

UCx User Extension Portal Manual

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System: UCx

Release: 5.0

Feature: User Extension Portal

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1. Introduction

The User Extension Portal is an individual access portal provided for every extension (DN) configured on the UCx with a voicemail account enabled. You can use the portal to manage your own voicemail box, call recordings and other features enabled for your extension.

1.1 Accessing the User Extension Portal

Access the user portal by entering the following URL in a web browser:

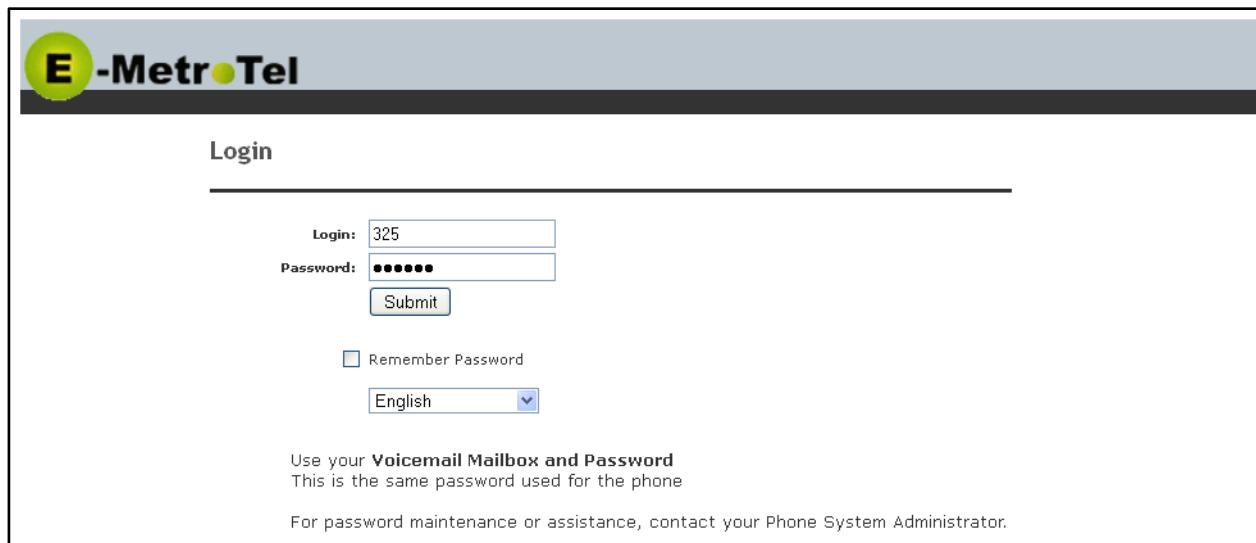
http://your_ux_server_ip_hostname/recording

For example, if your UCx Server IP address is 192.168.1.200, access the user portal as follows:

<http://192.168.1.200/recording>

If you get a prompt that the website you are trying to access has a problem with its security certificate, select the option to proceed to the website. You may want to install the security certificate of the UCx Server on your PC or add the UCx Server IP address to your browser's permanent exceptions list if you do not want to encounter this warning again (please refer to your browser documentation for more information).

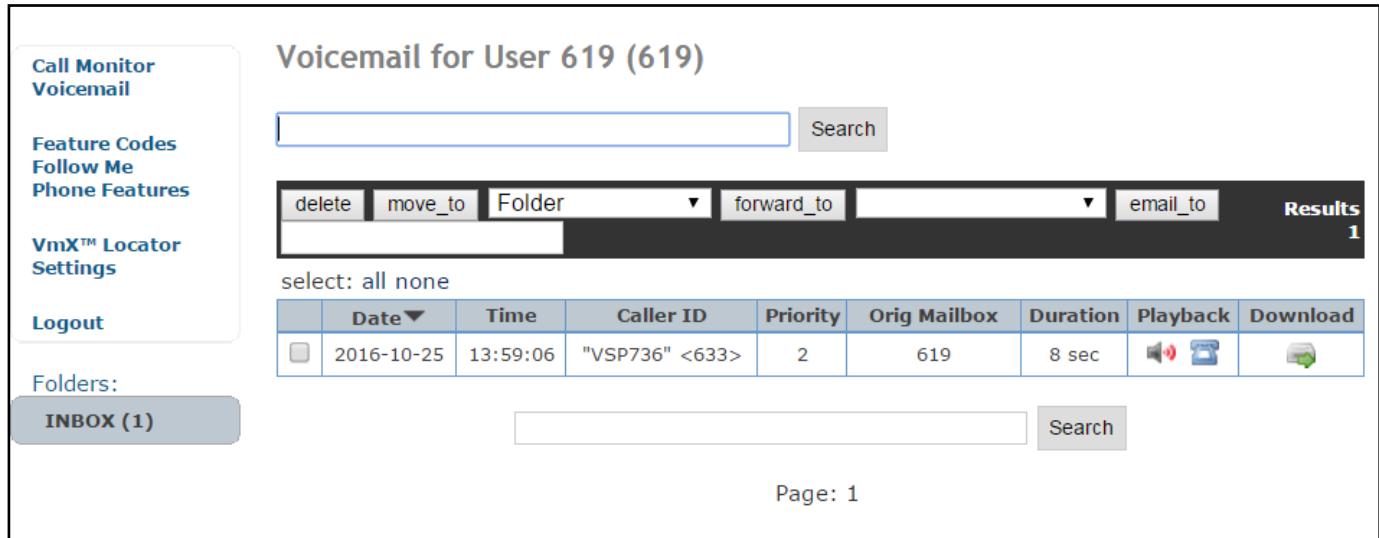
Log-in using your extension number and your voicemail password.



The screenshot shows the login interface for the E-MetroTel User Extension Portal. At the top left is the E-MetroTel logo. Below it, the word "Login" is centered above a horizontal line. The main form area contains fields for "Login:" (with the value "325") and "Password:" (with the value "*****"). A "Submit" button is positioned below these fields. To the left of the "Submit" button is a checkbox labeled "Remember Password". Below the "Submit" button is a dropdown menu set to "English". At the bottom of the form, there is a note: "Use your Voicemail Mailbox and Password. This is the same password used for the phone." and "For password maintenance or assistance, contact your Phone System Administrator."

1.2 Voicemail

This is the default page when you first login to the extension portal. You can view, download, delete or organize your voicemail messages from here. To navigate to this page, from the left-side column, click on **Voicemail**.



	Date	Time	Caller ID	Priority	Orig Mailbox	Duration	Playback	Download
<input type="checkbox"/>	2016-10-25	13:59:06	"VSP736" <633>	2	619	8 sec		

Listen

There are 3 methods to listen to the voicemail message(s):

1. Click on the download icon under the **Download** column to save the message on your local PC and listen to the message from your PC.
2. Click on the phone icon under the **Playback** column and the system will ring your extension. When you answer the call, the message will be played back.
3. Click on the volume icon under the **Playback** column and your browser's audio plug-in will appear below. You can then play the message via the browser's audio plug-in.

Note: Depending on your browser and the plug-in installed for playing audio, this last method may not be supported by your browser.

Delete

To delete one or more messages, select the message(s) and click on the **delete** button.

Move

To move one or more messages to a different folder:

- Select the message(s)

- Select the destination folder from the **Folder** pull-down list
- Click on the **move_to** button

Forward

To forward one or more messages to another user's voicemail box:

- Select the message(s)
- Select the target user from the pull-down list next to the **forward_to** button
- Click on the **forward_to** button

Email

To send the message by email to an email address:

- Select the message(s)
- Enter the target email address in the blank text field next to the **email_to** button
- Click on the **email_to** button

Note: This function requires that email service be enabled on your UC^X Server. Check with your UC^X administrator if email service is available on your system.

1.3 Call Monitor

The Call Monitor page keeps details of calls made on this extension. If the extension is configured for call recording, this is also where you can view, listen and download all your call recordings associated with this extension, including ad-hoc conferences. To access the page, from the left-side column, click on **Call Monitor**.

[Call Monitor](#) [Voicemail](#)

[Feature Codes](#) [Follow Me](#) [Phone Features](#)

[Settings](#)

[Logout](#)

Call Monitor for User 612 (612)

Results 1 - 15 of 47

select: all none

	Date ▼	Time	Caller ID	Source	Destination	Duration	Monitor
<input type="checkbox"/>	2016-10-28	14:21:14	"User 619" <619>	619	612	16 sec	
	2016-10-21	11:18:49	"User 612" <612>	612	621	46 sec	
	2016-10-21	11:08:26	"User 619" <619>	619	612	19 sec	
	2016-10-21	11:08:21	"User 612" <612>	612	619	3 sec	
	2016-10-19	09:32:27	"User 619" <619>	619	612	3 sec	
	2016-09-23	15:42:37	"User 612" <612>	612	632	10 sec	
	2016-09-22	12:47:19	"User 612" <612>	612	9509	2 sec	
	2016-09-22	12:47:06	"SIP 509" <509>	509	612	7 sec	
	2016-09-22	12:38:13	"VSP715" <631>	631	612	7 sec	
	2016-09-22	12:32:07	"User 612" <612>	612	8631	10 sec	
	2016-07-08	22:36:32	"User 612" <612>	612	619	2 sec	
	2016-07-08	14:18:57	"Reception 621" <621>	621	612	6 sec	
	2016-07-08	14:18:00	"User 612" <612>	612	619	5 sec	
	2016-05-02	14:50:17	"WebRTC 156" <156>	156	612	3 sec	
	2016-05-02	14:50:05	"WebRTC 156" <156>	156	612	7 sec	

Page: [1](#) [2](#) [3](#) [4](#) [>](#) [Last](#)

Filter

You can filter the call logs that appear in the list based on the call duration. Calls that are less than or equal to the specified duration will be ignored.

- Enter a number in seconds in the **duration** field.
- Click on the **ignore** button.
- The page is refreshed and only calls longer than the specified duration will be listed.

The example below shows the output where calls longer than 10 seconds are listed.

[Call Monitor](#)
[Voicemail](#)

[Feature Codes](#)
[Follow Me](#)
[Phone Features](#)

[Settings](#)

[Logout](#)

Call Monitor for User 612 (612)

Search

[delete](#)
duration
[ignore](#)
Results 1 - 15 of 20

Select	Date ▼	Time	Caller ID	Source	Destination	Duration	Monitor
<input type="checkbox"/>	2016-10-28	14:21:14	"User 619" <619>	619	612	16 sec	 
	2016-10-21	11:18:49	"User 612" <612>	612	621	46 sec	
	2016-10-21	11:08:26	"User 619" <619>	619	612	19 sec	
	2016-04-26	08:51:01	"User 612" <612>	612	650	19 sec	
	2016-04-21	12:59:36	"WebRTC 156" <156>	156	612	22 sec	
	2016-04-21	12:58:28	"User 612" <612>	612	156	19 sec	
	2016-04-21	12:56:23	"User 612" <612>	612	156	42 sec	
	2016-04-21	12:52:52	"User 612" <612>	612	156	76 sec	
	2016-04-21	12:44:56	"User 612" <612>	612	156	55 sec	
	2016-04-21	12:13:36	"User 612" <612>	612	156	20 sec	
	2016-04-21	12:01:34	"User 612" <612>	612	156	24 sec	
	2016-04-21	12:00:49	"User 612" <612>	612	156	22 sec	
	2016-04-21	09:32:59	"User 612" <612>	612	156	38 sec	
	2016-04-21	08:40:51	"User 612" <612>	612	621	216 sec	
	2016-04-19	22:36:34	"User 612" <612>	612	156	33 sec	

Search

Page: [1](#) [2](#) > [Last](#)

Call Recordings

If recording was enabled for a call, icons will appear under the **Monitor** column.

There are 2 methods to listen to the recording:

1. Click on the download icon under the **Monitor** column to save the recording on your local PC and listen to the recording from your PC.
2. Click on the volume icon under the **Monitor** column and your browser's audio plug-in will appear below. You can then play the recording via the browser's audio plug-in.

Note: Depending on your browser and the plug-in installed for playing audio, this last method may not be supported by your browser.

Delete

To delete one or more call recordings, select the entry with the call recording and click on the [delete](#) button. Note that the select checkbox will only appear for entries that have a call recording.

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2828 W. Parker Rd. Unit B201, Plano, TX. USA. 75075

www.emetrotel.com

1.4 Feature Codes

To see the list of feature codes that are configured on your system, from the left-side column, click on **Feature Codes**.

Feature Codes for User 619 (619)		
	Handset Feature Code	Action
Cell Monitor	*30	Blacklist a number
Voicemail	*31	Remove a number from the blacklist
Feature Codes	*32	Blacklist the last caller
Follow Me	*52	Call Forward No Answer/Unavailable Activate
Phone Features	*520	Call Forward No Answer/Unavailable Prompting Activate
VmX™ Locator	*53	Call Forward No Answer/Unavailable Deactivate
Settings	*72	Call Forward All Activate
Logout	*720	Call Forward All Prompting Activate
	*73	Call Forward All Deactivate
	*74	Call Forward All Prompting Deactivate
	*740	Call Forward Toggle
	*90	Call Forward Busy Activate
	*900	Call Forward Busy Prompting Activate
	*91	Call Forward Busy Deactivate
	*92	Call Forward Busy Prompting Deactivate
	*70	Call Waiting - Activate
	*71	Call Waiting - Deactivate
	*87	Conference Status
	5555	Conference Login
	*28	All: Call Flow Toggle
	*34	Perform dictation
	*35	Email completed dictation
	*76	DND Toggle
	*78	DND Activate
	*79	DND Deactivate
	666	Dial System FAX
	*21	Findme Follow Toggle
	*68	Wake Up Calls
	#	Directory
	*48	Remote Support Toggle
	829	Remote Support Password
	*54	User Intercom Allow
	*55	User Intercom Disallow
	*80	Intercom prefix
	*86	Pickup ParkedCall Prefix
	*411	Phonebook dial-by-name directory
	*45	Queue Member Toggle
	*46	Queue Pause Toggle
	*47	Queue Callers
	*85	Agent Login
	*0	Speeddial prefix
	*75	Set user speed dial
	*27	All: Time Condition Override
	#*	Direct Dial Prefix
	*97	My Voicemail
	*98	Dial Voicemail

1.5 Follow Me

To view or modify the Follow Me feature settings for your extension, from the left-side column, click on **Follow Me**.

Followme Settings for User 619 (619)

Call Monitor **VoiceMail**

Feature Codes **Follow Me** **Phone Features**

VmX™ Locator **Settings**

Logout

Enable

Follow Me List:

Ring 619 First For: seconds

Ring Followme List for: seconds

Use Confirmation: Enable

Update

If the Follow Me feature has not been added to your extension, you will see the following message. Contact your UCx Administrator to add the Follow Me feature to your extension.

Followme Settings for User 612 (612)

Call Monitor **VoiceMail**

Feature Codes **Follow Me** **Phone Features**

Settings

Logout

Warning - Follow Me has not been added for this extension yet.
Please login to the UCx Admin Interface and enable Follow Me
for this extension.

The Follow Me feature provides the ability to ring multiple extensions and/or external phone numbers simultaneously or in sequence. There is no limit to the number of extensions or external phone numbers that can be configured in the Follow Me List.

Enable

The feature can be added to your extension and remain disabled. You can then enable/disable the feature by selecting/deselecting the **Enable** checkbox.

Follow Me List

Enter the list of extensions or external phone numbers you want to ring in the **Follow Me List** box. External numbers must follow your system's dial plan and terminate with the **#** sign.

Do not remove the primary extension number from the list.

Ring Time

You can configure the duration of the ring time for the primary extension and the numbers in the Follow Me list. Depending on the ring strategy setup by your UCx Administrator, the system will ring all the numbers in the Follow Me list at the same time or one at a time.

Use Confirmation

You enable the **Use Confirmation** option when there is an external number in the Follow Me list and this external number has a voicemail box. When enabled, the system will prompt the user to press "**1**" to accept or "**2**" to reject the incoming call. This prevents the call from terminating in the external voicemail box.

1.6 Phone Features

To view or modify the features that have been enabled for your extension, from the left-side column, click on **Phone Features**.

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[Voicemail](#)

[Feature Codes](#)
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[Phone Features](#)

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Phone Features for User 619 (619)

Phone Features

Call Waiting
 Do Not Disturb

Call Screening:

Ringtimer:

CallForward Ringtimer:

Call Forwarding

Unconditional: Enable

Unavailable: Enable

Busy: Enable

Call Screening

Call screening requires external callers to say their name, which will be played back and allow you to accept or reject the call.

There are two modes to choose from:

- Screening with memory verifies a caller with their CallerID just once
- Screening without memory verifies a caller with every call.

Either mode will announce the caller based on the last introduction saved with that CallerID.

If multiple users on the system use the memory option, callers will be required to say their names for each user on the system. The last saved introduction associated with the CallerID will be used.

Ring Timer

The **Ringtimer** field configures the number of seconds to ring before going to voicemail or to ring another number configured such as Call Forward. The **Default** setting will use the value set by your UCx Administrator.

The **CallForward Ringtimer** field configures the number of seconds to ring the Call Forward destination. If set to **Always**, the system will ring the call forward destination until it is answered or the caller hangs

up. The **Default** setting will use the value in **Ringtimer**. This setting will be forced to **Always** if there is no voicemail or alternative fail over destination configured.

1.7 VmX Locator

To view and modify the VmX Locator settings for your extension, from the left-side column, click on **VmX Locator**.

If VmX Locator feature has not been enabled for your extension, you will not see the corresponding link. Contact your UCx Administrator to enable this feature.

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[Voicemail](#)

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[VmX™ Locator Settings](#)

[Logout](#)

VmX Locator™ Settings for User 619 (619)

Use When: unavailable busy

Voicemail Instructions: Standard voicemail prompts.

Press 0: Go To Operator

Press 1: Send to Follow-Me

Press 2:

[Update](#)

The VmX Locator feature provides a "mini-IVR" menu for calls arriving at your voicemail box. You need to configure the following parameters for this feature to work.

Field	Description
Use When	Choose to apply the VmX Locator feature when unavailable or when busy or both, by selecting the appropriate checkboxes.
Voicemail Instructions	Check this box if you want the Standard voicemail prompts to be played after your personal greeting. If left uncheck, the caller will simply get a "beep" after your personal greeting.
Go To Operator	If this box is checked, the Press 0 field is disabled. When the caller presses 0 , call will be sent to the Operator number configured for the whole system by your UCx administrator. NOTE: You do not need to enable VmX Locater for the "dial 0" operator feature to work.

Press 0	To configure a different number for the Press 0 option, you have to first uncheck the Go To Operator field. This is typically used to overwrite the system operator number in certain scenarios where an executive might prefer to have the call go to the secretary.
Send to Follow-Me	If this box is checked, the Press 1 field is disabled. When the caller presses 1 , call will be routed according to your Follow Me list. Ensure that you have the Follow Me feature enabled and configured when using this option.
Press 1	To configure a number for the Press 1 option, you have to first uncheck the Send to Follow-Me field. Enter any extension, queue, ringgroup or external number (e.g. your cell phone).
Press 2	Enter any extension, queue, ringgroup or external number (e.g. your cell phone).

IMPORTANT:

Personal greetings for both "busy" and "unavailable" states MUST be recorded for this feature to work.

Record your personal greetings with instructions that match your VmX Locater menu options.

1.8 Settings

To view and modify the General Voicemail box settings for your extension, from the left-side column, click on **Settings**.

Call Monitor
VoiceMail

Feature Codes
Follow Me
Phone Features

VmX™ Locator
Settings

Logout

Settings for User 619 (619)

Language: English ▾

Password Settings Passwords must be all numbers and at least 3 digits
Voicemail Password:
Enter again to confirm:

Notification Settings
Email Address: Enable
 Attach voicemail to email ?
 Delete voicemail after emailed ?

Pager Email Address: Enable

Web Playback Settings
Call Me Number:
Audio Format: Default (.WAV) ▾

Phone Playback Settings
 Say caller ID ?
 Say envelope (date/time) ?

Update

Password Settings

You can change your voicemail password here. Note that your password must be all numbers and at least 3 digits.

IMPORTANT:

DO NOT set your password to be the same as your extension number.

Notification Settings

If you want to receive an email notification when there is a new message in your voicemail box, enter your **Email Address** and select the **Enable** checkbox beside it.

You can also have the voicemail message attached to the email notification by selecting the **Attach voicemail to email** checkbox.

If you select the **Delete voicemail after emailed** checkbox, the message will be deleted from the system after it has been emailed.

IMPORTANT:

If you select **Delete voicemail after emailed**, make sure **Attach voicemail to email** checkbox is also selected, otherwise your messages will be lost forever.

Web Playback Settings

The **Call Me Number** can be any dialable number, such as an extension or external cell phone number.

Select the **Audio Format** that you prefer for your messages and call recordings:

- Default (.WAV)
- Best Quality (.wav)
- Smallest Download (.gsm)

Phone Playback Settings

If the **Say caller ID** checkbox is selected, the caller's telephone number will be played after announcing the message date and time.

If the **Say envelope (date/time)** checkbox is selected, the message envelope (date/time) will be played before playing the voicemail message.