

SIP Communicator Web User Guide (V4)



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1. Logging on:

Browse to: [https://pbx\(X\).spitfiretsp.net](https://pbx(X).spitfiretsp.net)

*Note: Replace the (X) with the PBX number where your domain is created
It is recommended that IE version 8 or Chrome is used to access the web interface.*



Please enter your login information. In environments with multiple domains, you have to use an account name like "username@domain". In environments with only one domain, you can use the form "user". For more information about the login procedure, please see the [online documentation](#).

PBX Login

Account:

Password:

Login Type:

Language:

Remember login information.

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Enter your user name and password. *(Supplied by administrator)*
Select "User Login" from the drop down list.
Click "Login"

2. Home Page

Once logged in you will be directed to your home page as shown below.



You have 3 options:

1. Settings
2. Lists
3. Status

The **Settings** tab is used to customize your extension account. You can change passwords, set your name, redirection preferences, control mailbox and modify other items related to your account.

In the **Lists** you can see the content of your mailbox, missed calls and an overview on all calls. This area also contains your personal address book.

The **Status** tab shows you an overview on your account settings and other useful information like registered user agents.

NOTE: Clicking: Home at the bottom of every page will take you back to this page.

3. Settings- General

The screenshot shows the 'General' settings page for account 2002 1483806992. The page has a header with the SPITFIRE logo and navigation links for Home, Help, and Logout. Below the header are tabs for Settings, Lists, and Status. The main content area is titled 'General settings for account 2002 1483806992' and contains the following fields:

- First name (e.g. John): Lewis
- Last name (e.g. Smith): Hamilton
- Web Password: [masked]
- Web Password (repeat): [masked]
- PIN (e.g. 1234): [masked]
- PIN (repeat): [masked]
- Timezone: Default Time Zone
- IVR Language: English (UK)
- Web Language: Default System Web Language
- Upload picture: Choose File No file chosen
- Wakeup time (e.g. 7:15): [empty]
- Explicitly specify park orbit preference: [empty]
- Explicitly specify pickup preference: [empty]
- Permissions to monitor this account: [empty]
- Block outgoing caller-ID: no yes
- Enable Call Waiting: on off

A 'Save' button is located at the bottom of the form. The footer contains the copyright information: Copyright © 2005-2010 Abantia, Inc. | Home | Help | Logout.

- **First name and Last name:** Is the name that will display when you call another user.
- **Web Password:** Password to log onto the console.
- **PIN:** Is the Pin you will use to access voicemail remotely.
- **Time Zone:** Default Time Zone.
- **IVR Language and Web Language:** You can change language to your preference.
- **Upload Picture:** You can upload a picture to your homepage
- **Wake up time:** You can set the phone to ring as a reminder at a certain time.
- **Explicitly specify park orbit preference:** Allows you to specify the where calls are parked when using this feature.
- **Explicitly specify pickup preference:** Allows you to specify extension that you can answer when the pick up feature is used.
- **Block Caller ID:** prevents CLI being sent.
- **Enable Call Waiting:** Turns call waiting on or off on the account.

Note: Explicitly specify park orbit preference and pickup preference should only be changed if instructed by the system administrator.

Permission to monitor this account: This setting is not relevant on the Hosted Solution.

4. Settings- Redirection

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Settings Lists Status

General Redirection Mailbox Email Buttons Instant Message

Redirection settings for account 2002 1483806992:

Do not disturb: On Off

Incoming anonymous calls: No special treatment

Hot Desking at:

Call Forward all calls to:

Call Forward calls when busy to:

Call Forward on no answer to:

Call Forward no answer timeout: Default value

Call Forward when not registered:

Cell phone number:

Cell phone number:

Confirmation: No confirmation required

Include the cell phone in calls to extension: Don't call cell phone

When calling the extension in a hunt group: Don't call cell phone

When calling the extension in a agent group: Don't call cell phone

Include cell phone for web callback: Don't call cell phone

Specify time when system calls the cell phone: Off

Save

- **Do not disturb:** If set to “On” will send all calls to voicemail.

Note: Setting DND will not affect calls to a hunt group that you are a member of. DND can be set from the web interface as shown above or by pressing the DND button on the handset.

- **Incoming anonymous calls:** Allows you to select how the system should handle anonymous calls to your extension, there are 4 options that you can select.
 1. **No special treatment:** Call will ring as normal
 2. **Reject the call:** Caller gets an announcement that you do not accept anonymous calls.
 3. **Pretend to be busy:** Caller get engaged tone.
 4. **Ask for name:** System answers call, prompts the caller to record their name, places them on hold and then rings your extension. When you answer the name is played back to you and to can select to accept the call, reject it or send it to your voicemail.
- **Hot Desking at:** Not supported.
- **Call forwarding:** Allows you to set a call forward destination for all calls, when busy or no answer.

Note: If setting up call forward busy then you must turn the “Call Waiting” feature off.

- **Call forward no answer timeout:** Sets the time taken before the call is diverted to the no answer destination and will overwrite the time set by the administrator.
- **Call forward when not registered:** Allows you to set a destination to divert your calls to if your handset is not registered.
- **Cell phone number:** Sets a destination number to twin with your extension.
- **Confirmation:** Leave this set to “No Confirmation Required”
- **Include the cell phone in calls to the extension:** Determines if the twinned device is called immediately or after a delay.
- **When calling the extension in a hunt group:** Determines if the twinned device will ring when a hunt group is called that the extension is a member of.

- **When calling the extension in an agent group:** Determines if the twinned device will ring when an agent group is called that the extension is a member of.
- **Include the cell phone for web callback:** Not supported
- **Specify time when system calls the cell phone:**
 1. **Off:** Always calls the twinned device.
 2. **Explicitly specify available times:** Allows you to set a time table when the twinned device should be called.
 3. **Service Flags:** If your domain has service flags configured you can select one that if set, then the system will call the twinned device.

Note: if specifying available time you must enter the time in 24 hour format as follows: 8:00-16:00

5. Settings- Mailbox

The screenshot shows the 'Mailbox settings for account 2002-1483806992' page. The settings are as follows:

- Time until mailbox picks up: Default value
- Maximum Number of Messages: [dropdown menu]
- Announcement Mode: Name Announcement
- Allow Access for Extensions: [text input field]
- Send message waiting indication: YES (selected) / NO
- Call cell phone when new message arrives: YES (selected) / NO
- Mailbox Escape Account (overrides domain setting): [text input field]

A 'Save' button is located below the settings.

- **Time until mailbox picks up:** Overwrites default time set by administrator.
- **Maximum number of messages:** Allows you to set a limit on the number of messages that can be left in your mailbox.
- **Announcement mode:** If set to “Name Announcement” then only your recorded name is played to callers, if set to “Anonymous Announcement” then your recorded greeting is played to callers.

Note: If you do not record a greeting or a name then the system default greeting is played.

- **Allow Access for Extensions:** You can list other users on the system that should be notified if you receive a voicemail.
- **Send message waiting indication:** Allows you to turn the message waiting lamp on or off on your handset for new messages. It is recommended that this is set to “Yes”
- **Call cell phone when new messages arrives:** If set to “Yes” the system will call the cell phone number set under redirection when a voicemail is received and play the voicemail message back.
- **Mailbox Escape Account:** Sets the destination when a caller dials “0” while listening to your voicemail greeting.

6. Settings- Email

The screenshot shows the 'Settings' page for an email account. The account ID is 2002-1483806992. The settings are as follows:

Setting	Value
Email Address (e.g. abc@company.com):	spdemo@spitfireuk.net
Send a mailbox message by email:	Send message as attachment to email
After sending a message:	Keep message as new message
Send email on missed calls:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Send email record for all calls:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Send email on status changes:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Send email when mailbox is full:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Send email if the call was rejected because of blacklisted number:	<input type="radio"/> Yes <input checked="" type="radio"/> No

A 'Save' button is located at the bottom of the settings form.

- **Email Address:** Enter your email address.
- **Send a mailbox message by email:** Email can be sent to you with the voicemail message attached or an email can be sent to you notifying you that you have a voice mail or no email sent at all.
- **After sending a message:** If email is sent to you with Voicemail message, you can choose to keep the voicemail message as a new message, mark it as read or delete it from the handset.
- **Send email on missed calls:** System will send email detailing any missed calls.
- **Send email record for all calls:** System will send email detailing all calls.
- **Send email on status change:** System will send and email when the status of you extension changes, for example if you set DND or if your handset un registers.
- **Send email for black listed call:** System will send an email if you are called from a black listed number set in your address book.

7. Settings- Instant Messages

Instant messages can be sent to the handset of other users on the system.

Note: Instant messaging is only supported on the Yealink T28, T26 and T22 handsets. If the other user replies to your instant message either via the phone or their web interface the message will appear on your handset provided it is a model mentioned above.

The web interface can only be used to send messages not receive them.

8. Lists- Mailbox

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Settings Lists Status

Mailbox > Conference > Missed-Calls > Call Log > Address-Book > Domain-Addresses > Feature-Codes

Mailbox of 2002 1483806992: ?

Time	Number	Duration	Flags
2010/03/17 08:28:01	Mark Webber (2006)	01:41	✗ 🗣️
2010/04/27 14:56:03	Mark Webber (2006)	05:24	✗ 🗣️
2010/04/27 16:25:41	Mark Webber (2006)	00:02	✗ 🗣️ ★
2010/07/28 17:00:27	Lewis Hamilton (2002)	00:10	✗ 🗣️ 🗄️
2010/07/28 17:00:43	Lewis Hamilton (2002)	00:08	✗ 🗣️ 🗄️

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This screen list all your voicemail messages and any recorded calls that you have initiated. Recorded calls are indicated by the “yellow” barrel symbol. New voicemail messages are indicated by the “yellow star” symbol. To listen to the recording or voicemail greeting click the “speaker” symbol. To delete the recording or voicemail greeting click the “red cross” symbol.

9. Lists- Conference

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Settings Lists Status

Mailbox > Conference > Missed-Calls > Call Log > Address-Book > Domain-Addresses > Feature-Codes

Conferences organized by 2002 1483806992: ?

Name	Start	Room	Moderator	PIN	Participant	PIN	Action
Test (R)	07/22/2010 12:00:00	2401	-4906		0034		✗ 🗣️

Create a new conference

Name:

Date (MM/DD/YYYY or MM/DD, no entry = today):

Start time (HH:MM):

End time (HH:MM):

Participants (e.g. *101, 102; user@domain.com):

Record the conference: on off

Room:

Create

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This screen allows you to set up scheduled conferences using pre-configured conference rooms set up by the administrator.

- Enter details into Create a new conference.
- Click “Create”.
- A conference will be created with access PIN for participants.

Name	Start	Room	Moderator	PIN	Participant	PIN	Action
Test	2010/07/29 13:50:05	441483806992	441483806992	441483806992	441483806992	441483806992	

- Click on .
- A file download pop up will appear.



- Click Open.
- An MS Outlook appointment will appear with the access code. Click Save for it to appear in your calendar or invite attendees.



10. Lists- Missed Calls



Click the “green handset” to call the number.
Click the “disk icon” to same the number to your address book.

11. Lists- Call Log









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Settings Lists Status

Mailbox Conference Missed-Calls Call Log Address-Book Domain-Addresses Feature-Codes

Call List for 2002 1483806992:

Time	From	To	Duration
2010/07/29 13:39:07	2002	2401  	00:45
2010/07/29 12:52:17	2002	2003@demo.spitfiretap.net@demo.spitfiretap.net  	00:05
2010/07/29 12:37:50	2002	Dale ellwood (07747463018)  	00:08
2010/07/29 11:17:13	Sebastian Vettel (2008)  	500  	00:05
2010/07/29 11:16:18	Nico Rosberg (2009)  	2002	00:03
2010/07/29 11:16:07	2002	Nico Rosberg (2009)  	00:02
2010/07/28 11:02:11	2002	Sebastian Vettel (2008)  	00:02
2010/07/29 11:01:21	2002	Sebastian Vettel (2008)  	00:18
2010/07/29 10:53:45	Nico Rosberg (2009)  	2002	00:24
2010/07/29 09:28:37	2002	Sebastian Vettel (2008)  	00:16
2010/07/29 09:18:56	2002	Sebastian Vettel (2008)  	00:07
2010/07/29 09:18:43	02075013000  	441483806992  	00:07
2010/07/29 09:18:13	2002	Demo Room (02075013183)  	00:13
2010/07/28 17:00:40	2002	123  	00:11

Click the “green handset” to call the number.
 Click the “disk icon” to save the number to your address book.

Note: The call log will show the last 30 records only.

12. Lists- Address Book

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








Settings Lists Status

Mailbox Conference Missed-Calls Call Log Address-Book Domain-Addresses Feature-Codes

Personal Address Book:

This list shows your personal address book. Please be careful when setting speed dial numbers. Use the asterisk sign in front of the number and be sure that you don't overlap a feature code. Please be careful clicking the delete button, because the entry will be permanently deleted.

Search Pattern: Result Length: 10

Number	First Name	Last Name	CMC	Speed Dial	Edit	Delete
02075013000	Spitfire					
02075013183	Demo Room					
07747463018	Dale	ellwood				
07747463155			07747463155			
2002	Jenson	Button				

Create New Entry:

First Name:

Last Name:

Number:

Speed Dial:

CMC:

Contact Type: Regular Contact

- To add a new entry fill out create new entry boxes and click create.
- To edit an existing number click “Edit” next to the number.
- To delete an existing number click the “Delete” button.
- To dial the contact click on the number.

*Note: The Speed Dial entry's should be in the range *01 to *59.
To dial a speed dial from the handset dial the speed dial number.
No speed dial required if dialling from web interface.*

13. Lists- Domain Addresses



- To dial the contact click on the number.

14. Lists- Feature Codes

This page provides a list of all the feature codes used by the system. You can view the codes but cannot change them.