Spitfire Hosted PBX 2.1 - User Web Interface

Log in using the url, username and password provided.
e.g. https://*company*.spitfirevoiceapps.net

You will now see the "Dashboard"

Dashboard

This allows you to check your voicemails, see and return missed calls as well as view and change call forwards you have set.

Call Detail Records

This allows you to view, search and export call Records.
Navigate to "apps", then "Call Detail Records"
Here you will see all calls in all directions...

		Direction		Source		Start Range	From	To
		Status		Destination		CID Name		

Note: Source, Destination and Caller ID (CID) Name fields support the use of an *asterisk* ("*") as a wildcard character.   RESET SEARCH

		CID Name	Source	Destination	Start	TTA	Duration	PDD	MOS	Status
☐	↗	2102	2102	1234567890	6 Feb 2020 09:49:33	4s	0:00:08	1.32s	4.50	Answered
☐	↗	2102	2102	1234567890	4 Feb 2020 15:25:09		0:00:02	1.26s	4.50	Cancelled
☐	↔	2102	2102	1234567890	4 Feb 2020 11:40:37		0:00:02	0.14s	4.50	Cancelled
☐	↗	2102	2102	1234567890	4 Feb 2020 09:21:03	5s	0:00:06	1.34s	4.50	Answered
☐	↗	2102	2102	1234567890	4 Feb 2020 09:18:30	13s	0:00:11	1.26s	4.50	Answered
☐	↗	2102	2102	1234567890	4 Feb 2020 09:16:51		0:00:00	0.00s		Failed
☐	↗	2102	2102	1234567890	4 Feb 2020 09:15:44		0:00:00	0.00s		Failed
☐	↗	2102	2102	1234567890	4 Feb 2020 09:12:24		0:00:00	0.00s		Failed
☐	↗	2102	2102	1234567890	4 Feb 2020 09:06:17		0:00:00	0.00s		Failed
☐	↔	2102	2102	1234567890	4 Feb 2020 09:05:45		0:00:00	0.00s		Failed
☐	↗	2002	2002	1234567890	3 Feb 2020 08:30:12	3s	0:00:06	2.58s	4.48	Answered
☐	↗	2102	2102	1234567890	24 Jan 2020 11:14:05	3s	0:00:05	2.50s	4.50	Answered
☐	↗	2102	2102	1234567890	24 Jan 2020 11:13:08	3s	0:00:16	2.60s	4.50	Answered
☐	↗	2002	2002	1234567890	23 Jan 2020 14:03:49		0:00:11	10.10s	4.50	Failed
☐	↗	2102	2102	1234567890	22 Jan 2020 11:06:48	1s	0:00:05	0.92s	4.50	Answered

You can use the fields at the top of the screen to narrow down your required search criteria:

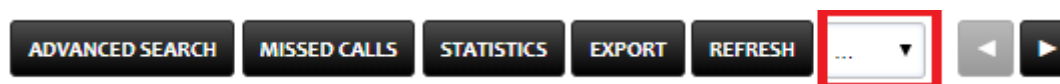| Direction	This can be inbound, outbound and local.
Status	This can be Answered, Missed, Voicemail, Cancelled or Missed.
Source	Source allows you search from a number that placed the call. E.g. 2001 for extension 2001.
Destination	Destination allows you to search for a number that received a call. E.g. a mobile number.
Start Range	This allows you to enter the range in calendar for the Search.

Exporting call reports

Once you have set all the required search fields remember to press the Search button.

[RESET] [SEARCH]

You can then export the results as a CSV or PDF.

[ADVANCED SEARCH] [MISSED CALLS] [STATISTICS] [EXPORT] [REFRESH] [...▼] [◄] [►]

Choose CSV or PDF from the drop down option.

[ADVANCED SEARCH] [MISSED CALLS] [STATISTICS] [EXPORT] [REFRESH] [...▼] [◄] [►]

Call Routing

Navigate to "Apps" then "Call Routing".
Here you can set your extension to forward Immediately (Call Forward), On Busy, No Answered and when Not Registered.

Call Forward	⦿ Disabled ◯ Enabled	1234567890
On Busy	⦿ Disabled ◯ Enabled	Destination
	If enabled, it overrides the value of voicemail enabling in extension..	
No Answer	⦿ Disabled ◯ Enabled	1234567890
	If enabled, it overrides the value of voicemail enabling in extension..	
Not Registered	⦿ Disabled ◯ Enabled	Destination
	If endpoint is not reachable, forward to this destination before going to voicemail..	
Follow Me	⦿ Disabled ◯ Enabled	
Do Not Disturb	⦿ Disabled ◯ Enabled	

SAVE

If you Enable "Follow Me" you can add additional numbers to ring, when your extension or DDI is called.

Follow Me	◯ Disabled ⦿ Enabled				
Destinations	**Destination**	**Delay**	**Timeout**	**Prompt**	
	3323	0 ▾	30 ▾	▾	
	3312	0 ▾	30 ▾	▾	
	3329	0 ▾	30 ▾	▾	
	1234567890	0 ▾	30 ▾	▾	
		0 ▾	30 ▾	▾	
Ignore Busy	⦿ Disabled ◯ Enabled				
Do Not Disturb	⦿ Disabled ◯ Enabled				

SAVE

Please remember to add your own extension to the list if you want your phone to ring with the "Follow Me" extensions.

![Spitfire logo]

Operator Panel

Navigate to "Apps" then "Operator Panel"
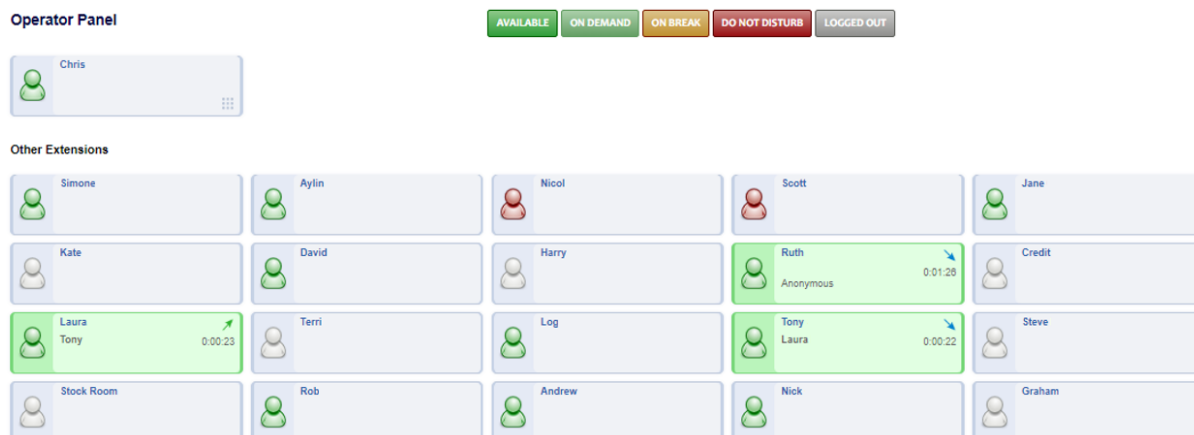
In here you can change the Status of your phone. Click on the desired status…

Typically this will be "Available" or "Do Not Disturb". Other statuses apply to agents in a call queue.

You can also see other user's statuses: you can see if they are on a call, the number they are connected to and the direction of the call.

In your extensions tab you can access a keypad to initiate a call from your extension…

Tap on this to allow you to dial internal and external numbers, connecting via your phone.