

VirtualGlobalPhone user **Guide**



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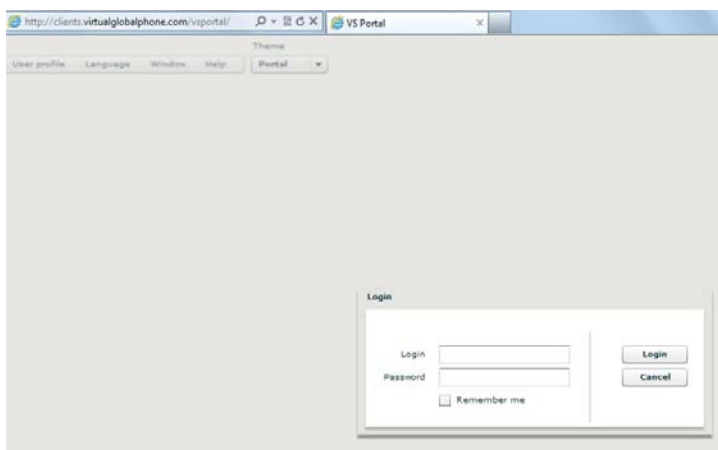
VirtualGlobalPhone

Customer self care interface

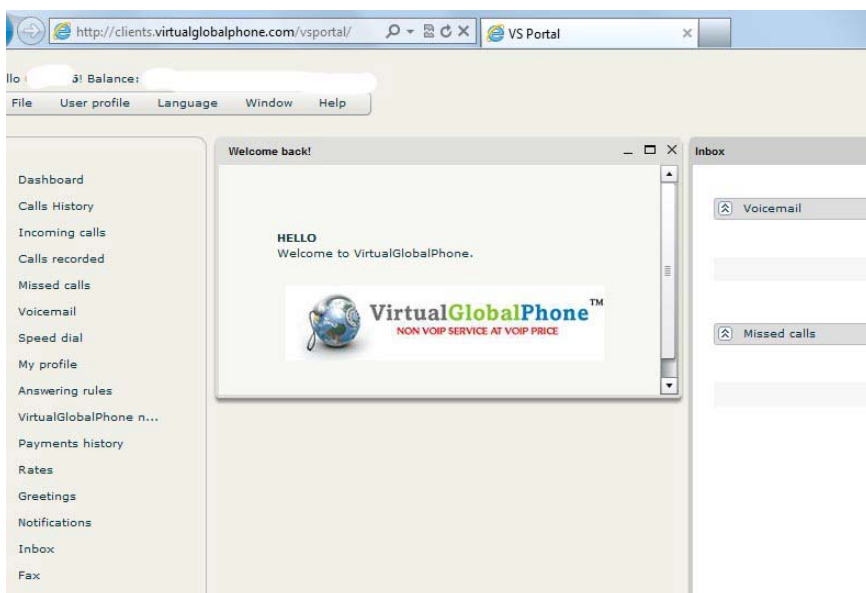
End Users can manage and control their accounts using an easy-to-use customer self-care web application. **End user** can make phone calls, trigger a callback and send an SMS (coming soon). A client can also check CDRs, check voicemail and payments, and much more.

Customer Access link

<http://www.clients.virtualglobalphone.com>

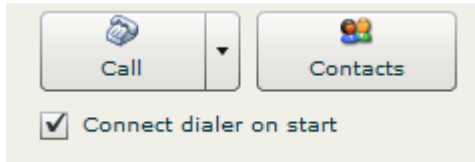


After successful login you will be having the below welcome screen with menus on the left hand side.



The home screen contains Left Hand side list of menus, Dash Board which displays the recent voicemail and missed calls. And quick shortcut buttons.

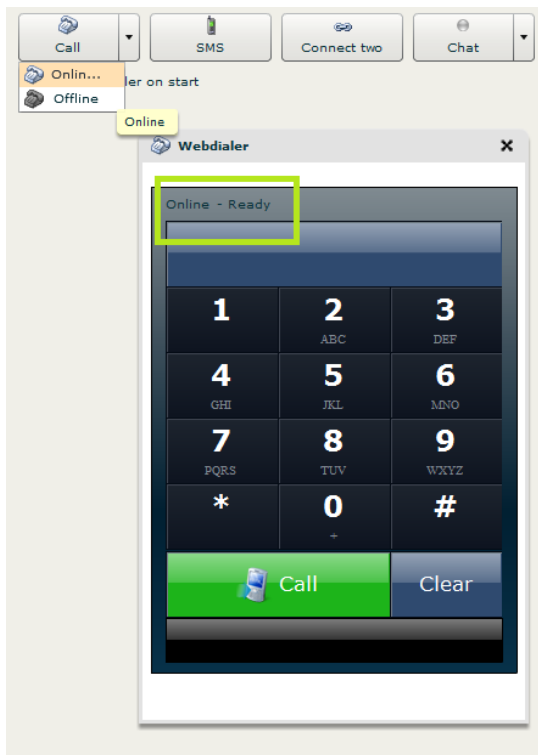
Shortcut buttons



The option “Connect dialer on start” functionality logs you into below web phone automatically when you log into the system.

Call / Web dialer

The Web dialer is available by clicking on the Call button in the top left corner of the Web interface.



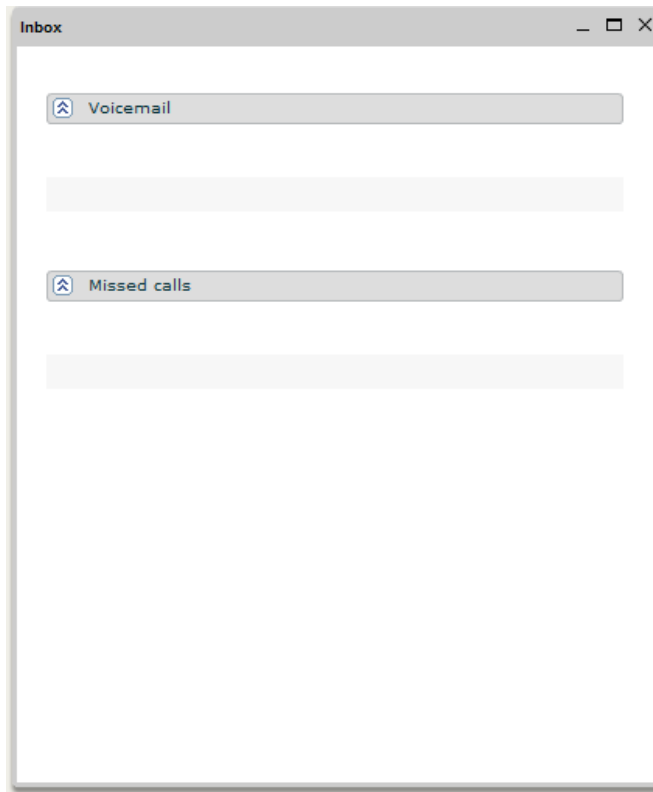
Web dialer enables you to call contacts and external numbers. Notice how the web dialer indicates your online or offline status. You can change the status by clicking on the down arrow from the call button and selecting either online or offline from the drop-down list.

To call a number, enter the number using the dialpad and press the green **Call** button. To end a call press the red **Hang up** button.

Contact

This will display the list of contacts in your account to dial our or manage the same.

Inbox



The Inbox is where you can access voicemail and missed calls. Can be accessed using collapsible/expandable panels:

The same can also be opened separately from the main menu to the left using the Inbox menu link.

Menu (Left Side)

Below you will understand and learn each functionality in depth.

Below are the lists of menus

- [Quick Setup](#)
- [Call History](#)
- [Missed Calls](#)
- [Voicemail](#)
- [Speed Dial](#)
- [My Profile](#)
- [Answering Rules](#)
- [VirtualGlobalPhone number](#)
- [Payment History](#)
- [Rates](#)
- [Greetings \(IVR\)](#)

Quick Setup

The Quick setup allows you to quickly set up alerts and redirects the calls when they are either unavailable or engaged in another call.

Find me
Alerts
Do not disturb

Find me

Settings apply when my VoIP phone is busy, offline or I do not answer for 0 seconds

Divert incoming calls to:

Phone number	priority	
5231233	1	

if none of above destinations answers, go to voicemail and play default greeting (none)

Update

* Advanced settings can be configured in the Answering rules menu


The **Find me** tab allows you to set up call diverts when they are busy, offline or do not answer. The number of seconds before the call divert is activated can be set at the top of the tab. Click the Save icon to save the settings.

Below that is a table where you can add numbers to divert incoming calls to.

To add a number click on the Add new icon

Add the phone number
Set the priority
Save the settings using the Save icon in the table.

This saves the call divert settings.



Find me Alerts Do not disturb

Send me by email:


On new voicemail

On new text message


Send via SMS to my phone number:

On new voicemail

On new text message



* Advanced settings can be configured in the Notifications menu




Find me Alerts Do not disturb

For calls ringing at:

send the call to voicemail

divert to:

default greeting:



* Advanced settings can be configured in the Answering rules menu

Calls Detail Records (CDR)

You can carry out the following functions:

Failed calls

Select call type: Calls/SMS

Summary cost and summary duration

Additional filters

Export

The screenshot shows a web interface titled "Calls History". At the top, there are several filter controls: "Select period" with a dropdown menu set to "(All)", "Called number" with an input field, "User login" with an input field, and a "Show Failed Calls" checkbox. There are "Apply" and "Show All" buttons. Below these, there is a "Page size" dropdown set to "10" and "Page 1/1 of 4 records". There are also "Columns" and "Export" buttons. The main part of the interface is a table with the following columns: "Called number", "Call start", "Duration", "Cost", "IP number", "Description", and "Region". The table contains four rows of data. At the bottom of the table, there is a summary: "Summary duration: 11 min. 26 sec. (686 s) Summary cost: 0.223 \$".

Called number	Call start	Duration	Cost	IP number	Description	Region
1	2011-03-25 14:35:51	00:06	0.01	2.16E		
1	2011-03-25 14:36:13	00:06	0.01	2.16E		
147	2011-04-20 20:30:32	00:12	0.01	2.16E		
1	2011-03-25 14:34:18	00:12	0.01	2.16E		

Summary duration: 11 min. 26 sec. (686 s) Summary cost: 0.223 \$

You will have the ability to manipulate and edit the content and appearance of the calls history display using the various filters and display options.

Page size - allows you to select how many calls are displayed on one page.

Export - when ticked, this box adds the option for end-users to export their calls to a Comma Separated Values (.csv) file.

Select period - select period from drop-down list. The period can also be a custom select between two dates

Called number - displays call history of a particular number (Its either your VirtualGlobalPhone number or your dialed out phone number)

User login - displays call history of a particular user (if more than one user is configured)

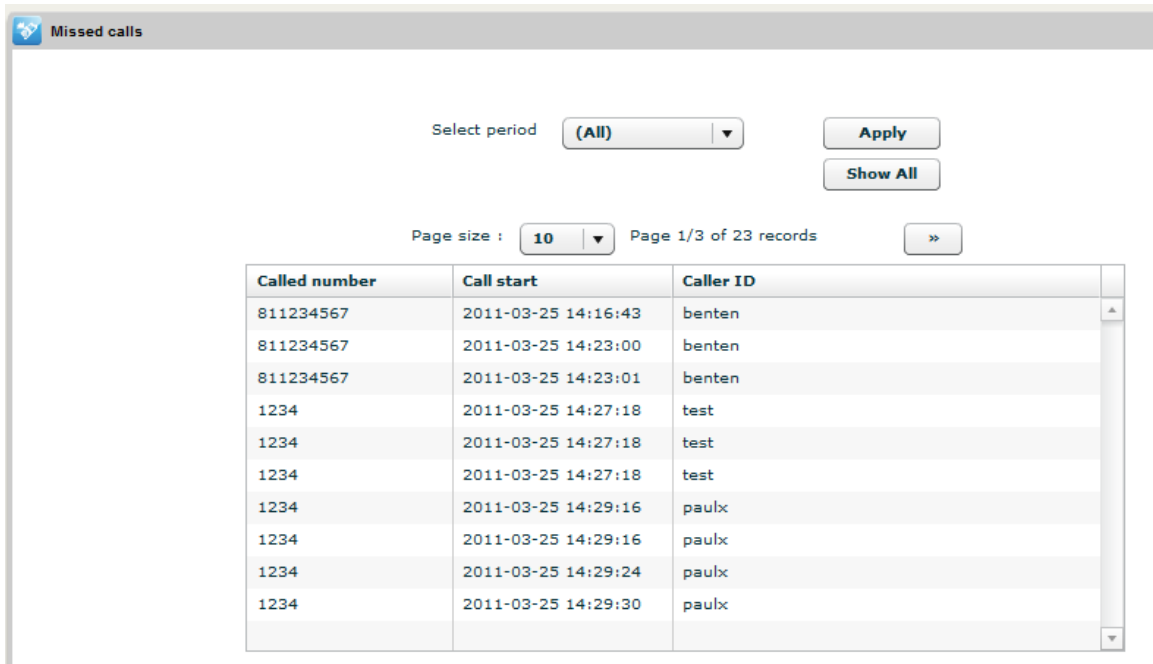
Show Failed Calls - tick box, which when ticked, includes failed calls in the call history display

Additional filters option - when the tick box for a certain client type is unchecked then additional filters for the end-user will appear

Missed Calls

The Missed calls enables you to view calls they missed or were unable to answer.

It consists of a number of filters for searching for and displaying information and a table for displaying the search results.



The screenshot shows a web interface titled "Missed calls". It features a "Select period" dropdown menu currently set to "(All)", an "Apply" button, and a "Show All" button. Below this, there is a "Page size" dropdown set to "10" and a "Page 1/3 of 23 records" indicator with a right arrow button. The main content is a table with three columns: "Called number", "Call start", and "Caller ID".

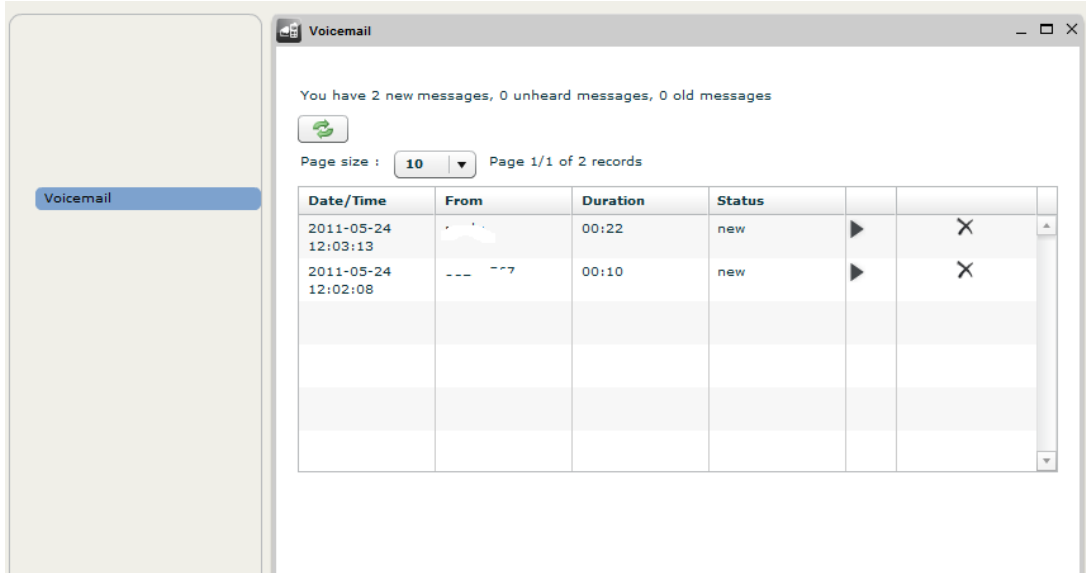
Called number	Call start	Caller ID
811234567	2011-03-25 14:16:43	benten
811234567	2011-03-25 14:23:00	benten
811234567	2011-03-25 14:23:01	benten
1234	2011-03-25 14:27:18	test
1234	2011-03-25 14:27:18	test
1234	2011-03-25 14:27:18	test
1234	2011-03-25 14:29:16	paulx
1234	2011-03-25 14:29:16	paulx
1234	2011-03-25 14:29:24	paulx
1234	2011-03-25 14:29:30	paulx

Search filters are chosen from a drop-down list and the Apply button is used to apply the filter. The Show all button displays all missed calls in the table below.

The search filter also includes a Custom search for specifying missed calls during a particular time period.

VoiceMail

This allows you to view and playback recorded messages.



The table displays the following information in columns:

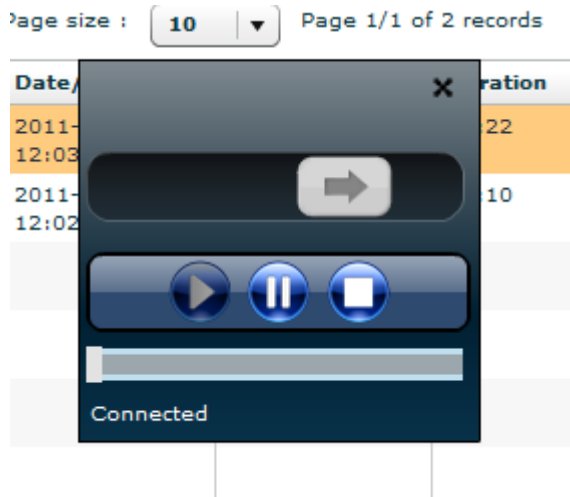
Date/Time - displays the date/time of the voicemail

From - displays the name/number of the user leaving the voicemail

Duration - displays the length of the voicemail

Status - displays the status of the voicemail (eg. old or new)

Play button - Arrow icon that allows user to play voicemail. When the play arrow is clicked that particular message is played (Fig. 2)



Delete icon - an X icon that deletes the message selected.

Speed Dial

The speed dial enables you to set up and call contacts as speed dial entries. A speed dial entry is a shortcut using a number from the phone dial pad assigned to a particular telephone number. So if, for example, you assign the number 1 on the dial pad to a particular telephone number (e.g. 18882864484), instead of having to dial the whole number, you simply need press 1 on the dial pad to speed dial the number assigned to it.

Different telephone numbers can be assigned to different numbers on the dial pad as speed dial shortcuts in much the same way as we set up speed dial shortcuts on our mobile phones.

Filters –

Phone number - enter the number to search for and click the Apply button. Results of the search will be displayed in the table above.

Nick name - enter the nick name to search for and click the Apply button. Results of the search will be displayed in the table above.

Show All - click this button to display all entries in Speed dial in the table above.

Phone number :

Nickname :

Page size : Page 1/1 of 0 records

Phone number	Nickname	Speed dial		

Phone number - displays the number set up as a speed dial

*Nickname - *displays the nickname set up as a speed dial

Speed dial - displays the dial pad number for speed dial

Call - clicking the telephone icon opens the web dialer and calls the number set up in speed dial

Edit/Delete - clicking the edit/delete icon enables editing or deleting the speed dial entry

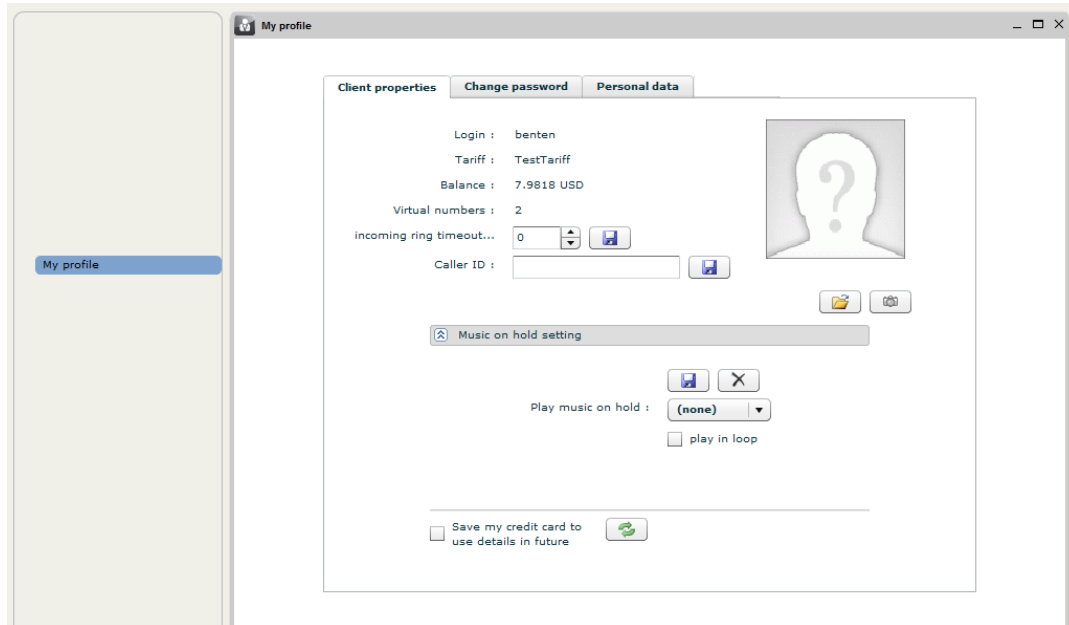
To add a new entry to speed dial, click on the Add new button and input the number, nickname and speed dial number.

My Profile

This allows you to set up options regarding account information, e.g. personal data, caller id etc.

The interface has 3 tabs:

- Client properties
- Change Password
- Personal data



Client properties tab

The Client properties tab displays information about your login, tariff, balance, and the number of VirtualGlobalPhone numbers. It allows you to edit the caller ID and configure music on hold.

A number of fields can be edited and saved using the save icons for each field. They include:

Incoming ring limited - allows you to setup how many seconds an incoming call rings before disconnecting the call.

Caller ID - this field allows you to setup the caller ID (Which gets displayed on the receiving end).

Music on hold - this option allows you to setup a greeting for music on hold.

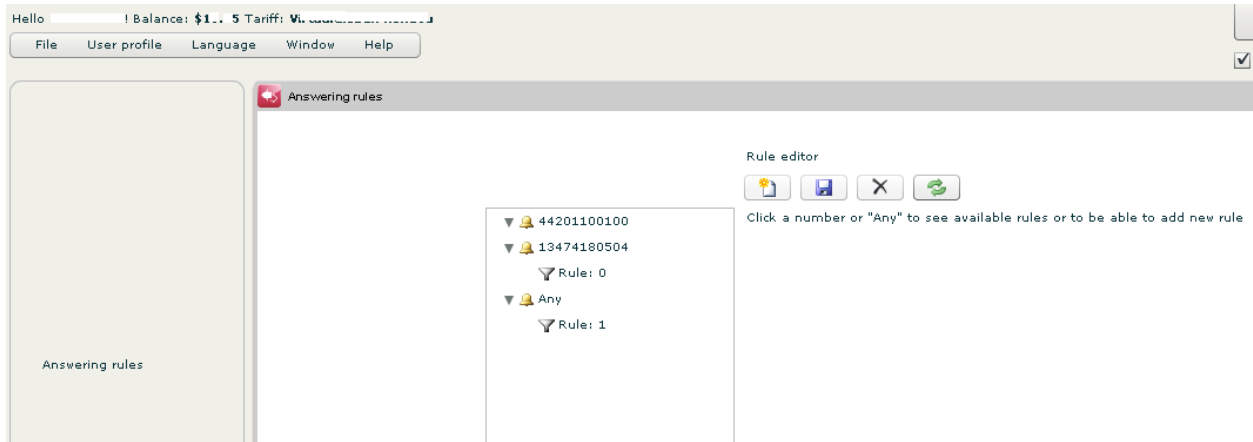
Personal data tab

The Personal data tab allows an end-user to enter or change personal information such as first name, last name, etc. Once the fields have been filled in/edited, click the Update button to save the changes.

Answering rules

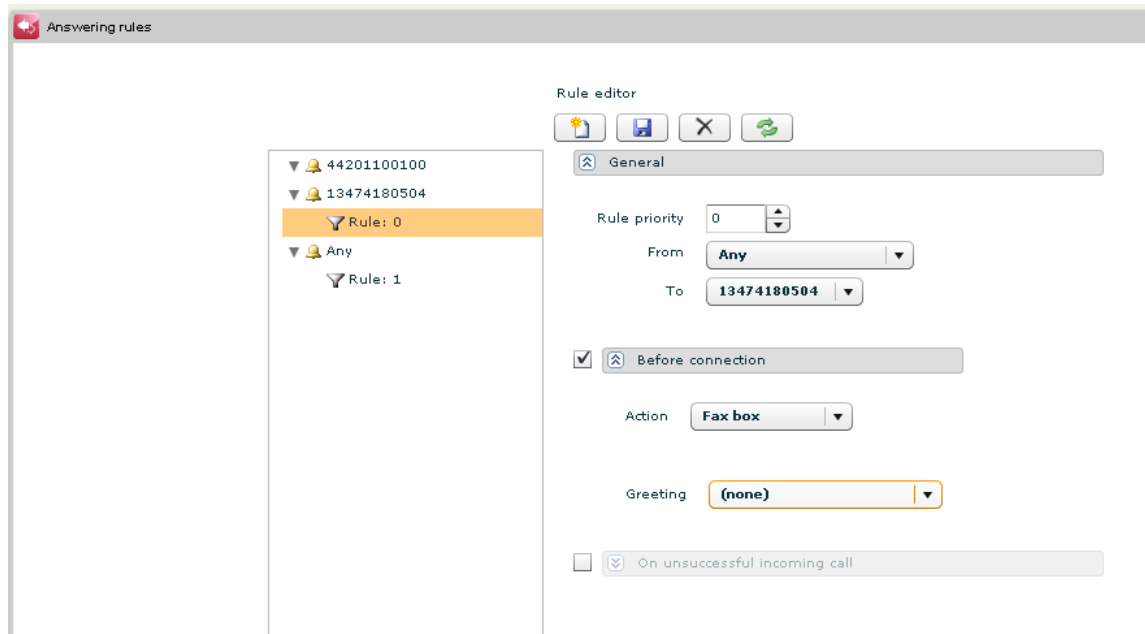
The module allows you to set more advanced number redirect rules, like:

- Forwarding connection to your PSTN at work or mobile phone, when you are not at your desk
- Set voicemail service, and greeting file for voicemail
- Set greeting file for people who are calling you
- Use redirection when DND checked



There are 3 collapsible sections to the interface

- General
- Before connection
- On unsuccessful incoming call



General

General rule settings allows you to set the priority of the rule (the rule with lowest priority will be used first). You can also set who this rule applies to in the From field: there is a drop-down list: all callers, group, your whole contact list or a specific number. The “To field” is where you input the number to redirect the call to.

Before connection

This panel allows you to forward a call to Voicemail or play music on hold when a call is not connected.

A drop-down list offers the choices of:

- Call waiting
- Do not disturb

There is a tick box enabling a greeting message or music to be played in a loop

On unsuccessful incoming call

You can set up rules when for some reason a call can't be answered.

The “When” tick boxes allow you to choose the reason for the action - Busy, No answer, Offline

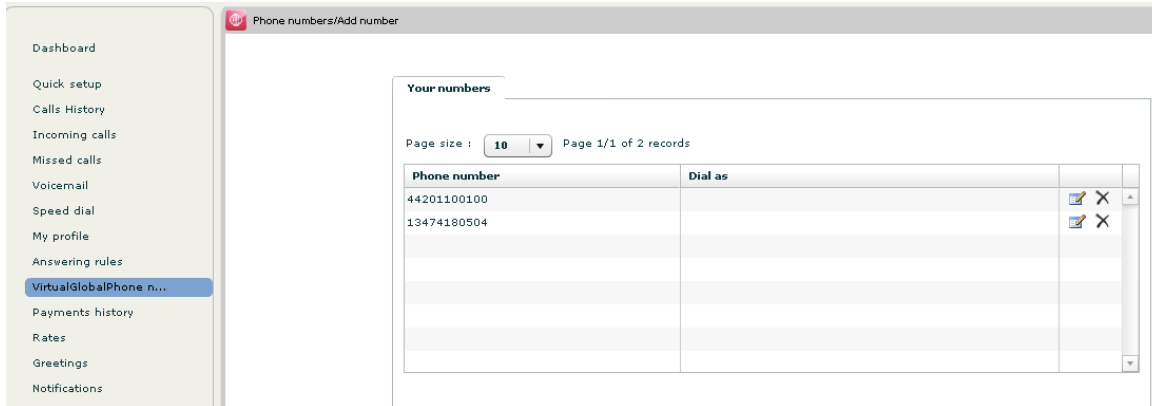
The actions you can choose from are:

- Forward to
- Voicemail

There is a tick box enabling a greeting message or music to be played in a loop

VirtualGlobalPhone number

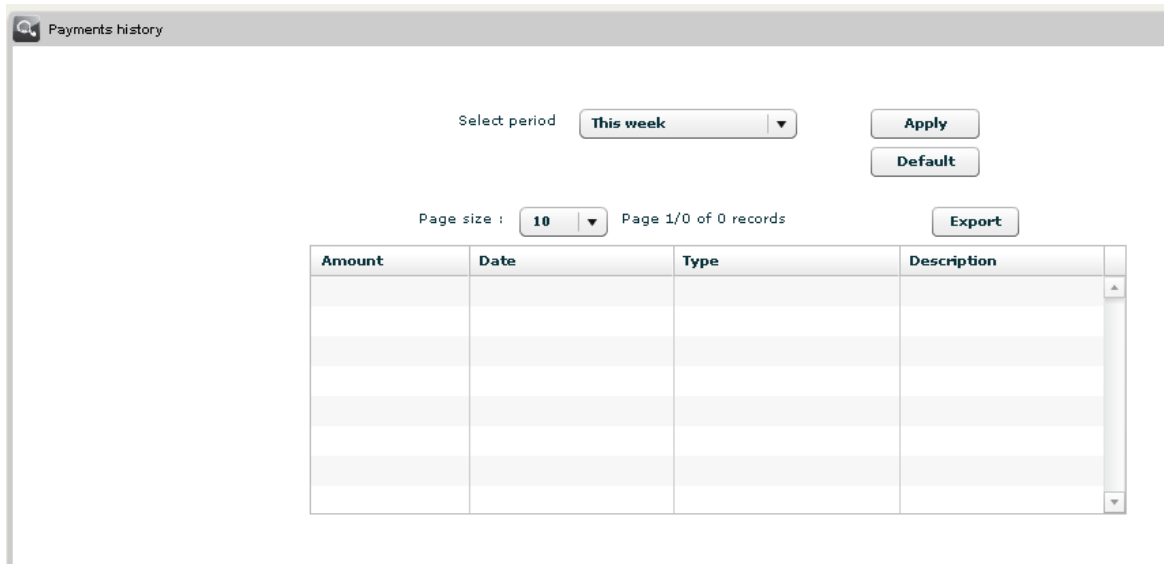
The module allows you to view allocated VirtualGlobalPhone numbers.



The screenshot shows a web application interface for managing VirtualGlobalPhone numbers. On the left is a navigation menu with items like Dashboard, Quick setup, Calls History, Incoming calls, Missed calls, Voicemail, Speed dial, My profile, Answering rules, VirtualGlobalPhone n..., Payments history, Rates, Greetings, and Notifications. The main content area is titled "Phone numbers/Add number" and contains a section labeled "Your numbers". Above the table, there is a "Page size" dropdown set to "10" and "Page 1/1 of 2 records". The table has two columns: "Phone number" and "Dial as". It contains two rows of data: 44201100100 and 13474180504. Each row has a small icon and an 'X' button in the "Dial as" column.

Payment History

This module allows you to view their Payments history.



The screenshot shows the "Payments history" module. At the top, there is a "Select period" dropdown menu currently set to "This week", with "Apply" and "Default" buttons next to it. Below this, there is a "Page size" dropdown set to "10" and "Page 1/0 of 0 records", with an "Export" button. The main part of the interface is a table with four columns: "Amount", "Date", "Type", and "Description". The table is currently empty.

The module consists of a filter which can be used to specify the period payments were made from a dropdown list. Once a particular period has been selected, click the Apply button to apply the search filter. The results are displayed in the table below.

The Show all button displays all items in the payments history in the table below.

Rates

You can view the forwarding rates or dialing out rates here. You can filter and get a price of a particular country using Description and prefix as below.

Dashboard

Quick setup

Calls History

Incoming calls

Missed calls

Voice mail

Speed dial

My profile

Answering rules

VirtualGlobalPhone n...

Payments history

Rates

Greetings

Notifications

Inbox

Fax

Rates

Tariff: VirtualGlobalPhone

Description: india

Prefix:

Apply

Default

Page size: 10 Page 1/54 of 535 records

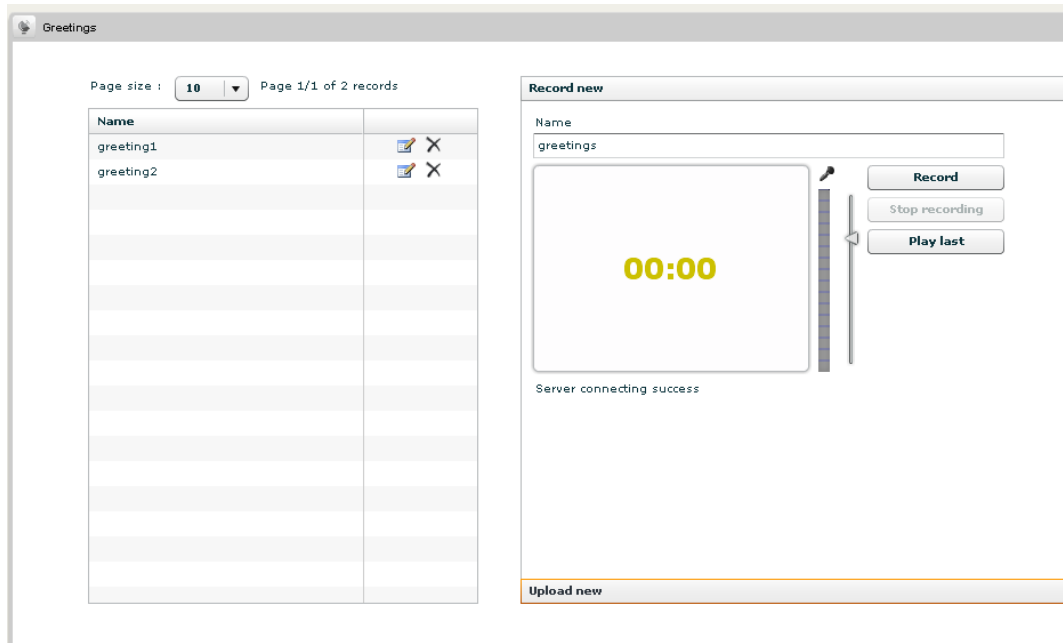
Prefix	Description	Voice rate	Period
91	India	\$0.02	Sunday-Saturday 00:00-24
917200	India Cellular	\$0.02	Sunday-Saturday 00:00-24
917204	India Cellular	\$0.02	Sunday-Saturday 00:00-24
917205	India Cellular	\$0.02	Sunday-Saturday 00:00-24
917206	India Cellular	\$0.02	Sunday-Saturday 00:00-24
917207	India Cellular	\$0.02	Sunday-Saturday 00:00-24
917208	India Cellular	\$0.02	Sunday-Saturday 00:00-24
917209	India Cellular	\$0.02	Sunday-Saturday 00:00-24
917250	India Cellular	\$0.02	Sunday-Saturday 00:00-24
917259	India Cellular	\$0.02	Sunday-Saturday 00:00-24

Greetings

This module allows you to record your own greetings for answering rules or welcome messages for receptionist.

There is also an option to upload a previously prepared file.

The last function is the playback function of Greetings.



The module has three main functions

- Greetings view
- Record new
- Upload new

Record new

This allows you to record a greeting using a microphone connected to a PC.

To start recording click the Record button.
After the recording is finished click Stop.

If all is successful the greeting will be visible in the Greetings tab.