a phone extension.

Related Topics:

- [Change your VoIP password](#)
- [Check your voicemail for new messages](#)

4.4 Change your VoIP password


The extension password is the password the phone uses to authenticate in the network to be allowed to make and receive calls. If you have a phone extension you should change every once in a while your phone's password.

To change your VoIP access password:

1. Go to the VoIP menu and select the Settings tab.
2. Type the new password in the Secret field. [How must the password be?](#)

The VoIP password must be between 2 and 10 characters and cannot have spaces nor any of the following characters: \ / # " ? < > # \$ % 0 = |

3. Click the Apply button below to save.

 To increase security, try always to [create secure passwords](#) when you change your passwords.

5 Messages and Voicemail



Play and delete received voicemail messages or configure the voicemail settings:

- [Open the voicemail](#)
- [Play and delete voicemail messages](#)
- [Change the email where you receive the voicemail messages](#)
- [Change your voicemail PIN](#)

5.1 Check your voicemail for new messages

You can use the Self Service to check if you have new voicemail messages and also to play and hear those messages.

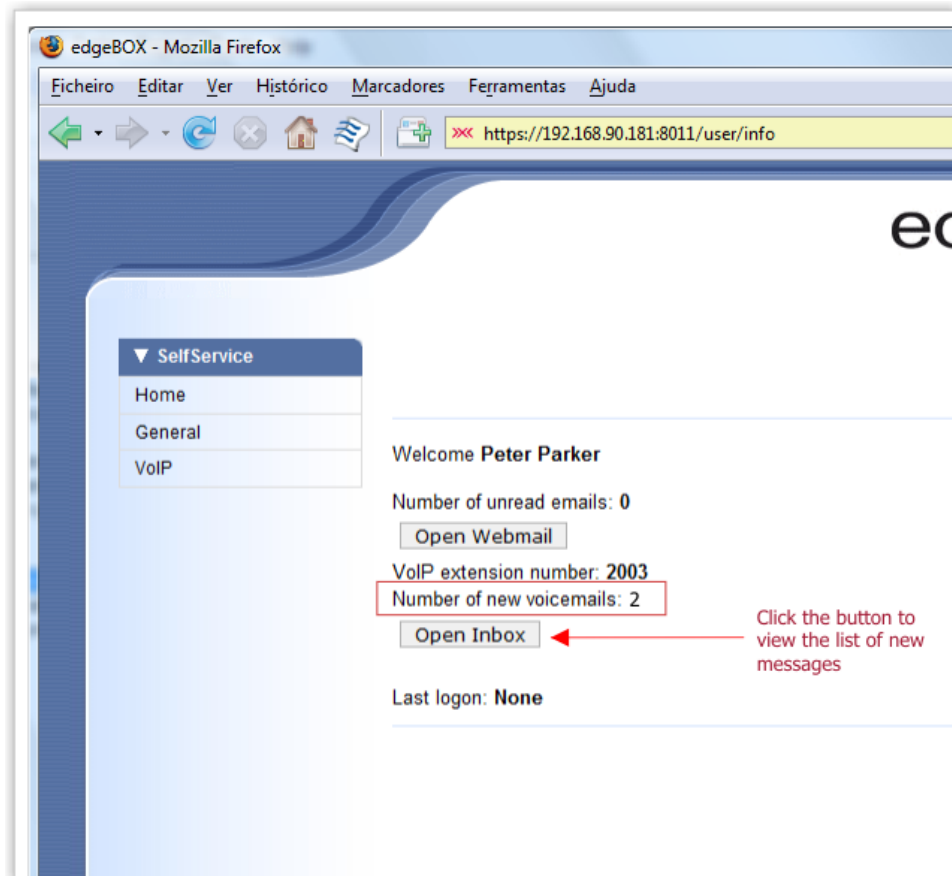
Alternatively, you can see if you have new messages by **making a call to the Voicemail** with one of the network phones.

You can even **check your email account for received voicemail messages** because each time a person leaves you a message in the voicemail, you receive an email in your email account with the message in a sound file.

▼ [Check for received messages using the Self Service](#)

To check if you received new voicemail messages:

1. Go to the **Homepage** of the Self Service.
2. Check the information label Number of New Voicemails.



3. If you received any messages, click the **Open Inbox** button to open the Self Service Voicemail. The received messages will appear in the list of received messages.
4. You can [play](#) or [delete](#) the received messages.

▼ [Check for received messages using a network phone](#)


1. Pick up your network phone or any other phone of the network (you can use any phone of the network to hear your voicemail messages).
2. Dial **the voicemail number**. The voicemail's **default number** is **9999**, but your network administrator can change it.
3. Follow the steps of the assistant to play the messages.

▼ [Check for received messages using your email](#)

Voice messages are sent to your email address as a regular emails with the message attached in a wave sound file. By default, these emails are sent to your network email account.

1. [Open the webmail](#) to see your emails.
2. If you received a new voicemail message as an email, open the email and download the **wave sound file** in attach to your computer.

3. To hear the message, play it in your regular **media player**.

 You may not have the voicemail active, even if you have a phone extension associated to your account. If so, the option to change the voicemail PIN is not possible because you are not able receive voicemail messages. To know more contact your network administrator.

Related Topics:


- [Play a received voicemail message](#)
- [Open the webmail](#)
- [Change the email address were you receive your voicemail messages](#)


5.2 Play or delete a received voicemail message

You can play your voicemail messages directly from the Self Service. You can also delete older messages that you have already played.

▼ [Play a received message](#)

To play a received voicemail messages:

1. Go to the VoIP menu, the Voicemail tab.
2. Select the message you want to play from the list. When the message is selected, a **media player** will appear in the Play Our Message group.
3. Press the Play button  of the media player to play the message.

 To play voicemail messages you need to have installed the Apple's Quick Time player plug in.

▼ [Delete a message](#)

To delete a received voicemail message:

1. Go to the VoIP menu, Voicemail tab.
2. Select the message you want to delete from the list and click the **Delete Message** button.

Related Topics:


- [Check your voicemail for new messages](#)
-

5.3 Change the email address where you receive your voicemail messages

The voicemail email is the **email account where you can receive** the sound **messages that people** who call you **leave in your voicemail**. By default your voicemail email is your network email, but you can change it and received the voicemail messages in another email account that you might have.

Change the email address where you receive your voicemail messages:

1. Go to the VoIP menu and select the Settings tab.
2. In the Email field of the Voicemail group, type the new email address.
3. Click the Apply button below to save.

 You may not have the voicemail active, even if you have a phone extension associated to your account. If so, the option to change the voicemail email address is not possible because you are not able receive voicemail messages. To know more contact your network administrator.

5.4 Change your voicemail PIN

You can hear your voicemail messages from the phones of your network. To hear them you need to indicate your voicemail PIN to authenticate. [Why do I need to have a PIN?](#)


The voicemail PIN is asked each time you try to [hear your voicemail messages from a phone](#). This way, it allows you to hear your voicemail messages in any phone of the network and it prevents other network users to hear your voice mail messages from your phone.

Change your voicemail PIN:

1. Go to the VoIP menu and select the Settings tab.
2. In the PIN field of the Voicemail group, type the new PIN. [How must the PIN be?](#)

The voicemail must be a 4 digits number, 2345, for example.

3. Click the Apply button below to save.

 You may not have the voicemail active, even if you have a phone extension associated to your account. If so, the option to change the voicemail PIN is not possible because you are not able receive voicemail messages. To know more contact your network administrator.

Related Topics:

- [Check for received messages using a network phone](#)