



USER CONTROL PANEL (UCP)

Quick Start Guide



Step-by-step



QUICK START GUIDE FOR UCP

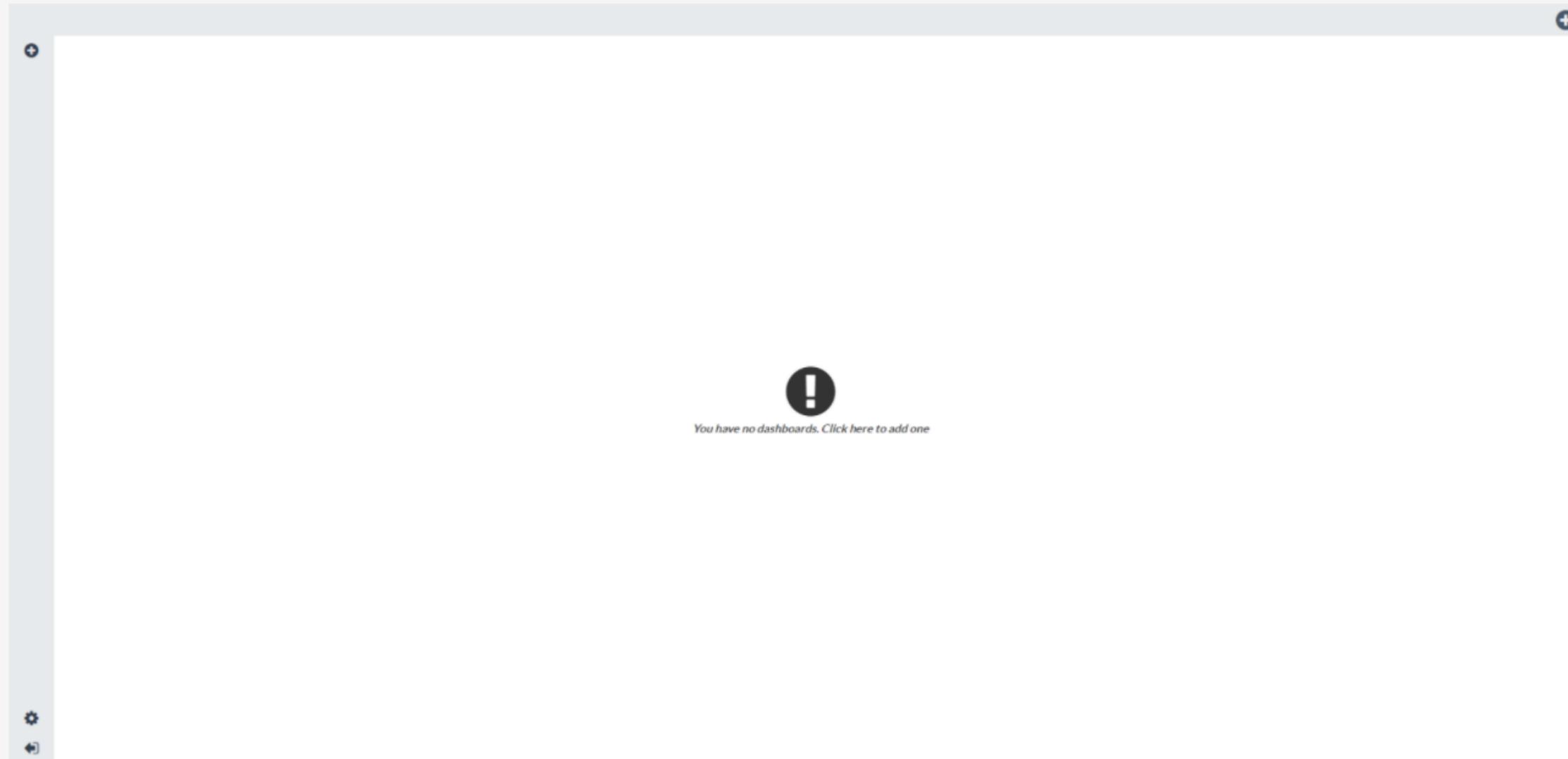
Please contact neoRhino helpdesk for any troubleshooting or further questions.
281 - 779 - 4850

INSTRUCTIONS SUMMARY (DETAILS AND SCREENSHOTS BELOW)

- | | |
|---------------|---|
| STEP 1 | Create Dashboard |
| STEP 2 | Give your dashboard a name |
| STEP 3 | Click the plus button in the upper left corner of your dashboard to get to the ADD WIDGET screen. |
| STEP 4 | Choose your desired dashboard widget and click the plus button on the widget tile to add it to your dashboard. |
| STEP 5 | Move any widget on your dashboard via the top bar of each one, and resize each widget by clicking and dragging on the lower right corner. |
| STEP 6 | You can also add widgets to your sidebar by clicking on the "Side Bar Widgets" tab on the ADD WIDGET window. |

STEP 1

The following screen is what shows after you log in to your extension's UCP for the first time:



Click on the ! icon in the center of the screen to add a dashboard.

STEP 2

Give your dashboard a name and click "Create Dashboard"



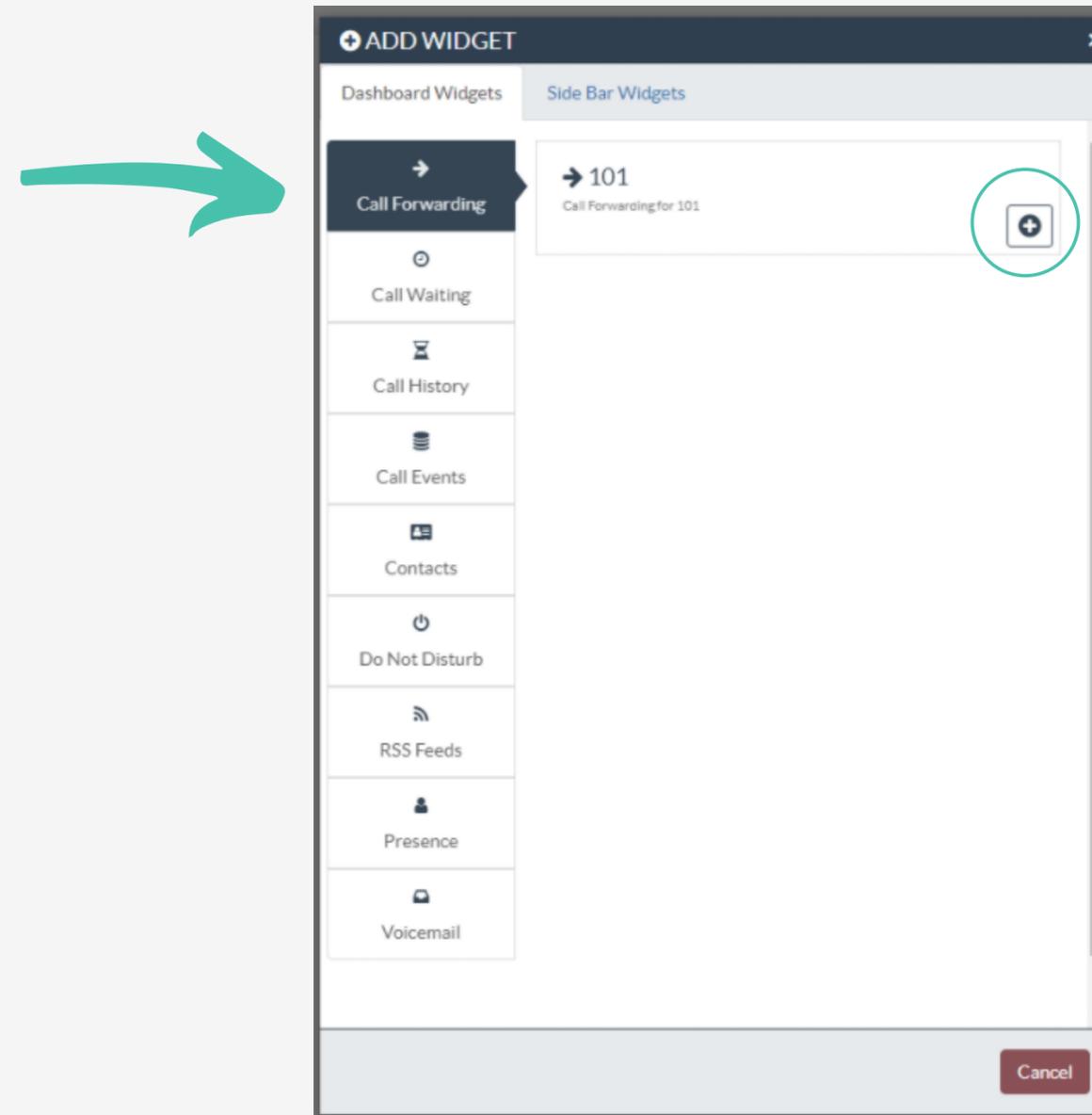
+ ADD DASHBOARD ×

Dashboard Name

Cancel Create Dashboard

STEP 3

Click the plus button in the upper left corner of your dashboard to get to open the ADD WIDGET window.

**STEP 4**

Choose your desired dashboard widget and click the plus button on the widget tile to add it to your dashboard.

STEP 5

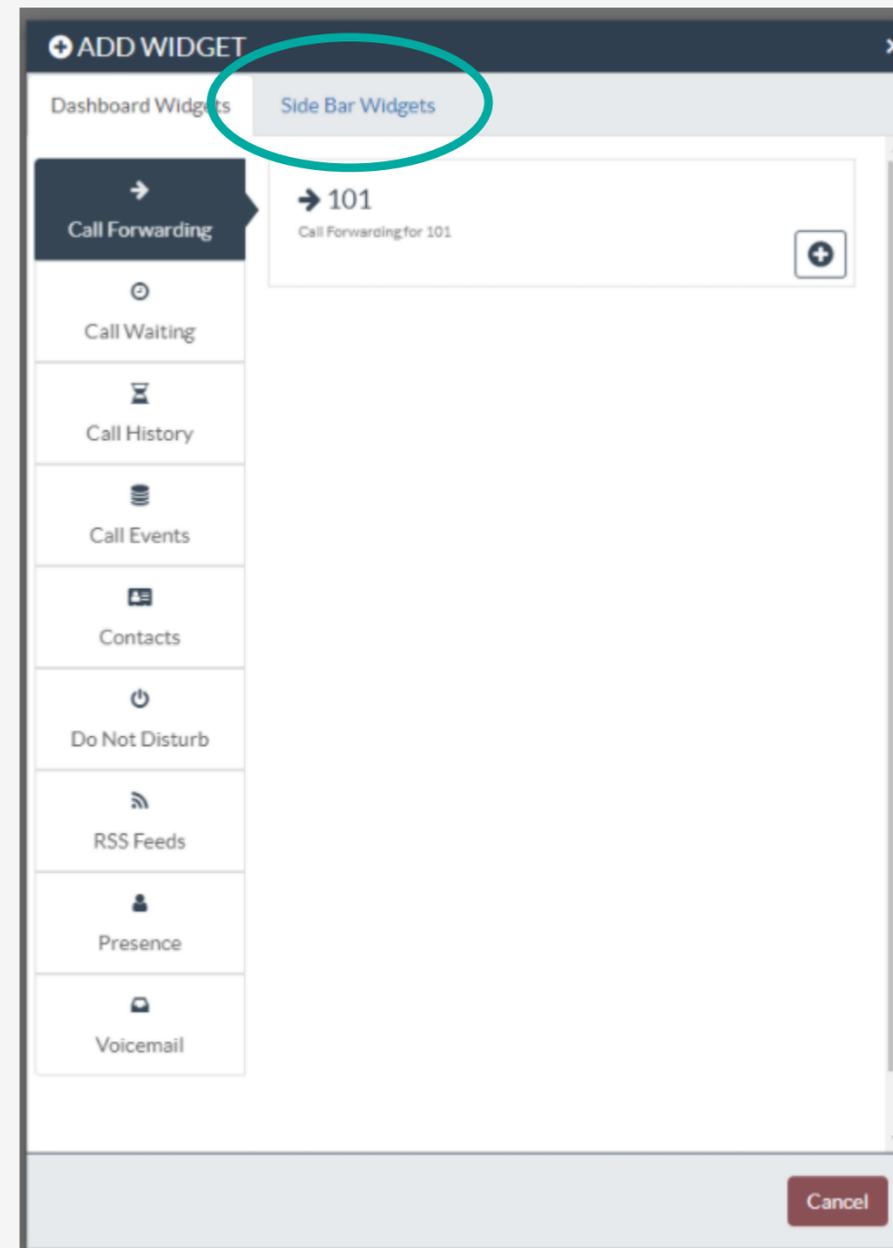
Below is an example of a dashboard with some widgets in place. Move any widget on your dashboard via the top bar of each one, and resize each widget by clicking and dragging on the lower right corner.

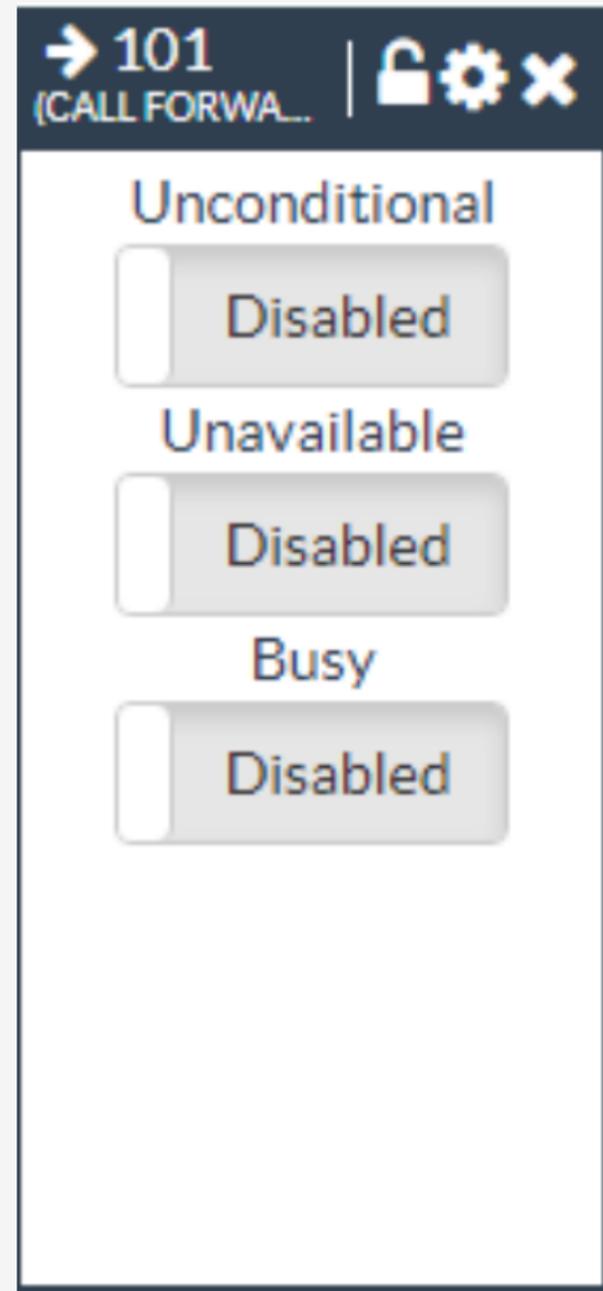
The screenshot displays a dashboard with several widgets. On the left, there are three vertical panels: '101 (CALL FORWA...)' with 'Unconditional' (Disabled), 'Unavailable' (Disabled), and 'Busy' (Disabled) buttons; '101 (PRESENCE)' with an 'Available' dropdown; and '101 (CALL WAITING)' and '101 (DO NOT DIST...)' with 'Enabled' and 'Disabled' buttons respectively. The main area features three widgets: '101 (VOICEMAIL)' with an 'INBOX' list (Family, Friends, Old, Work, Urgent) and a table with columns 'Date/Time', 'CID', 'Playback', 'Duration', and 'Controls'; '101 (CALL HISTORY)' with a search bar and a table with columns 'Date', 'Description', 'Duration', 'Playback', and 'Controls'. A teal circle highlights the top bar of the '101 (VOICEMAIL)' widget, and another teal circle with an arrow points to the bottom-right corner of the same widget, indicating the resize handle.

STEP 6

You can also add widgets to your sidebar by clicking on the "Side Bar Widgets" tab on the ADD WIDGET window.

Sidebar widget functionality matches the dashboard functionality.

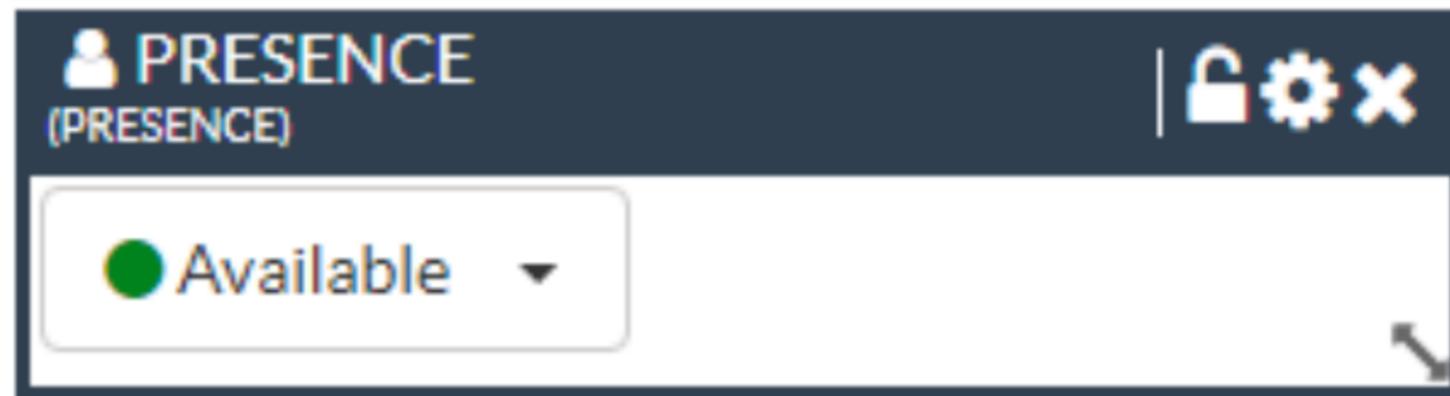


WIDGET FUNCTION Call Forwarding:

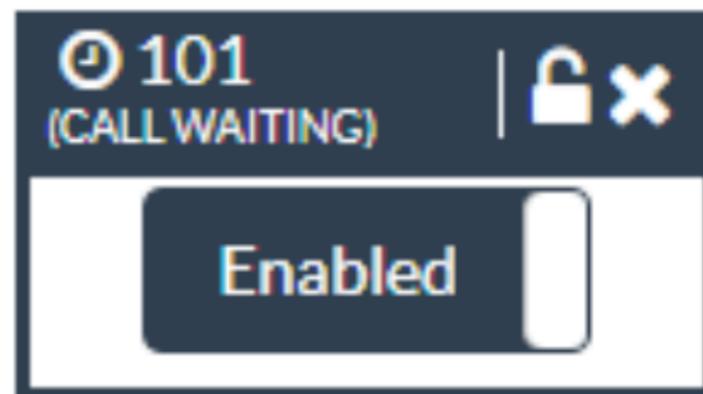
Unconditional: Forward calls immediately regardless of current state of line/PBX to the number entered.

Unavailable: Preconfigured number to which calls are forwarded if the customer endpoint becomes unresponsive due to an Internet outage or software/configuration failure of endpoint

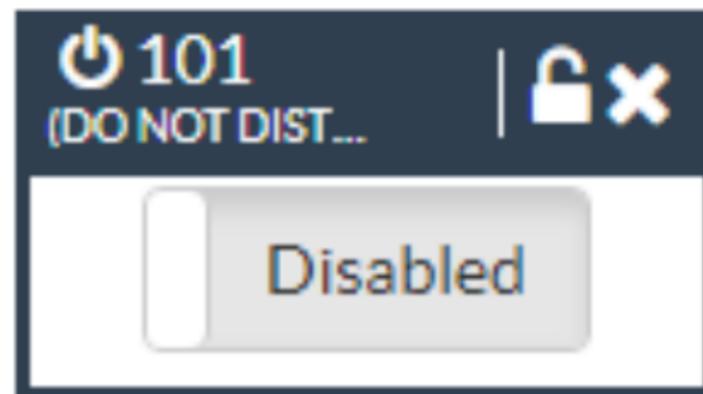
Busy: Preconfigured number to which calls are forwarded if the customer endpoint is busy, usually due to being on an active call.

WIDGET FUNCTION Presence, Call waiting, & Do Not Disturb

Presence: Presence state allows users to set different statuses for themselves depending on what they are currently doing.



Call Waiting: If enabled, while on the phone, the user will be notified of an incoming call and is able to place the first call on hold while answering the second.



Do Not Disturb: Used to indicate that this user does not wish to be disturbed. Calls by default fall into voicemail.

WIDGET FUNCTION Call History

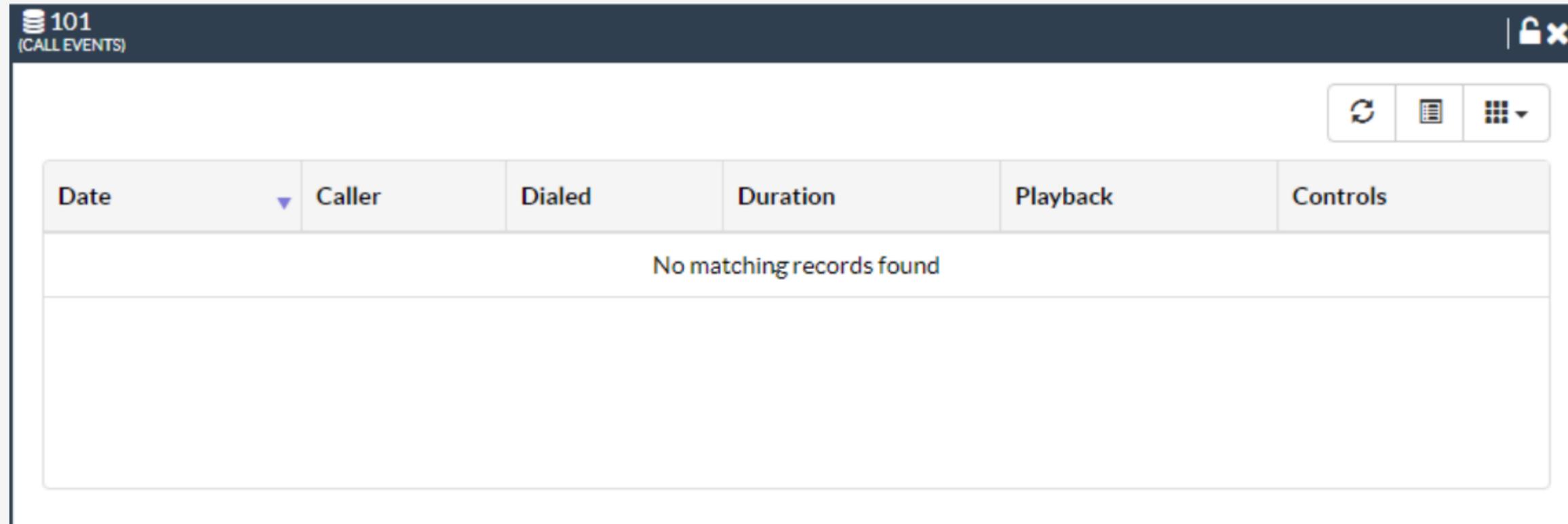
Allows you to see all inbound and outbound calls for your user and listen to any call recordings that are associated with that call. More features are available in the Call Events widget, so it is not recommended to use Call History.

The screenshot shows a window titled "101 (CALL HISTORY)" with a search bar and several icons (refresh, list, grid) on the right. Below the search bar is a table with the following columns: Date, Description, Duration, Playback, and Controls. The table is currently empty, displaying the message "No matching records found".

Date	Description	Duration	Playback	Controls
No matching records found				

WIDGET FUNCTION Call Events

Allows users to see all inbound and outbound calls for your user and listen to any call recordings that are associated with that call. This widget is intended to replace Call History in the long term.



Date	Caller	Dialed	Duration	Playback	Controls
No matching records found					

WIDGET FUNCTION Voicemail

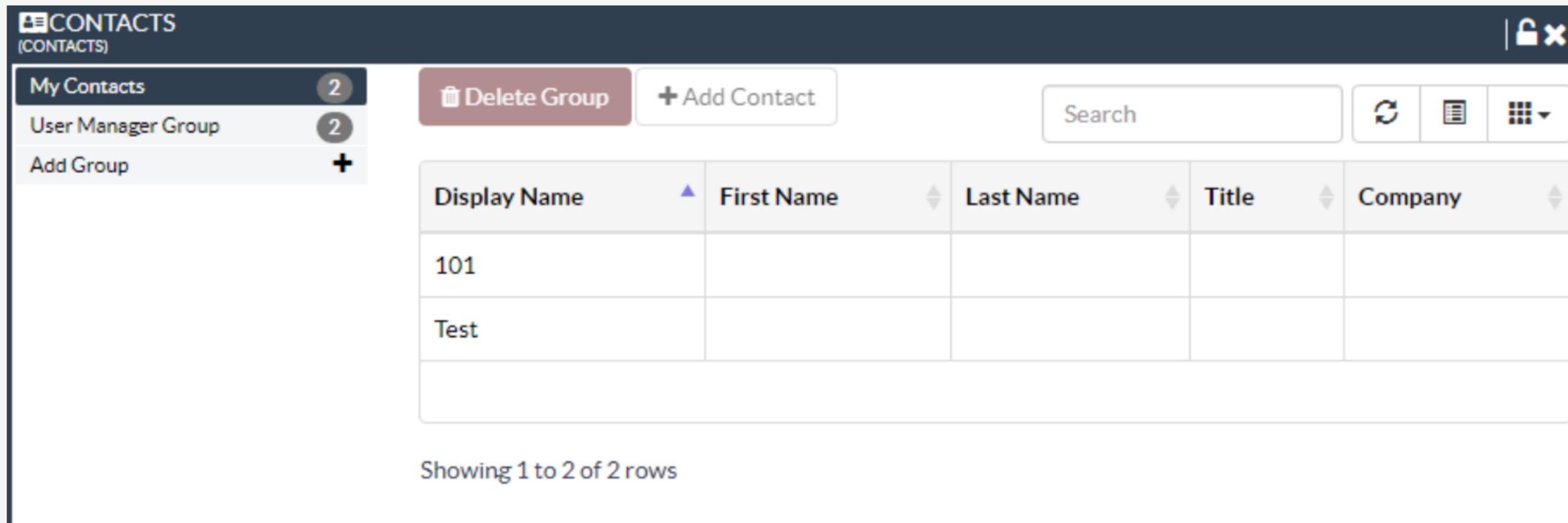
View, listen and manage your voicemail settings. Voicemail messages can be organized into folders or downloaded to the computer. Greetings can also be set if you prefer to upload an audio file from your computer instead of recording from the phone itself.

The screenshot displays a voicemail widget interface for extension 101. The interface is divided into several sections:

- Header:** Shows the extension number "101" and the label "(VOICEMAIL)".
- Left Sidebar:** Lists folders with their respective message counts: INBOX (0), Family (0), Friends (0), Old (0), Work (0), and Urgent (0).
- Action Buttons:** Includes "Delete", "Forward", and "Move".
- Table Header:** Features columns for "Date/Time", "CID", "Playback", "Duration", and "Control".
- Table Content:** Displays the message "No matching records found".

WIDGET FUNCTION Contacts

Allows you to see and create contacts that can be used in other widgets in UCP. Phone Apps, and for speed dials.
Contacts can be organized into groups.

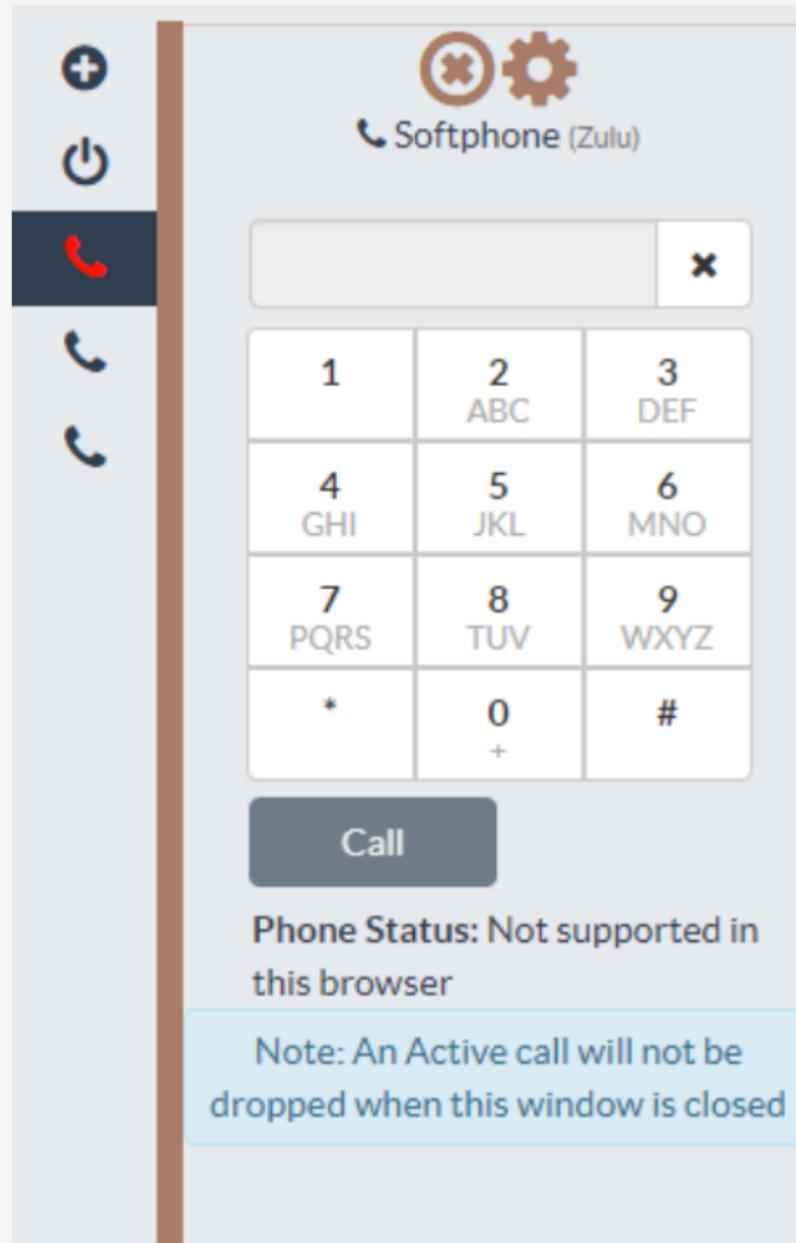


The screenshot displays the 'CONTACTS' widget interface. On the left, a sidebar lists contact groups: 'My Contacts' (2), 'User Manager Group' (2), and 'Add Group' (+). The main area features a 'Delete Group' button, an 'Add Contact' button, a search bar, and a refresh icon. Below these is a table with columns for 'Display Name', 'First Name', 'Last Name', 'Title', and 'Company'. The table contains two rows: '101' and 'Test'. At the bottom, it indicates 'Showing 1 to 2 of 2 rows'.

Display Name	First Name	Last Name	Title	Company
101				
Test				

WIDGET FUNCTION Zulu Softphone

Zulu widgets are only available for Zulu service subscribers.





SECURE. RELIABLE. AFFORDABLE.

WWW.NEORHINO.COM

888.661.6068

713.936.4680

CALL US FOR ANY QUESTIONS.
