

ADMINISTRATOR MANUAL

Especially for

Our Valued Customer

*How to make
the most of
your new
iPath SIP
Service*



***i*PATH**
CLOUD SOLUTIONS

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Introduction

Thank you for choosing iPath Cloud Solutions as your internet telephony service provider. This guide provides information on how you can make changes to your iPath SIP service. It supplies all the information you need regarding features and functionality, and how they can be programmed and used.

System Administrator Functions

As the system administrator, you can choose to make changes and modifications for both your system and end users. Using this guide, you can learn how to:

- View your call activity by virtual path
- View your virtual path usage by the hour, day, week or month
- Program or modify your disaster recovery options and announcements
- Review your list of telephone numbers and toll free numbers
- Set or modify your outgoing Caller ID (CNAM)
- View your E911 settings
- Block Callers from Calling Your Phone Numbers



iPath Cloud Hosted Portal

The iPath Cloud Hosted Portal is accessed from the internet at the following address:

<https://Atlas.ipathcloudsolutions.com>

The default username is the customer contact's email address that you supplied to us, and the default password assigned by iPath Cloud Solutions is sent to that email with a link that is active for 24 hours. You must log in and change your password.

HOME PAGE

When you first login to the IPATH CLOUD Portal, there are options specific to your user profile and extension. You can [Manage your extension](#) settings, [Check your Voicemail](#) messages, or see your recent [Call History](#). There is also [Help & Training](#) that is always available at the top right hand side of the web portal. This will help you with the terminology and/or feature interaction.

OPTIONS ON THE PAGE



VOIP



FINANCE



REPORTS



SETTINGS

 **VOIP** – Takes you back to the initial login screen



- ④ **FINANCE** – This tab allows you access to your Account Details, Orders that have been placed, Invoices, and Payment Status.

- ④ **REPORTS** – As the Administrator, you have access to both inbound and outbound call activity by virtual path, as well as access to a **Path Usage** report that will show you your path usage and can be used to determine if you are “Bursting” over the pre-paid amount of paths.

- ④ **SETTINGS** – Allows you to modify your profile and password. Also allows you to add or modify your employee’s usernames and passwords.



VOIP Tab

This is where you make all of the changes to your system. **These are the global settings that affect everyone on your system.**

There are a number of tabs that appear on the left hand side of the VOIP screen. These are described below:

ACCOUNT SETTINGS

View your account settings. This sections displays Global settings and feature codes.

Global Settings – View your account ID, caller ID, time zone, and music-on-hold.

Feature Codes – View which feature codes are enabled and what the *code is.

E911

To meet Federal regulations, each phone must have the ability to dial 9-1-1 and be connected to a Public Safety Answering Point (PSAP). When 9-1-1 is dialed, the PSAP must be presented with a callback phone number, and a physical street address. Therefore, each extension entered into the Customer Portal must have an associated E911 address. To associate an E911 address with extensions, first you must enter E911 locations in the E911 module.

If you have multiple locations, you will need to add multiple E911 Locations. Make sure the street address entered is valid. If you are moving or adding another location to your business your E911 information must be changed to match your new address.



MANAGING EXTENSIONS

This feature is only available to iPath Hosted PBX customers.

MANAGING VOICE MAILBOXES

You have the ability to create as many voice mailboxes as needed for your iPath SIP Disaster Recovery Service. When in disaster recovery mode, callers can leave a message in a voice mail box, or be transferred to a telephone number that is not a part of their SIP service. To create a new voice mailbox, click Voicemail Boxes, and then click Add Voicemail Box

- ④ **Name (for Directory):** This field, combined with the Mailbox Number field, is used to populate the company directory.
- ④ **Assigned To:** Select the SIP Trunk you would like to assign the message to.
- ④ **Voicemail Number:** The number to be used for this mailbox.
- ④ **PIN:** By default, 1596. Please note that if the password is the same as the default, then the user will hear the voicemail setup wizard each time they check their voicemail. Users should immediately change their password to something different once they have recorded their greetings. Any time the password is changed to default (1596), the user will hear the voicemail setup wizard again.
- ④ **Already Setup:** Automatically enabled if the Unavailable message selection has been set to Add New or Use Existing.
- ④ **Skip Greeting:** Enable/Disable the greeting to play when a caller enters the mailbox.
- ④ **Skip Voicemail Instructions:** If you want to skip the instructions for leaving a message to be played after your unavailable message check this box.
- ④ **Delete After Notification:** Enable/Disable the voicemail to be deleted from the server after it has been emailed to the user. Email notifications are enabled per user. And the user must be assigned to the mailbox to receive emails.

④ TIME OF DAY ROUTING

Time of day routing or Time Frames can be configured to have the system route calls differently based on the day of the week and time of day.



- ⦿ **Name:** Enter a unique to identify the Time Frame.
- ⦿ **Inside Route:** Where the call routes internally.
- ⦿ **Outside Route:** Where the call routes externally.

To view a time frame's details click the name that you would like to view.

- ⦿ **Timeframe:** Inside/Outside routing enabled
- ⦿ **Route:** Routing Incoming calls to their destination.

MENUS

In the event of a service affecting situation, the auto attendant can play a customized greeting and associated menu and the caller has the ability to select from multiple options to choose how their call is routed. The caller can dial any extension defined for the PBX, as well as a set of options that correspond to the digits on a phone dial pad. All options are read-only.

To view a Menu, click *Menus*

- ⦿ **Name:** A short name given to each menu for convenience. Each menu group should have its own distinct name.
- ⦿ **Extension Dialing:** Shows if extension dialing from menu is enabled.
- ⦿ **Greeting Message:** You can replay the message for the selected menu.
- ⦿ **Media Name:** Allows you to see which file is selected for the menu.

To view more details click on the name of the menu.

- ⦿ **Button Configuration:** Shows what buttons will route to the selected areas.
- ⦿ **Greeting Message:** Play the greeting that plays for that menu.
- ⦿ **No. Retries on Misdial:** Caller may enter this many invalid entries before call termination.
- ⦿ **Timeout For Dialing:** Seconds to wait after a digit is pressed.



- **Suppress Playing Invalid Entry:** Toggle weather or not to inform the caller they entered an invalid choice.

Recording Your Auto Attendant Greetings

There are several methods available to record the announcement that will play for the automated attendant.

Record Over Phone: Once selected, you can record your greeting over the phone by calling into the menu and entering the pin number.

Upload a File: You may upload a file with your announcement in .mp3 or .wav format. The maximum file size is 4 MB.

Mailbox: The PBX system can also use voice mailbox recordings for the menu greetings. In order to record a greeting, the user must first create a mailbox in the Mailboxes module. The mailbox number should be outside of the pattern or scheme used for user mailboxes. The mailbox will not be used for taking messages; it will only be used for recording the attendant greeting.

Once the mailbox has been created, you can call the check mail application (or by pressing the *Messages* button on the phone, or dialing * and the mailbox number). Once the password is entered, you can record the attendant greeting into the Busy, Greeting, or Unavailable Recordings. Then, on the menu screen in the Portal, select *Use Existing* for Announcement, then select the *Voicemail Greeting* under *Media Category* then select the media you would like to use.

GROUPS

This feature is only available to iPath Hosted PBX customers.

MEDIA

This is where you can listen to all your media on the portal and upload files by clicking *+ADD MEDIA*



CONFERENCE BRIDGE

This feature is only available to iPath Hosted PBX customers.

LISTEN LIVE

This feature is only available to iPath Hosted PBX customers.

CALL CENTER

This feature is only available to iPath Hosted PBX customers.

HOLIDAY ROUTING

This feature is only available to iPath Hosted PBX customers.



Finance Tab

ORDERS

Here you can view all of the orders you have with iPath Cloud Network. It will show you the terms including pricing and the activation date of the services you have been provisioned for Subscriptions (Monthly Billing) as well as Labor and Products (one time charges). It also displays the term of your contract.

INVOICES

Invoices

You can see the status of all invoices that have been received and the date for each invoice. If you click on an invoice, you can also download a .pdf copy of the invoice.

Payments

You can view the payment status and method of payment. You can also download a .pdf copy of the payment.

Credits

You can view any credits that were applied to your account

PAYMENT PROFILES

View the credit card information applied to your account. You may add a new credit card when applicable. If you are set up for credit card pay, you must have this complete and up to date at all times.



Reports Tab

CALL HISTORY

Log of all calls. You can search for specific numbers and in a range of dates.

REGISTRATIONS

View which phones are currently registered.

EXTENTIONS

View which extensions are assigned to users. You can allow view and print this list as a PDF or CSV file.

FEATURE CODES

View what features codes are enabled on your system and the code assigned to it. You can also print a PDF file of these codes.

ACCOUNT METRICS

View the number of all the things associated with your account. You can also print this out.



Settings Tab

USERS

A user is anyone who is granted access to the portal via the web. As an administrator, you have the ability to grant access to the Customer Portal to other users within your organization. It is important to note that a user of the Portal is not the same as a phone user.

User Types

There are two different types of users in the Customer Portal:

- **Customer Administrator:** A user who has the ability to administrate all aspects of their assigned PBX, modify phone number and extension settings, create and modify all other PBX settings.



Troubleshooting

- ☎ Phone displays **No Service** – Verify that your internet service is working properly. Your telephones connect to a SIP Server that is accessed via the internet. If your internet service is unavailable, your phones will not work.
- ☎ If your internet service seems to be working properly and your phones are still not working, try rebooting the phone by disconnecting the power supply or if connected to a PoE switch, disconnect the Ethernet cable from the back of the phone.
- ☎ If it still does not work, try moving your phone to a location where another phone is working properly. If this still does not resolve your issue, contact IPATH CLOUD Networks NOC for further assistance.

CONTACT TECHNICAL SUPPORT

If you have an issue that you are unable to resolve on your own and need technical assistance, contact iPath Cloud Solutions Help Desk via email during regular business hours at helpdesk@ipathcloud.com or call:

484-913-1134

or

1-800-853-VOIP (8647)

Choose the option for Service (2). Please have your account information ready when you call.

Our normal hours of operation are Monday through Friday 8:30 AM – 5:00 PM Eastern Time. However, iPath Cloud Network support is available 24x7 for service impacting issues.

For non-service related issues or MAC (Move, Add, Change) work, you may alternatively send an email to helpdesk@ipathcloud.com.



