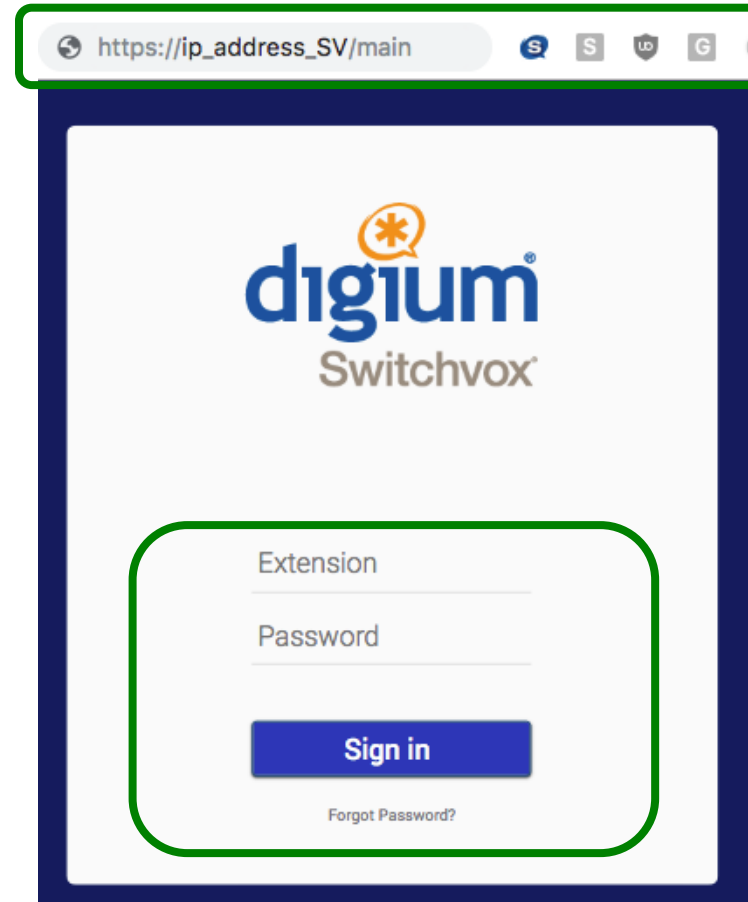


Logging into the End-user Interface

https://”ip_address_SV”/main

A screenshot of a web browser displaying the login page for Digium Switchvox. The browser's address bar shows the URL "https://ip_address_SV/main". The page features the Digium Switchvox logo at the top. Below the logo is a login form with two input fields: "Extension" and "Password". A blue "Sign in" button is positioned below the fields. At the bottom of the form, there is a link for "Forgot Password?". The entire browser window is outlined with a green border, and the login form area is also outlined with a green border.

Logging into the End-user Interface

- Enter the “https://URL or IP address of Switchvox /main” into your browser’s search bar
- The conference call can be split back apart if needed

Logging into the End-user Interface



End-user Interface

- This interface allows a user the ability to control the features associated with the phone and Switchboard

Creating a Personal Conference Room

The screenshot displays the Digium Switchvox user interface. At the top, the logo 'digium Switchvox' is on the left, and 'Welcome, Steve (125)' with a dropdown arrow is on the right. Below this is a dark navigation bar with three tabs: 'Features', 'Voicemail / Fax', and 'Reporting'. To the right of these tabs is a 'Switchboard' button with a checkmark and a user profile icon. The main content area is titled 'Conference Room' and contains a 'General Settings' section with a help icon. The settings include: 'Your Conference Room Number' (5 digits) with a text input field containing '79417' and a refresh icon; 'Play sound when people enter/leave' with a green 'YES' toggle; 'Sound Type' with a dropdown menu set to 'Sound with Caller Name'; 'Play Music On Hold when only 1 member is in the conference' with a green 'YES' toggle; and 'Conference members may press # and be sent to extension' with an empty text input field and a search icon. On the right side, a sidebar menu is visible, showing 'Features' and 'Account' sections. Under 'Features', 'Conference Room' is highlighted in blue. Other items in the 'Features' list include Call Rules, My External Contacts, Converged Phones, Phone Features, Time Frames, and Status Options. Under 'Account', items include My Account and Additional Numbers.

Creating a Personal Conference Room

- Each user may create a conference room PIN for the Meet-Me-Conference Room extension
- The PIN is what keeps each conference separate

Creating External Contacts

The screenshot displays the digium Switchvox user interface. At the top, the logo 'digium Switchvox' is visible on the left, and 'Welcome, Steve (125)' is on the right. A navigation bar contains tabs for 'Features', 'Voicemail / Fax', and 'Reporting', along with a 'Switchboard' button and a user profile icon. The main content area is titled 'My External Contacts' and includes a 'Manage My External Contacts' section with a 'Create External Contact +' button and a search field. Below this is a table of external contacts:

Name ▼	Number ▼	Jabber ID ▼
Disney World Dining Reservations	Business 914079393463	
Steve Jakab	Business 92564286000	

An inset menu is shown on the right, highlighting the 'Features' tab. The menu items under 'Features' include 'Call Rules', 'My External Contacts' (highlighted), 'Converged Phones', 'Conference Room', 'Phone Features', 'Time Frames', and 'Status Options'. The 'Account' section includes 'My Account' and 'Additional Numbers'.

Creating External Contacts for your Rapid Dial Keys

- External contacts must be created before they can be added to your Rapid Dial key
- These contacts will also show up in the Contacts app of this extension's phone

Creating Rapid Dial Entries

The screenshot displays the Digium Switchvox user interface. At the top, the 'digium Switchvox' logo is on the left, and 'Welcome, Steve (125)' is on the right. Below the logo, there are navigation tabs for 'Features', 'Voicemail / Fax', and 'Reporting'. A 'Switchboard' button with a checkmark and a user icon is also present. The main content area is titled 'Phone Features' and includes sub-sections for 'Phone Settings', 'Ringtones', 'Ring Rules', and 'Rapid Dial Favorites'. Under 'Rapid Dial Favorites', there is a 'Rapid Dial List' section with a dropdown menu set to 'User Default (Custom)'. Below this is a 'Manage List' section with four buttons: 'Add Extensions', 'Add External Contacts' (highlighted with a green box), 'Add Status Indicator', and 'Digium Phone Options'. At the bottom, there is a 'Rapid Dial Entries' section which currently shows 'There are no entries.' On the right side, a sidebar menu is visible with categories 'Features' and 'Account'. Under 'Features', items include 'Call Rules', 'My External Contacts', 'Converged Phones', 'Conference Room', 'Phone Features', 'Time Frames', and 'Status Options'. Under 'Account', items include 'My Account' and 'Additional Numbers'.

Creating Rapid Dial Entries

- From this screen, you may add system extensions and external contacts to your phone's Rapid Dial keys
- These contacts will also show up in this phone's Contacts app

Status Options

The screenshot displays the 'Status Options' configuration page. At the top, there are tabs for 'Features', 'Voicemail / Fax', and 'Reporting', along with a 'Switchboard' indicator. Below the tabs, there is a 'Create Status Option' button. The main content area is a table with the following data:

Full Status	Owner	Actions
Available	System	[Check] [X]
Available > Home Office	System	[Check] [X]
Available > Working Remote	User	[Edit] [X]
Away	System	
Away > Lunch	System	
Away > With Customer	System	
Prefer Chat	System	
Extended Away	System	
Extended Away > Vacation	System	
Do Not Disturb	System	



An inset menu in the bottom right corner shows a list of options under the 'Features' tab, including 'Call Rules', 'My External Contacts', 'Converged Phones', 'Conference Room', 'Phone Features', 'Time Frames', and 'Status Options' (highlighted in blue). The 'Account' tab shows 'My Account' and 'Additional Numbers'.

Status Options

- Status Options will show up on the phone, the users interface, and the Switchboard
- Status Option may be changed to show colleagues your status and to activate user call rules
- There are default system status options, but custom user status options may be created

Creating End-user Call Rules

The screenshot displays the digium Switchvox user interface. At the top, the logo 'digium Switchvox' is visible on the left, and 'Welcome, Steve (125)' is on the right. Below the logo, there are navigation tabs for 'Features', 'Voicemail / Fax', and 'Reporting'. A 'Switchboard' button with a checkmark and a user icon is also present. The main content area is titled 'Call Rules' and contains four categories: 'Unanswered Call Rule Sets', 'Busy Call Rule Sets', 'Call Blocking Rules', and 'Messages Prompts'. A 'Create Call Rule Set' button with a green plus icon is located below these categories. The main content area shows a list of call rule sets with columns for 'Move' and 'Detailed Information'. Two default rule sets are listed: 'Default Do Not Disturb' and 'Default Standard'. An inset menu is shown on the right side of the screen, listing various features and account options.

Move	Detailed Information
 1	Name: Default Do Not Disturb Time Frame: Anytime Status: Any Do Not Disturb 1. Decline Queue Calls immediately. 2. Send Direct Calls to voicemail immediately.
 2	Name: Default Standard Time Frame: Anytime Status: Any 1. Send Direct Calls to voicemail after 5 rings.

Features	Voicemail / Fax	Reporting
Features	Account	
Call Rules	My Account	
My External Contacts	Additional Numbers	
Converged Phones		
Conference Room		
Phone Features		
Time Frames		
Status Options		

Creating End-user Forwarding/Cascading Call Rules

- End-users may create call rules to route calls based on time frame and their status
- Two default Call Rule Sets: Do Not Disturb and Default Standard (routes the call to voicemail after 5 rings)

Creating End-user Call Rules



General Settings ?

Rule Set Name
Example: On Vacation

Rule Set Time Frame ▶
When is this rule set used?

Rule Set Status ▶
What your current status is set as.

Save Call Rule Set ✓



Please choose a type

Creating End-user Forwarding/Cascading Call Rules

- To create a new rule, click on the Create Call Rule Set button, then select a time frame and a status
- Then click on Create Action button to choose an action
- Note Call Forward routes the call to an internal extension, Call Cascade can route the call to any number (internal or external) and will bring back to follow the next rule

Creating End-user Call Rules

Call Cascade ⓘ

Type of call: Direct Calls ▶

Number to forward to: 92564286000 ✖ + 🔍
Note: Append an outgoing prefix number for external calls. Often the digit *9*.

Number of times to ring previous rule before cascading: 3 rings ▶

Attempt to preserve Caller ID: YES
Attempt to pass an external incoming caller ID to an external outgoing call.

Acknowledge call: YES

Save Action ✓

Call Cascade ⓘ

Type of call: Direct Calls ▶

Number to forward to: 92564286140 ✖ + 🔍
Note: Append an outgoing prefix number for external calls. Often the digit *9*.

Number of times to ring previous rule before cascading: 3 rings ▶

Attempt to preserve Caller ID: YES
Attempt to pass an external incoming caller ID to an external outgoing call.

Acknowledge call: YES

Send to Voicemail ⓘ

Type of call: Direct Calls ▶




Number of times to ring previous rule before sending to voicemail: 3 rings ▶

Save Action ✓

Creating End-user Forwarding/Cascading Call Rules

- In our example, we will route the call to two different extensions, and if not answered, the call will be routed to voicemail

Creating End-user Call Rules

Move	Detailed Information
 1	<p>Name: Default Do Not Disturb Time Frame: Anytime Status: Any Do Not Disturb</p> <ol style="list-style-type: none">1. Decline Queue Calls immediately.2. Send Direct Calls to voicemail immediately.
 2	<p>Name: Find Me Time Frame: During Business Hours Status: Available</p> <ol style="list-style-type: none">1. Cascade Direct Calls to 92564286000 (Acknowledge call) after 3 rings. Attempt to preserve Caller ID.2. Cascade Direct Calls to 92564286140 (Acknowledge call) after 3 rings. Attempt to preserve Caller ID.3. Send Direct Calls to voicemail after 3 rings.
 3	<p>Name: Default Standard Time Frame: Anytime Status: Any</p> <ol style="list-style-type: none">1. Send Direct Calls to voicemail after 5 rings.

Creating End-user Forwarding/Cascading Call Rules

- When creating a rule set, it is placed at the bottom, you must organize the rules from most specific to generic
- In our example, our rule must be above the Default Standard rule

Switchboard

My Calls

Calls | Call Log | Voicemail

Patricia Smith
110 0:25

HOLD | TRANSFER | PARK
RECORD | END

Parked Calls

701 David Duffett
0:29 123
Patricia Smith 110

Administration

MEMBER	CALLER	DURATION
Chris Thomas 102	-	-
David Duffett 123	Patricia Smith	110 0:37
ella jakab 126	-	-
Jason Thomas 101	-	-
Jason Smith 103	-	-
Patricia Smith 110	Steve Jakab	125 0:26
Shea Caughron 100	-	-
Steve Jakab 125	Patricia Smith	110 0:25

Financial Aid

MEMBERS	Icons
Patricia Smith 110	[Icons]
David Duffett 123	[Icons]
Steve Jakab 125	[Icons]
ella jakab 126	[Icons]

Google Maps

View larger map

No History

Your google maps panel will refresh on the next incoming call.

Queue Member Activity - Sales

MEMBER NAME	LOGIN	CALLER	DURATION
1 Steve Jakab 125	Patricia Smith	110 0:25	
2 ella jakab 126	-	-	-
3 Shea Caughron 100	-	-	-
4 Jason Thomas 101	-	-	-
5 Chris Thomas 102	-	-	-
6 Jason Smith 103	-	-	-

Right Panel: All Contacts, Search, Start a guest chat, Chris Thomas, David Duffett, Directory: Custom Group, Disney World Dining Reservations, Donald Duck, ella jakab, IVR: Example IVR, Jason Smith, Jason Thomas, Mickey Mouse, Parking: Parking Lot, Patricia Smith, polycom ip650, Queue: Sales, Sales VM, Shea Caughron

Switchboard

- Switchboard is a call control panel. All users have the ability to customize their own Switchboard layouts.
- To launch Switchboard, click on the Switchboard icon in the top right corner of your user interface.