rhynotel

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:

You have no dashboards. Click here to add one
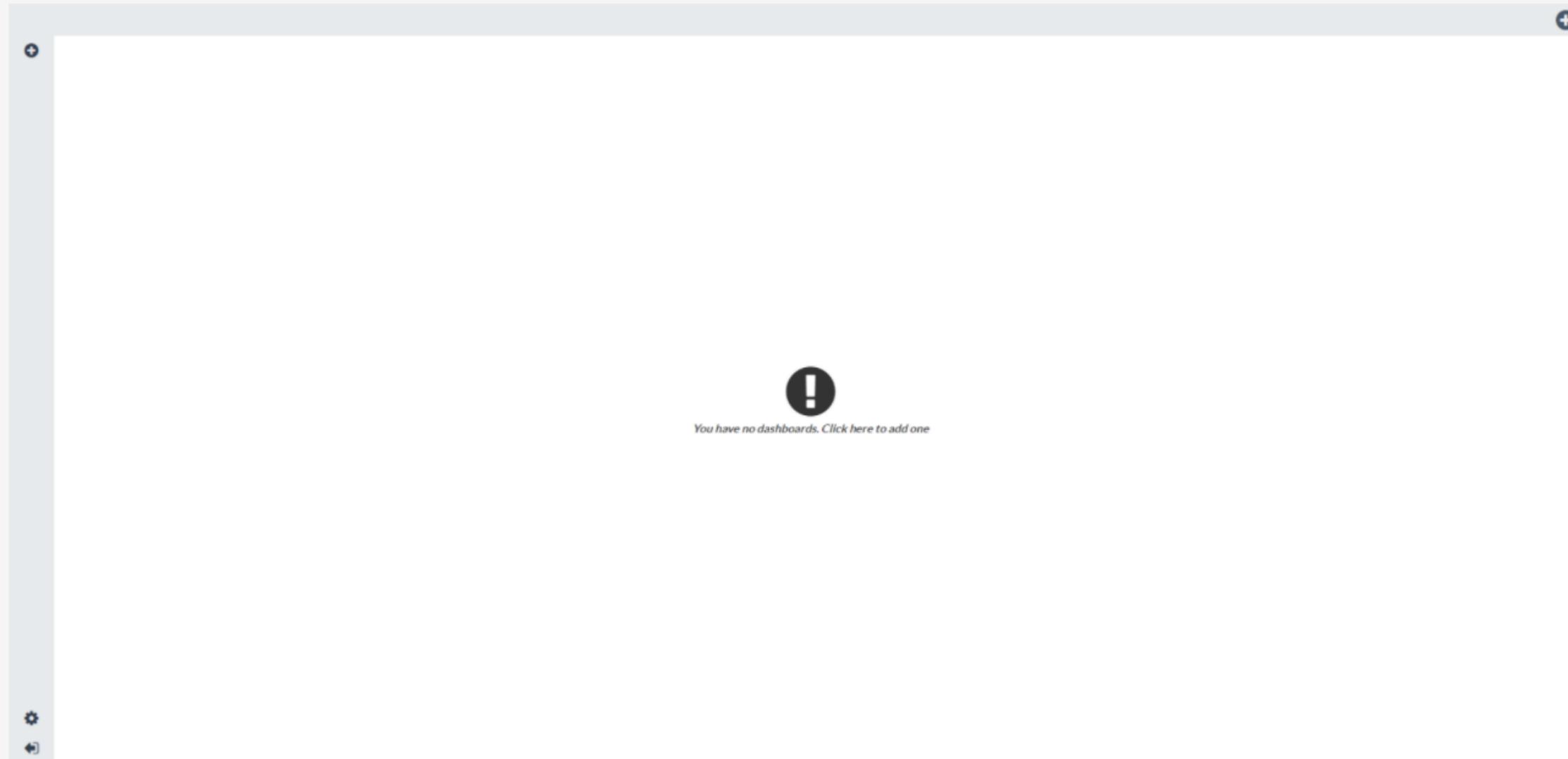
Click on the ! icon in the center of the screen to add a dashboard.

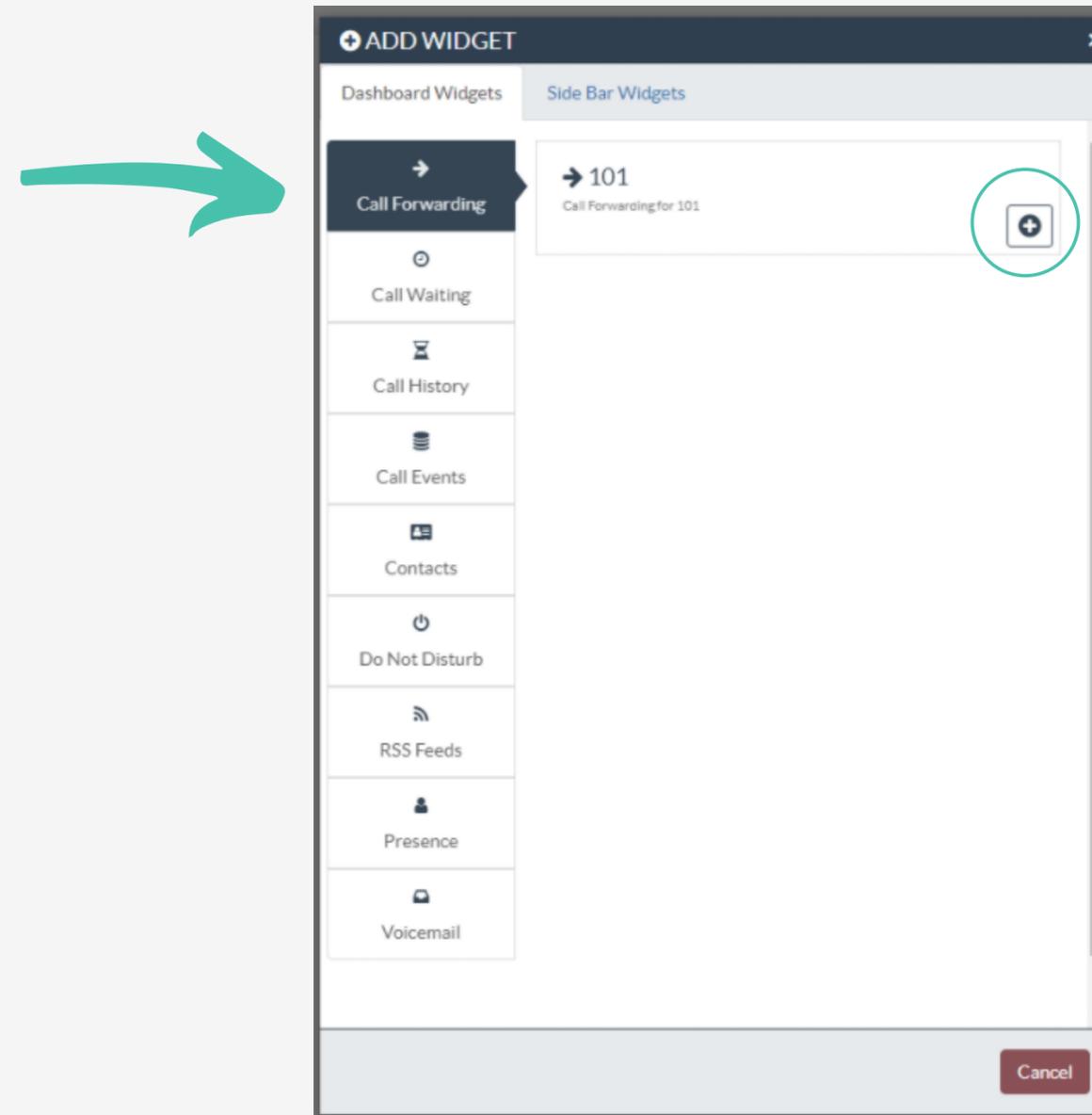**STEP 2**   Give your dashboard a name and click "Create Dashboard"

⊕ 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.
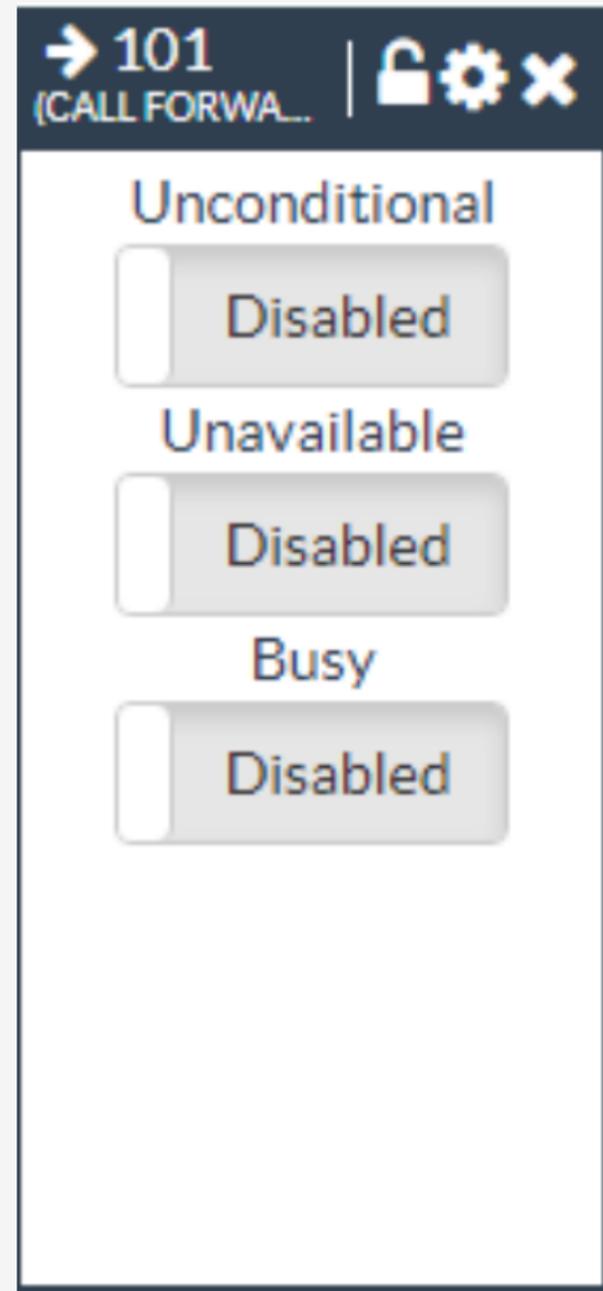
STEP 6

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.
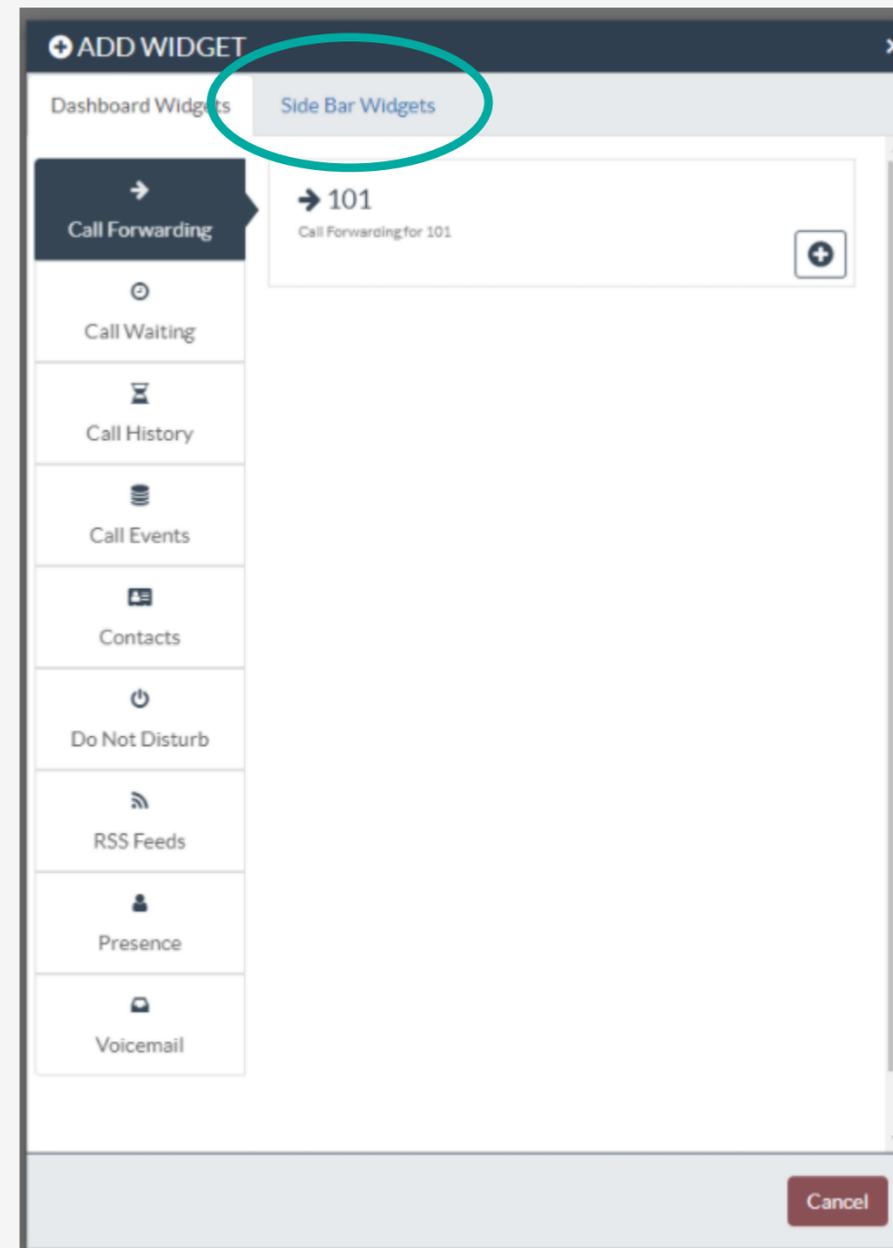
WIDGET FUNCTION   Call Forwarding:

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
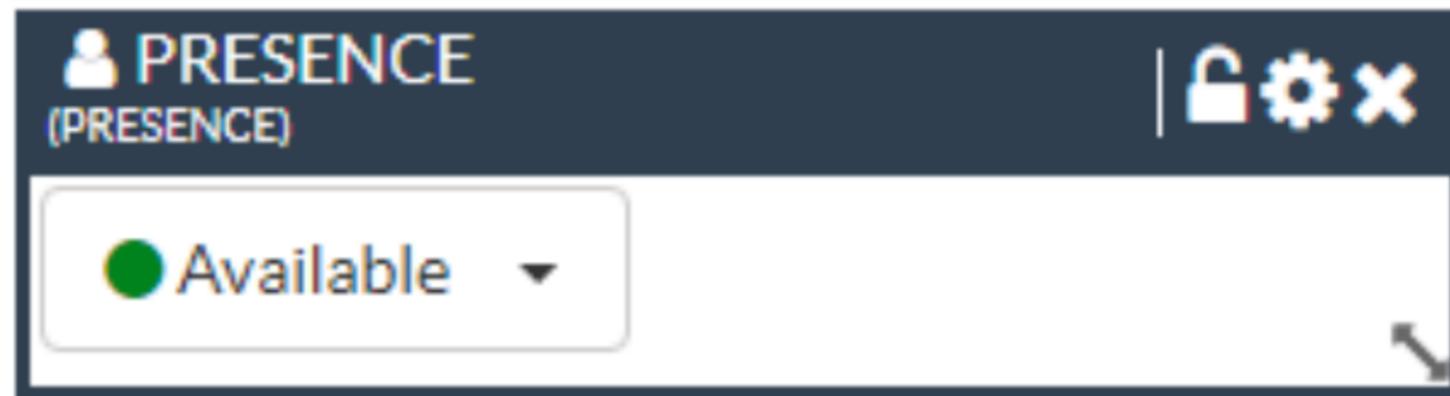
Presence: Presence state allows users to set different statuses for themselves depending on what they are currently doing.
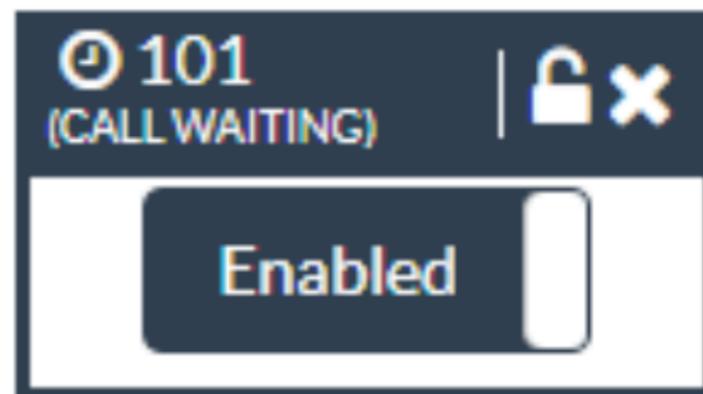
Call Waiting: If enabled, while on the phone, the user will be notified of an incoming call and is able to place the first call on hold while answering the second.
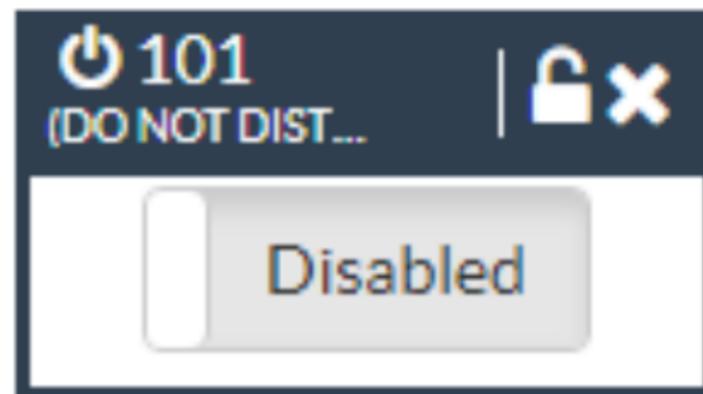
Do Not Disturb: Used to indicate that this user does not wush to be disturbed. Calls by default fall into voicemail.

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.

⧗ **101**
(CALL HISTORY)

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.

101
(CALL EVENTS)
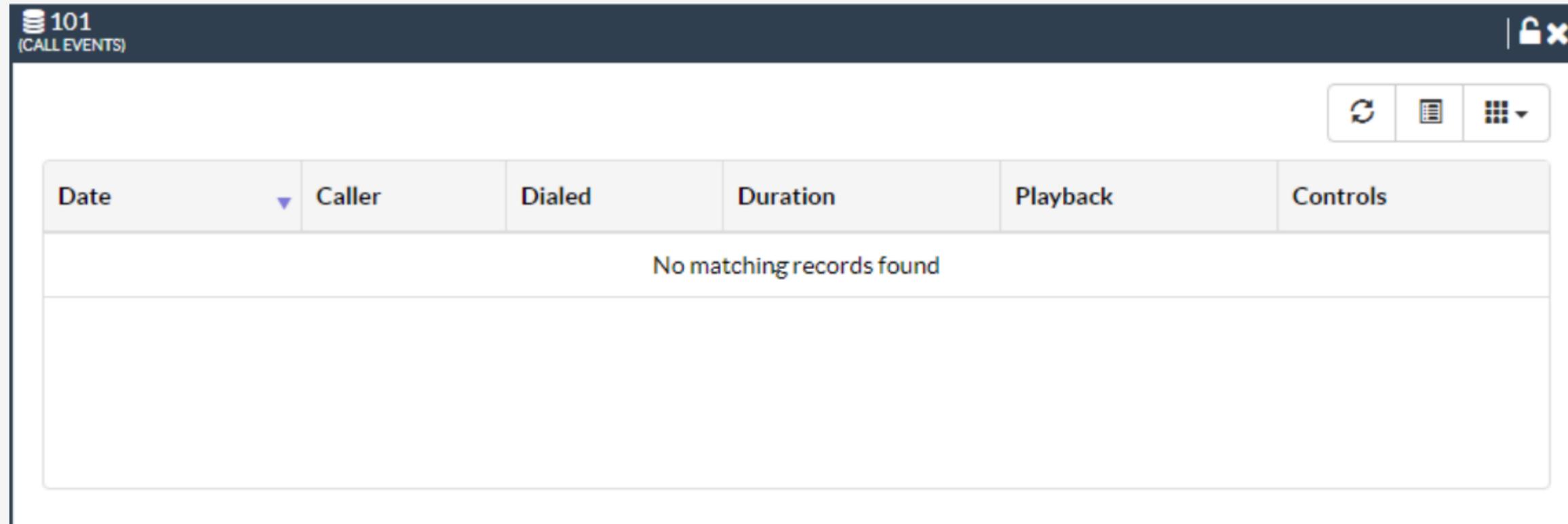
| Date	Caller	Dialed	Duration	Playback	Controls
			No matching records found		

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.

101
(VOICEMAIL)

	INBOX	0
	Family	0
	Friends	0
	Old	0
	Work	0
	Urgent	0

✖ Delete   ↱ Forward   ✛ Move

	Date/Time ▼	CID	Playback	Duration	Control
☐			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.
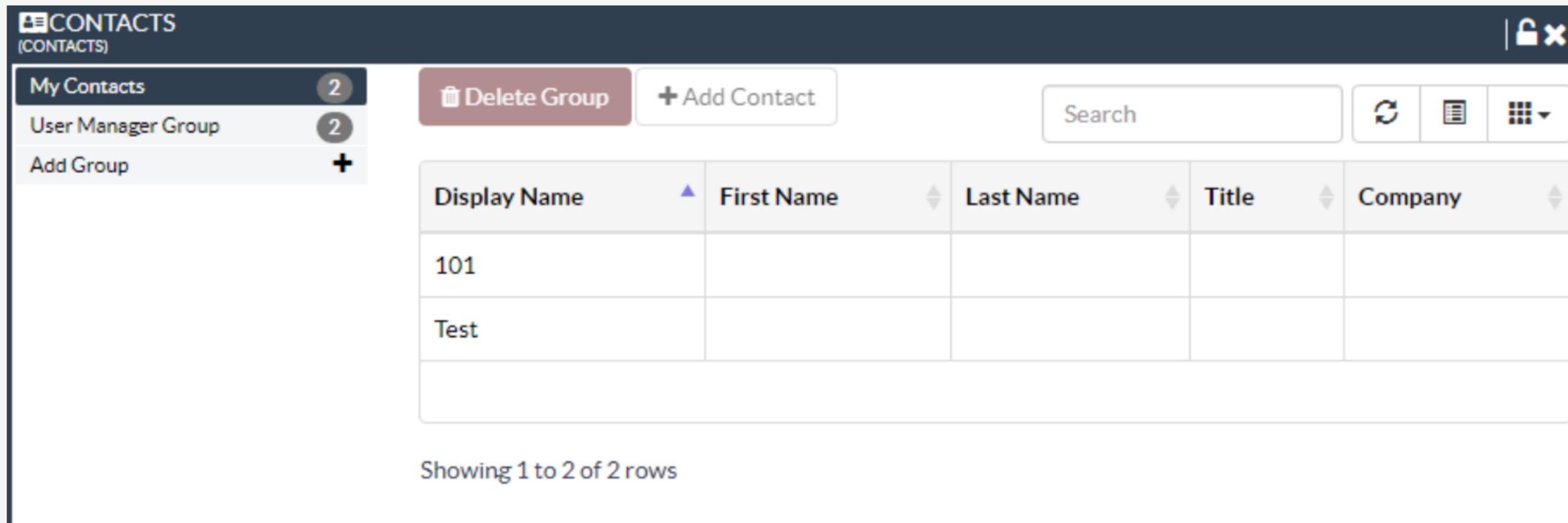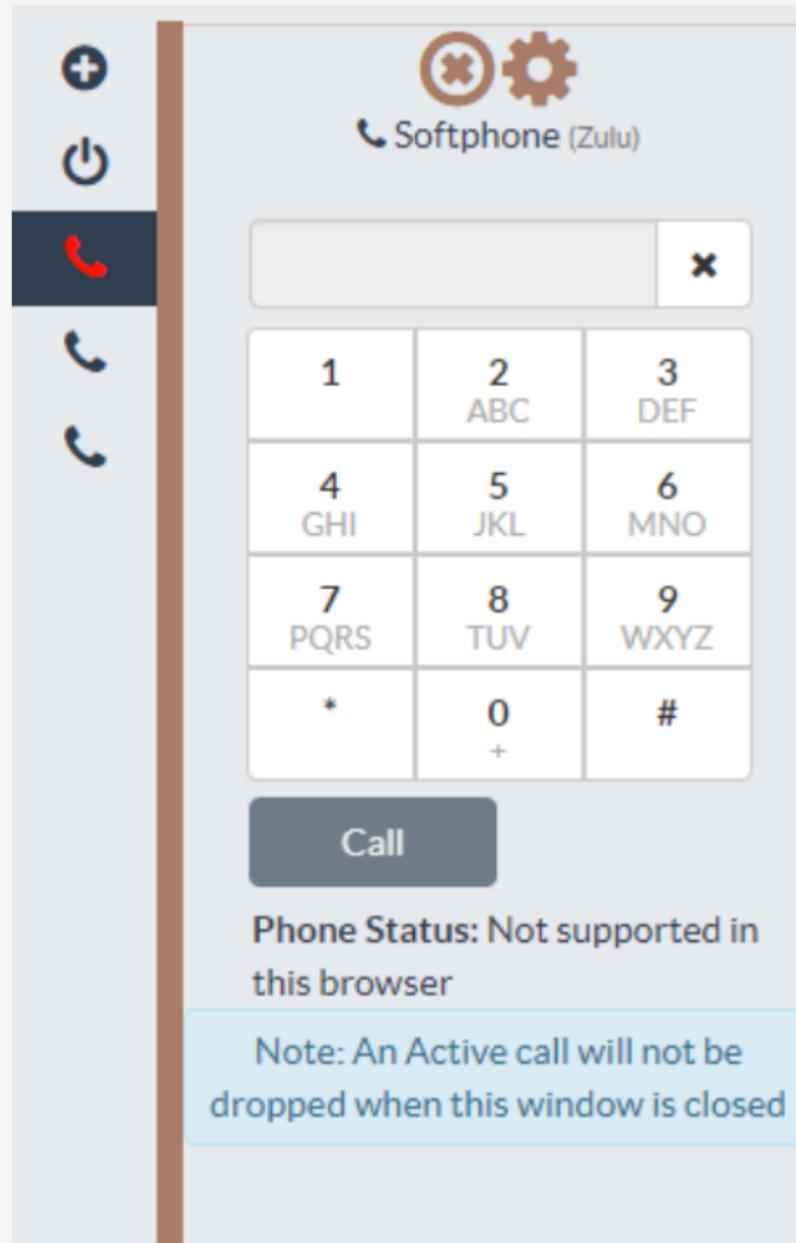
CONTACTS
(CONTACTS)

My Contacts	2
User Manager Group	2
Add Group	+

🗑 Delete Group   ✚ Add Contact   Search

Display Name ▲	First Name	Last Name	Title	Company
101				
Test				

Showing 1 to 2 of 2 rows

WIDGET FUNCTION   Zulu Softphone

Zulu widgets are only available for Zulu service subscribers.

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888.661.6068

713.936.4680

CALL US FOR ANY QUESTIONS.