

UNIVERGE[®] SV9100

UC Suite Admin Utility Manual

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Introduction to UC Suite Admin Utility

Chapter 1

SECTION 1 OVERVIEW

The Admin utility is a browser-based application that is installed as part of the standard UC Suite installation. The Admin utility provides an easy method to manage the UC Suite user settings and naming the Contact Center resources.

With UC Suite 5.5 and higher, the Admin Utility is expanded with a main dashboard that displays the number of UC Users, Contact Center Agents and Queues, Extensions, and DIDs assigned in the system, as well as a summary of several of the user licenses available and how many are in use.

The UC Suite 5.5 Admin Utility also supports a two-tier login scheme. The Login scheme will continue to use login credentials that are setup in system programming within Program 90-02. Users that login with an Installer Level account have access to all features, including the ability to limit the access of lower level account users. Users that login with the System Administrator Level account will have access to most areas of the application, as limited by the Installer Level user. This two-tier strategy allows system installers to use the Installer Level account access to limit the features available to the end user administrator. Programming areas that can be enabled/disabled by the Installer Level account include features that can be assigned to telephone buttons and assigning names to the Day/Night modes.

Administrators can use the Admin Utility to manage Extensions, System Data and Time, DID Assignment, and assign names to Classes of Service and Toll Restriction classes. These names are only used within the Admin Utility to help the user better identify the purpose and intended use for each class.

SECTION 2 SYSTEM REQUIREMENTS

The following are the system requirements for the Admin Utility.

- ☐ UC Suite 5.0 or higher
- ☐ Internet Browser: Internet Explorer® 11, Mozilla® Firefox® 50, Google Chrome™ 55 and Microsoft Edge™ 38
- ☐ SV9100 - CPU v7.00.51 or higher
- ☐ Other than the Contact Center, InControl or UC Suite licenses required for your application, no additional licenses are required for the Admin Utility

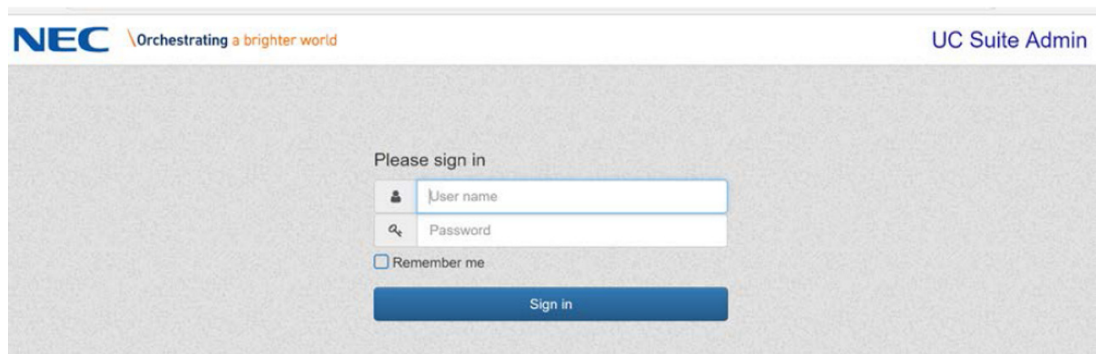
SECTION 3 APPLICATION STARTUP

Access the Admin utility by opening a browser and entering the URL for the UC Web Server followed by 'Admin'. The following is an example URL:

`https://UCApplicationServer/Admin`

The application will initially display the login page, as shown in the following example.

Figure 1-1 Login to Admin Utility



The screenshot shows the login interface for the UC Suite Admin utility. At the top left is the NEC logo with the tagline 'Orchestrating a brighter world'. At the top right is the text 'UC Suite Admin'. The main area has a light gray background with the text 'Please sign in' centered. Below this text is a login form with two input fields: 'User name' and 'Password'. There is a 'Remember me' checkbox below the password field. At the bottom of the form is a blue 'Sign in' button.

With UC Suite 5.1, to login to Admin, the user must enter a User Name and Password as defined in Program 90-02. The Account must be setup as either Installer Level, System Administrator A or System Administrator B.

To maintain consistency in the configuration database, only one user can be logged into the Admin utility at a time.

After a successful login, the user will be able to access the configuration settings as described in the following sections.

SECTION 4 MULTI-LEVEL ACCESS

With UC Suite 5.5 and higher, the login scheme for the Admin utility will be updated to support a two-tier login scheme. The Login scheme will continue to use login credentials set up in system programming within Program 90-02.

Users that login with an Installer Level account will have access to all functionality, including the ability to limit the areas that lower level account users will access.

Users that login with the System Administrator Level account will have access to most areas of the application, as limited by the Installer Level user.

This two-tier strategy allows system installers to use the Installer Level account access and limit features the end user administrator can access. Programming areas that can be enabled/disabled by the Installer Level account include the following:

- ☐ Features that can be assigned to telephone buttons
- ☐ Assigning names to the Day/Night modes



NOTE

there are currently no limitations that can prevent PCPro, WebPro and UC Admin users from editing the system database at the same time.



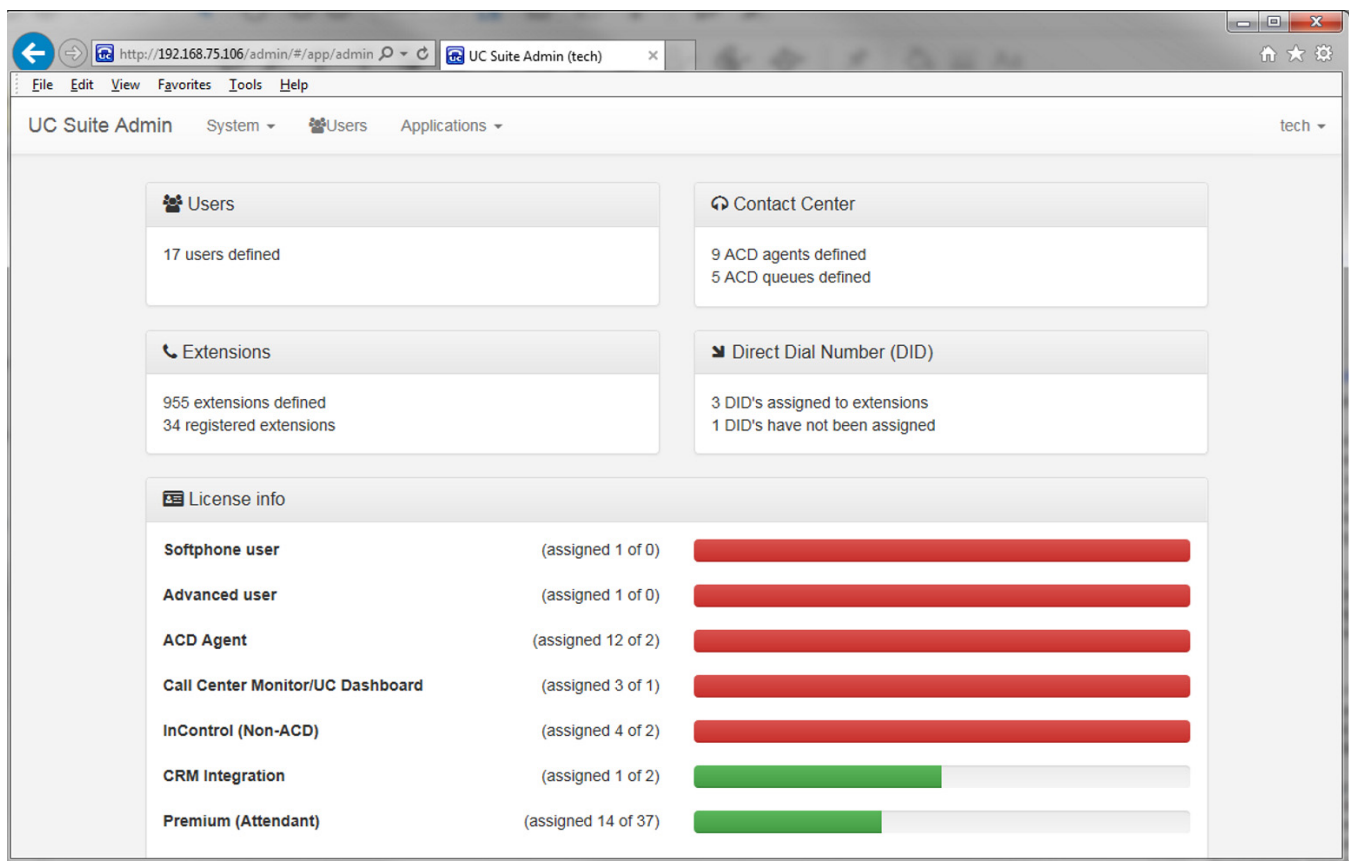
Admin Structure

Chapter 2

SECTION 1 ADMIN UTILITY MAIN DASHBOARD

When a user logs into the Admin Utility, the main dashboard user interface is displayed. An example of the Admin Utility main dashboard is provided below.

Figure 2-1 Main Dashboard



The following categories are displayed on the dashboard home page:

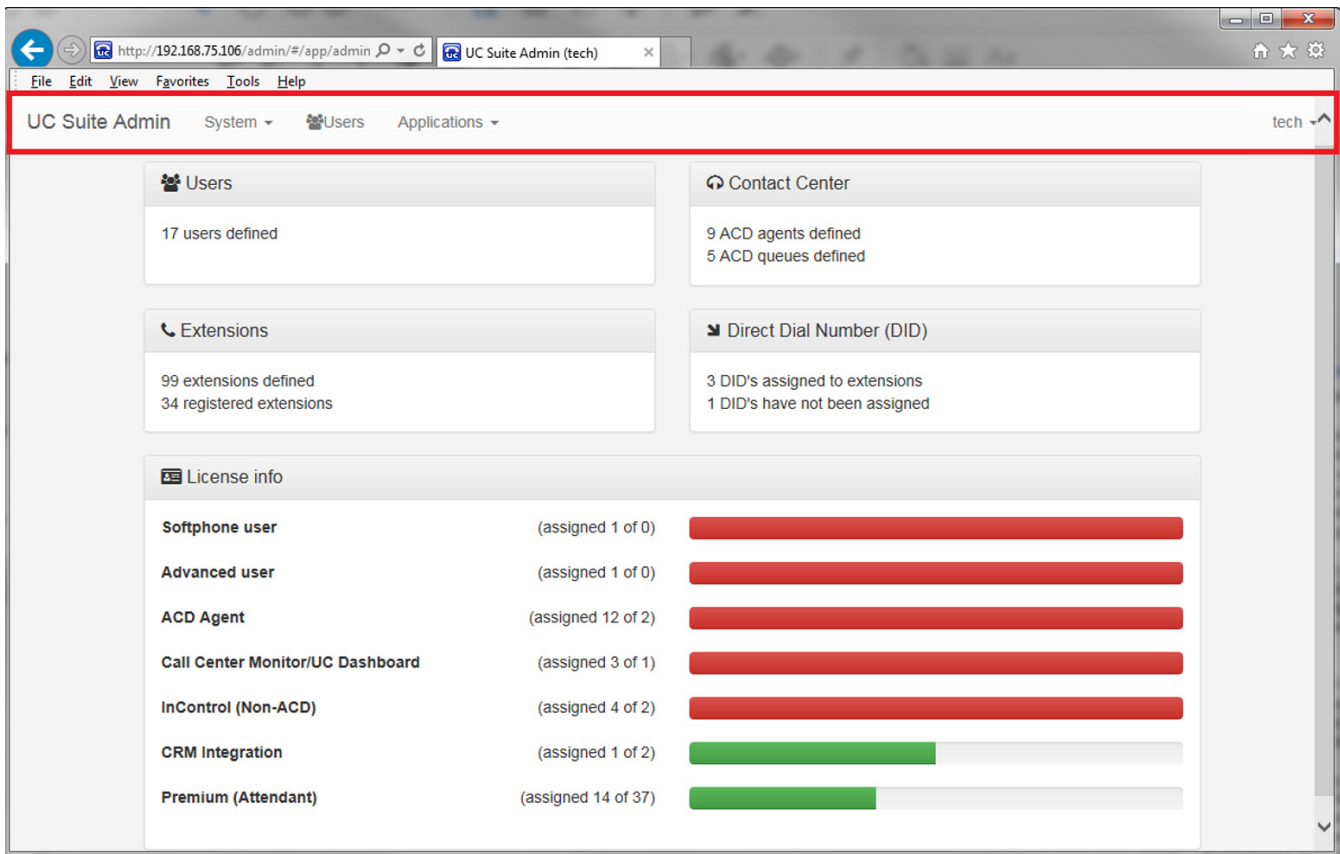
- ☐ **Users** – Displays the number of UC Users defined in the system.
- ☐ **Contact Center** – Displays the number of ACD Agents and ACD Queues defined in the system.
- ☐ **Extensions** – Displays the number of extensions defined in the system and how many of those extensions are actually registered and working.

- ❑ **Direct Dial Numbers (DID)** – Displays the number of DID's assigned to extensions and the number of DID's defined but not assigned to an extension.
- ❑ **License Info** – Displays a summary of user license categories and their use. Each entry in this section shows the total number of licenses loaded in the SV9100 and the number of users that have been assigned to use that type of license. The bar graph provides an indication of the ratio between total licenses and assigned licenses. A red line indicates that more users have been assigned that license type than there are available licenses. The yellow line indicates that 50% to 100% of the available licenses have been assigned. A green line indicates that less than 50% of the licenses have been assigned to users.

SECTION 2 ADMIN UTILITY BAR

The toolbar at the top of the page also provides access to each of the programming categories.

Figure 2-2 Main Dashboard – Toolbar



Access to the following categories is provided through this main menu.

- ☐ System
 - Extensions
 - PBX Date/Time
 - Trunks/Lines
 - Direct Dial Number Assignment
 - Button Feature Keys
 - Class of Restriction
 - Class of Service
 - Day/Night Service Labels
- ☐ Users
- ☐ Applications
 - UC
 - Presence
 - Contact Center
 - Agents
 - Queues

Program settings available in each category are defined in the following chapters.

To return to the Main Dashboard, click on **UC Suite Admin** on the far left side of the toolbar from anywhere in the Admin Utility.



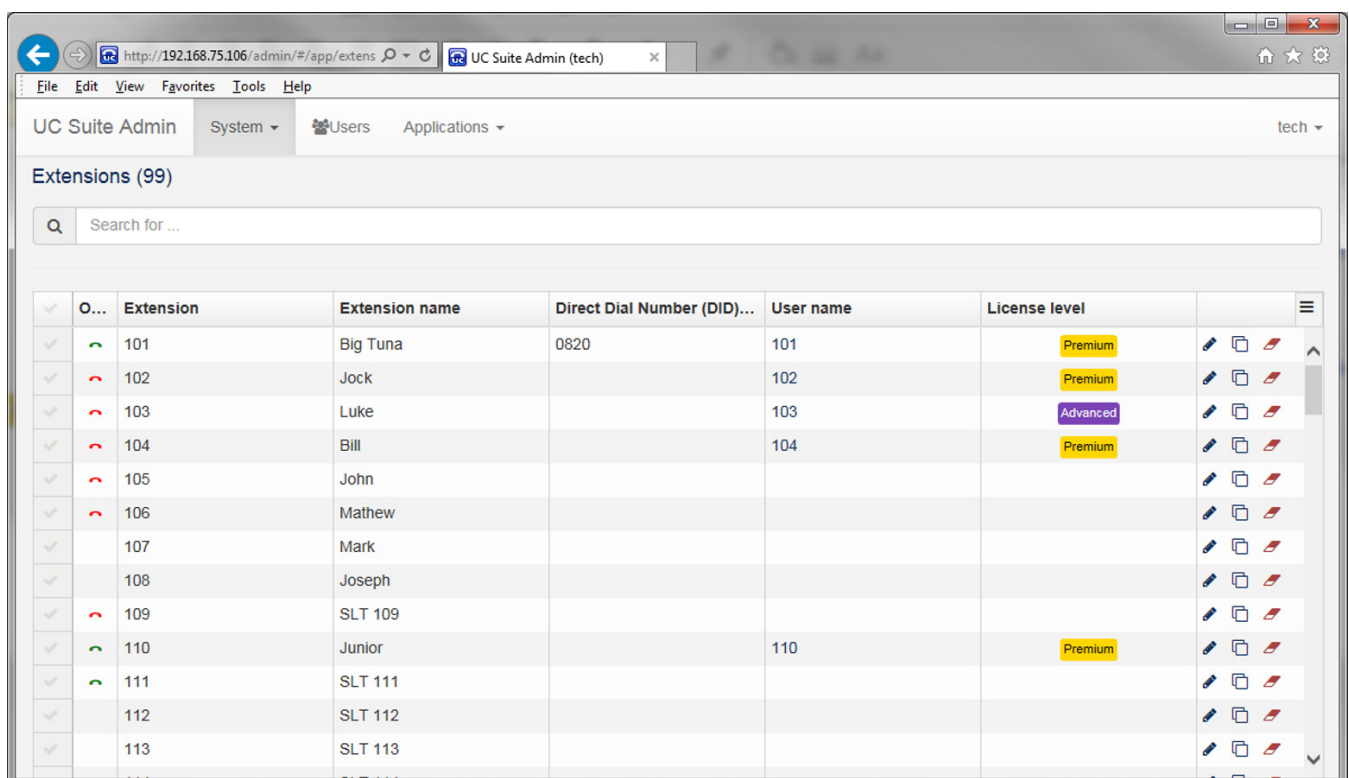
SECTION 1 INTRODUCTION

The following sections describe the values that can be modified under the System Programming category:

1.1 Extensions

Selecting the **Extensions** view under the System menu provides a list of all extension numbers that have been defined in the system. The following image shows an example of the Extension view.

Figure 3-1 Extensions Screen



O...	Extension	Extension name	Direct Dial Number (DID)...	User name	License level
✓	101	Big Tuna	0820	101	Premium
✓	102	Jock		102	Premium
✓	103	Luke		103	Advanced
✓	104	Bill		104	Premium
✓	105	John			
✓	106	Mathew			
✓	107	Mark			
✓	108	Joseph			
✓	109	SLT 109			
✓	110	Junior		110	Premium
✓	111	SLT 111			
✓	112	SLT 112			
✓	113	SLT 113			

The Extension table displays the following information for each extension:

- Online Status
- Extension Number

- Extension Name
- Direct Dial Number
- UC User Name
- License Level

The Extension view allows individual entries to be modified. On the right side of each row are controls to initiate Edit, Copy and Delete functions.

The Extension view also provides a Search function at the top of the form. These features are described below.

1.1.1 Extension Edit

Selecting the Edit function opens a menu allowing the user to update settings associated with the selected Extension. The edit function uses the pencil icon on the far right of the extension row. Settings are grouped into the following categories:

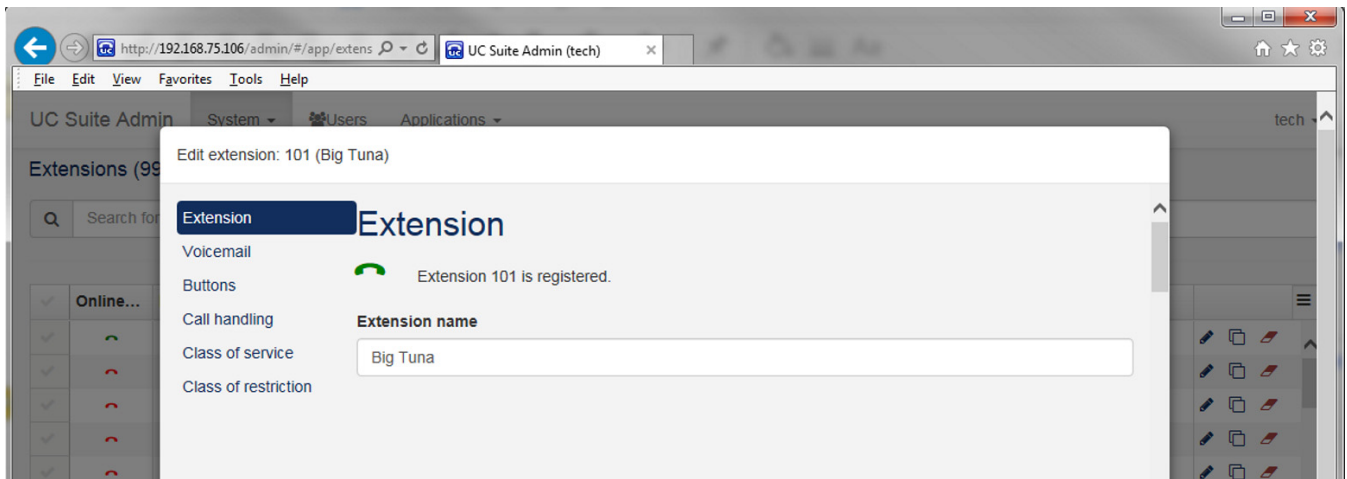
- ☐ Extension Info
- ☐ Voicemail
- ☐ Buttons
- ☐ Call Handling
- ☐ Class of Service
- ☐ Class of Restriction

Each of these categories are described in the following sections.

1.1.1.1 Extension Info

The Extension Info settings allow the user to update general settings related to the extension. The following image shows an example of the Extension Info settings.

Figure 3-2 Extension Info Screen



This area shows the current activity status for the selected extension. In the previous image, the status shows Extension 101 is on-line with a green handset and extension 101 has a terminal registered in the system.

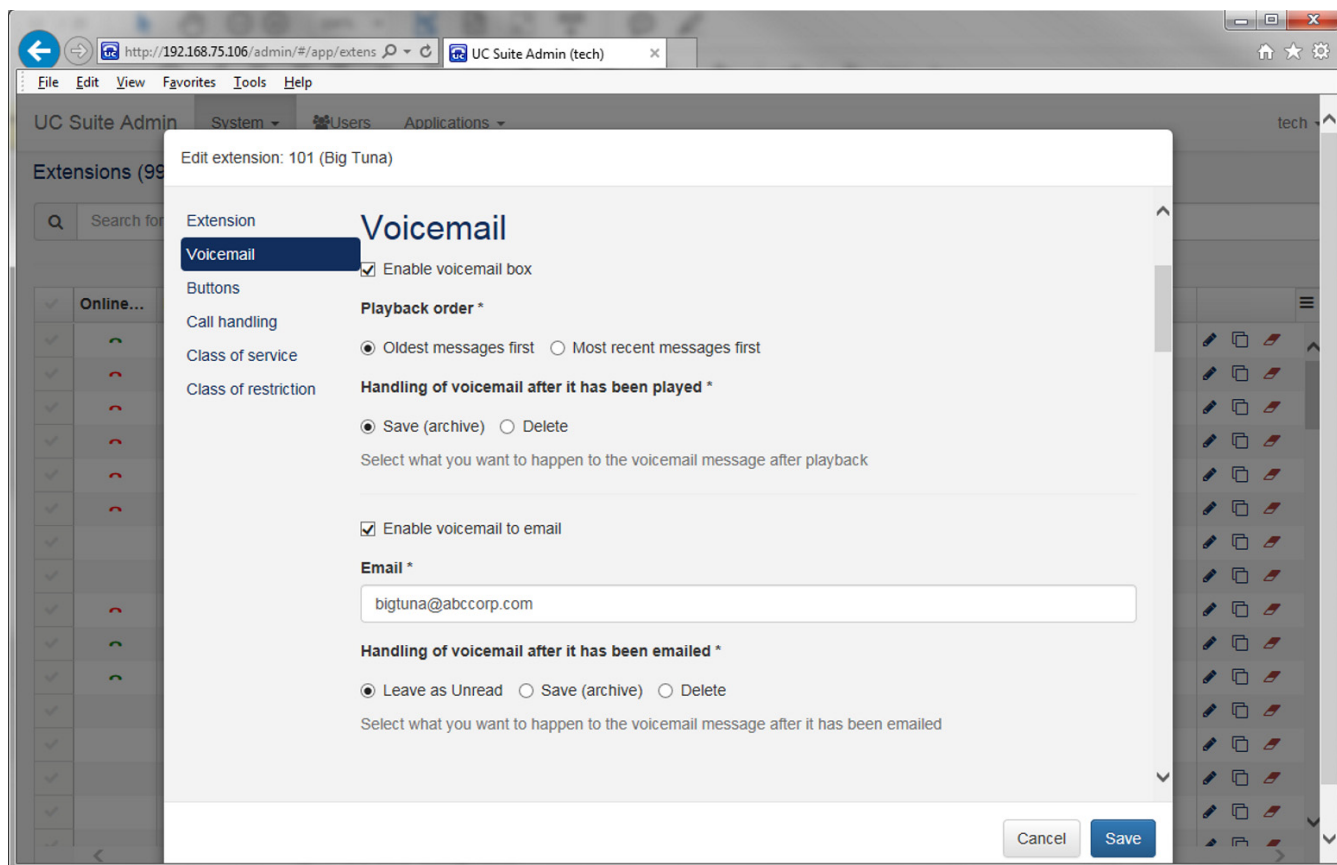
If an extension has not been online, the status will show the phone is off-line with a red handset. If an extension does not have a terminal registered, it will show Not Registered and will have no handset icon displayed.

The Extension Name field allows the user to update the Name field associated with the extension. This field updates Program 15-01-01 and the text will be displayed within the phone system to identify this extension.

1.1.1.2 Voicemail

The Voicemail area allows the user to customize voicemail access settings for the selected extension user. These settings will update Program 47-02 in the SV9100. The following image shows an example of the Voicemail settings.

Figure 3-3 Voicemail Screen



The following settings are available within the Voicemail section of the menu:

When checked, the **Enable voicemail box** setting assigns a voicemail box for this extension.

The **Playback Order** option determines the order that messages will be played back for this voicemail user.

The **Handling of voicemail after it has been played** option determines whether messages are deleted after being played or archived.

The **Enable voicemail to email** option allows voicemail messages to be delivered as an attachment to an email messages. When this is enabled, the Email field is present. When this is disabled, the Email field is not present.

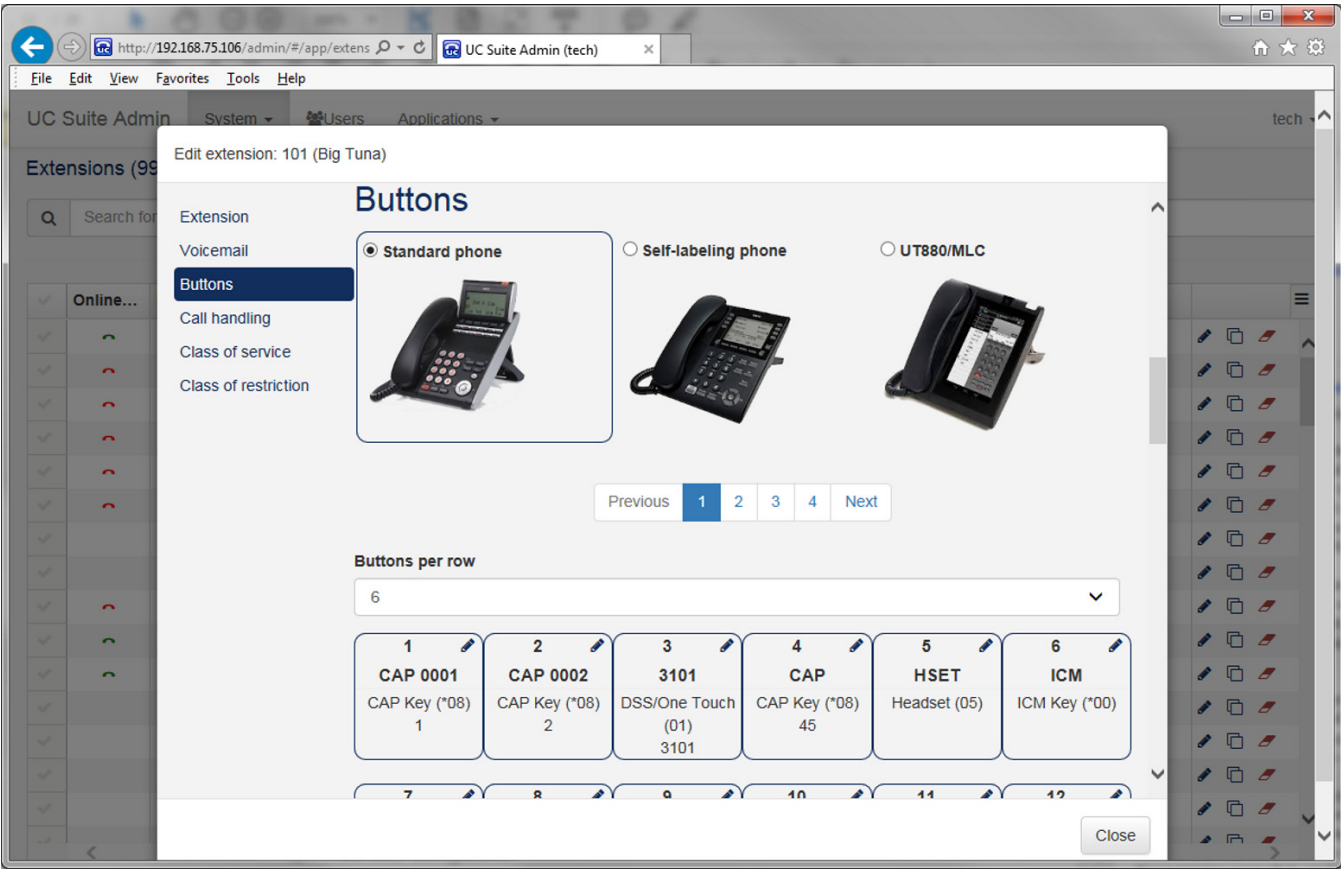
The **E-Mail setting** specifies the email address to send the voicemail messages to.

The **Handling of voicemail after it has been emailed** option determines whether voicemail messages are kept as New messages, archived, or deleted after the e-mail message has been sent.

1.1.1.3 Buttons

The Buttons section allows the user to assign features to each of the buttons on the telephone. The user can select the style of telephone that is installed at this extension so that the button layout within the menu is similar to the actual phone device. The following image shows an example of the Button area.

Figure 3-4 Buttons Screen



The user can select the button layout from three different styles of desksets: Standard Phone, Self-labeling phone and the UT880/MLC. Each style will change the button layout within the menu to represent the button orientation of the actual phone device.

When the Standard Phone option is selected, the user can specify the number of buttons in each row on the phone device. The drop-down menu allows the user to select between 4, 6 or 8 buttons. As this value is updated, the layout of the buttons within the menu are adjusted.

When the Self-Labeling device is selected, the button images are organized in a vertical style, with 4 buttons in each of two columns to match the layout of the device.

When the UT880 phone is selected, the buttons images will be displayed in a vertical arrangement of 8 buttons.

The page control can be used to move between different rows and pages of buttons.

Clicking on the Edit icon within a button allows the user to edit the features for that button. The following image shows an example of the button edit menu.

Figure 3-5 Edit Buttons Screen

Program button: 4

Function

CAP Key (*08)

NOTE: If the button is not available in the list then it will need to be added at System -> Button feature keys.

Button data

45

Some buttons require extra data to program the feature

Button label

CAP

Labels help to describe the button and are used on self-labeling devices.

Cancel Save

The **Function** setting is a drop-down list showing the features that can be assigned to the selected button. This list includes all of the functions enabled within the **System > Button** Feature Keys in the Admin application.

The **Button Data** field allows the user to enter any additional parameter required for the selected function.

The **Button Label** field allows the user to specify the text that will be displayed for this button on Self Labeling phones, Program 15-20.

1.1.1.4 Call Handling

The Call Handling section allows the user to define special call handling settings for the extension. The following image shows an example of the Call Handling area.

Figure 3-6 Call Handling Screen

The screenshot displays the 'UC Suite Admin' web application. The browser address bar shows 'http://192.168.75.106/admin/#/app/extends'. The page title is 'UC Suite Admin (tech)'. The sidebar on the left lists navigation options: Extension, Voicemail, Buttons, Call handling (selected), Class of service, and Class of restriction. The main content area is titled 'Edit extension: 101 (Big Tuna)' and 'Call handling'. It includes the following sections:

- Outbound Caller ID:** A text field containing '8003332222'. Below it, a note states: 'The outbound caller ID is the name and phone number that is displayed on the receiving device when this extension calls out'.
- Direct Dial Number (DID) Assignments:** A table with columns 'DID Number' and 'DID Name'. It contains one entry: '0820' and 'Big Tuna DID'. A red 'X' icon is next to the entry. An 'Assign DID' button is located above the table.
- Call Forward Fixed Settings:** A section with two fields: 'Call Forward Type' (a dropdown menu set to 'Call forward busy/no answer') and 'Call forward destination *' (a text field containing '3999'). A note below the destination field reads: 'For external numbers enter all digits needed to dial'.

At the bottom right of the form are 'Cancel' and 'Save' buttons.

The **Outbound Caller ID** setting allows the user to specify the identifying text that will be displayed when the extension dials numbers outside of the SV9100. This field is associated with Program 21-13-01.

The **Direct Dial Number Assignments** area displays the DID numbers that are associated with an extension. To remove a DID assignment, the user will click on the red X next to the number. To assign an additional DID to the extension, the user will click on the Assign DID button and then select an available DID number. This field is associated with Program 22-11.

The **Call Forward Fixed Settings** allows the user to define the call forwarding operation that will be setup by default for this extension. This is associated with Program 24-09.

The **Call Forward Type** options include:

- ☐ No Call Forward
- ☐ Call Forward All Calls
- ☐ Call Forward Busy/No Answer
- ☐ Call Forward Both Ring
- ☐ Call Forward No Answer
- ☐ Call Forward Busy

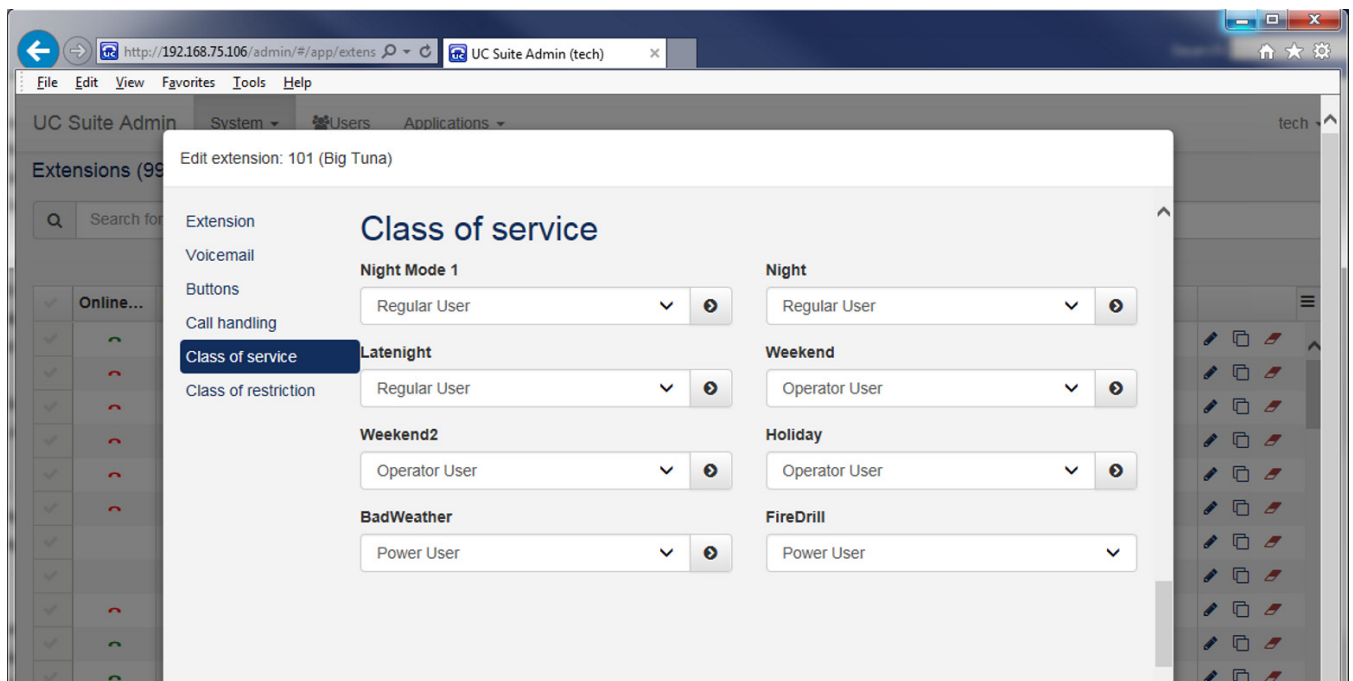
The **Call Forward Destination** field specifies the target number for the selected Call Forward operation.

1.1.1.5 Class of Service

The Class of Service section allows the user to assign the class of service for the extension during each of the day/night time periods. This is associated with Program 20-06.

The following image shows an example of the Class of Service area.

Figure 3-7 Class of Service Screen



This menu has an entry for each of the eight day/night time periods. A different class of service can be specified for each time. The drop-down selector for each entry displays the Class of Service options that were setup in the **System > Class of Service**.

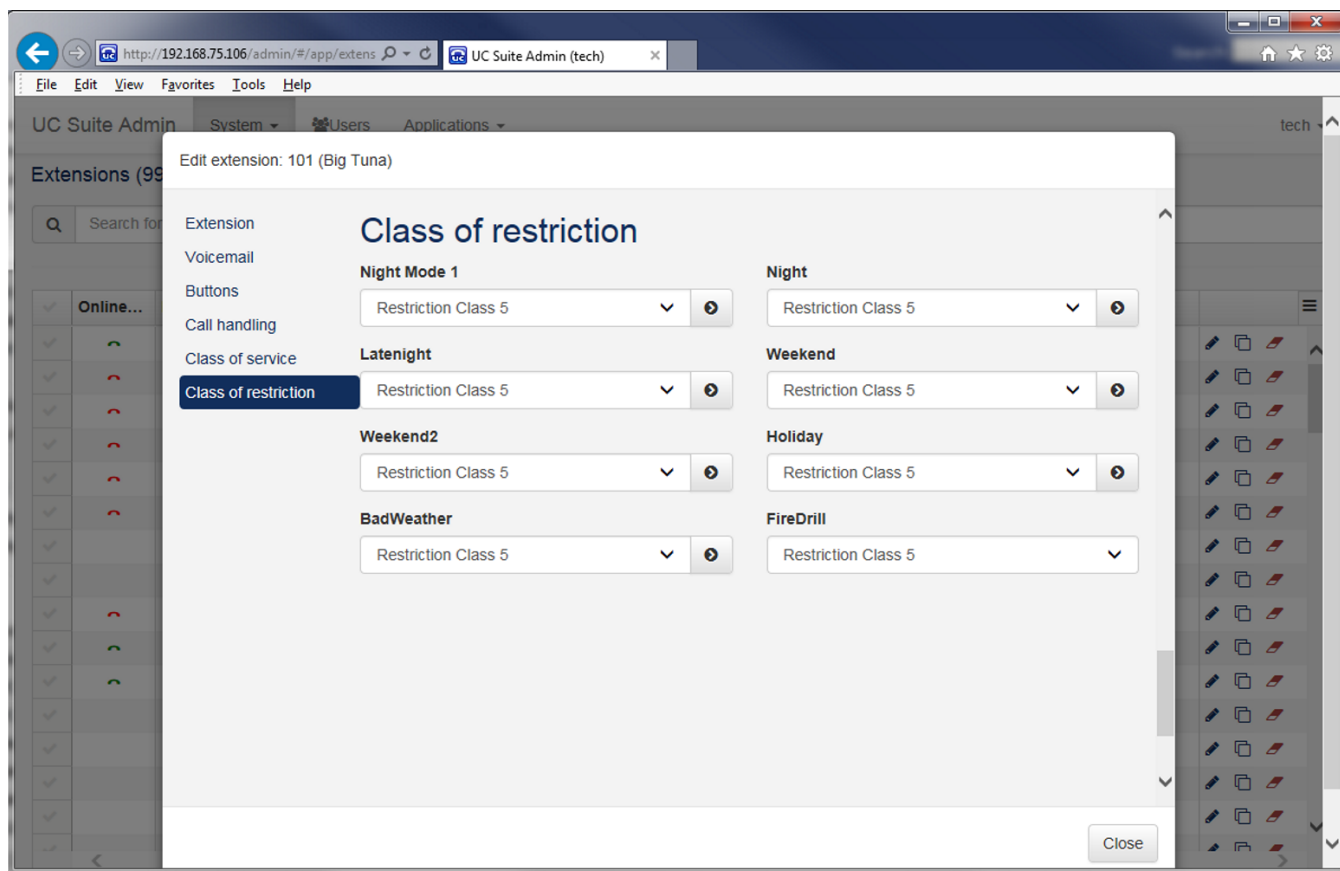
Clicking on the right arrow within an entry will copy that entry to all of the remaining time periods on the menu.

1.1.1.6 Class of Restriction

The Class of Restriction section allows the user to assign the Toll Restriction Class for the extension during each of the day/night time periods. This is associated with Program 21- 04.

The following image shows an example of the Class of Restriction area.

Figure 3-8 Class of Restriction Screen



This menu has an entry for each of the eight day/night time periods. A different class of toll restriction can be specified for each time. The drop-down selector for each entry displays the Class of Restriction options that were setup in **System > Class of Restriction**.

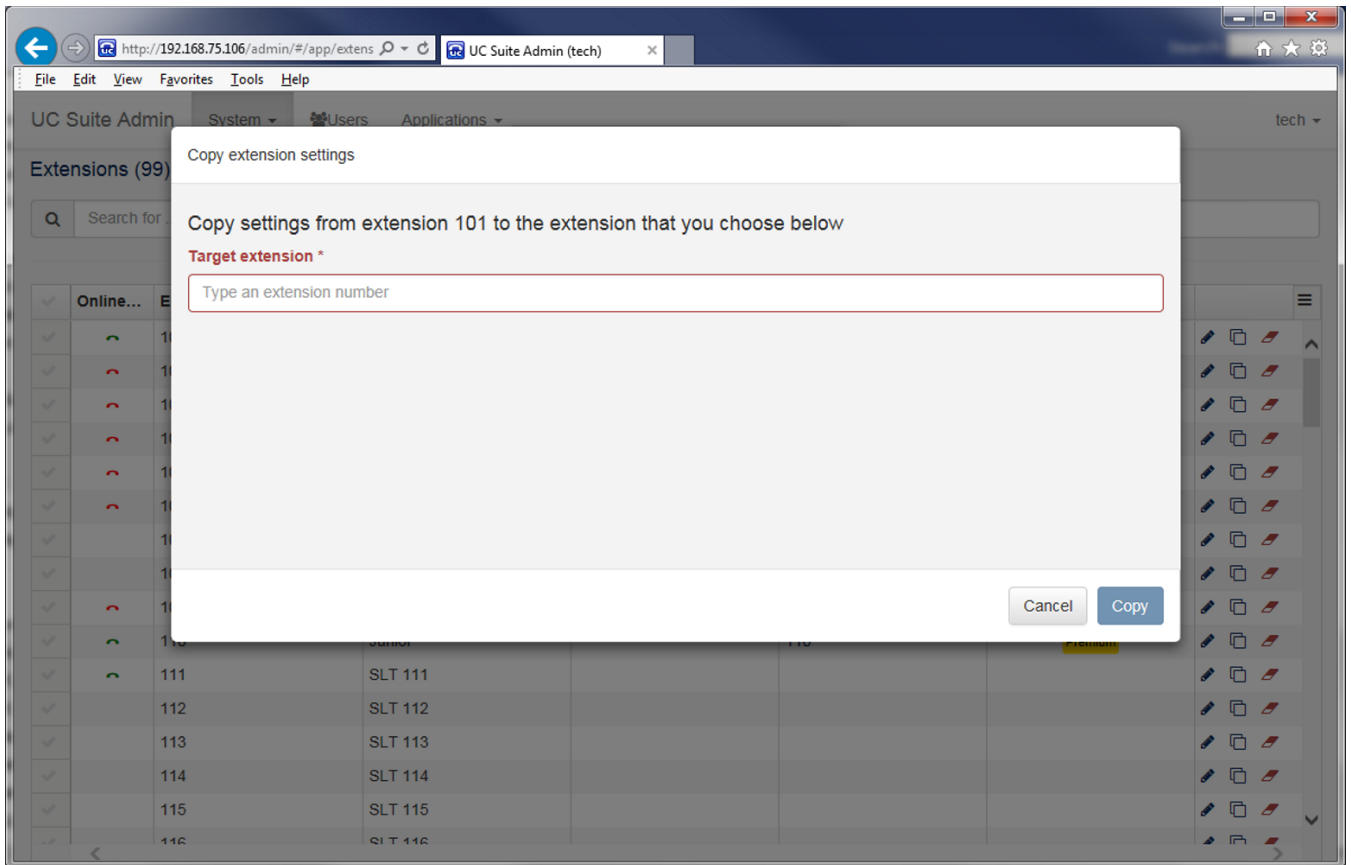
Clicking on the right arrow within an entry will copy that entry to all of the remaining time periods on the menu.

1.1.2 Extension Copy

Selecting the Copy function opens up menu that allows the user to copy settings from the selected extension onto another extension. The Copy function is the stacked paper icon on the far right of the extension row.

The following image shows an example of the Copy menu.

Figure 3-9 Extension Copy Screen



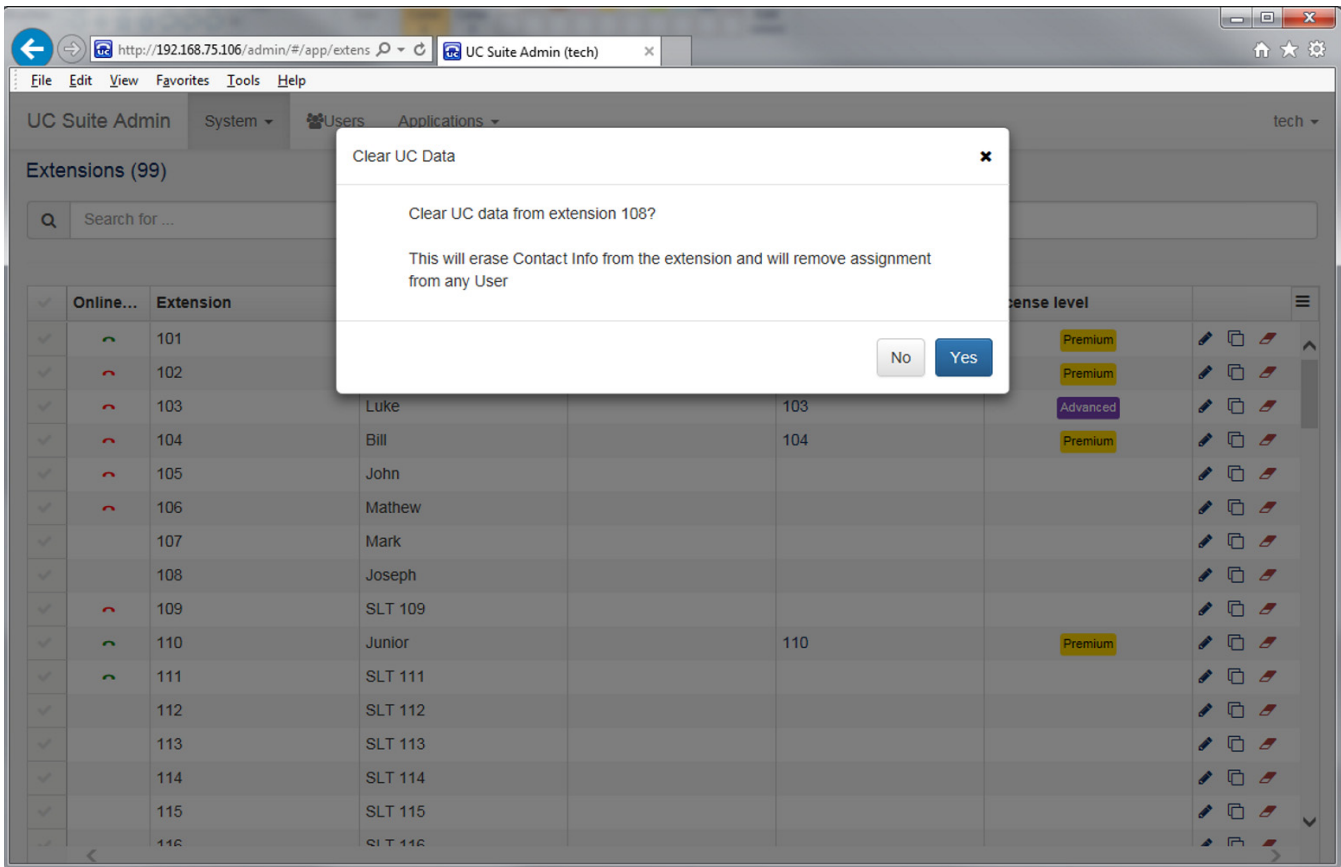
The **Target Extension** field is used to specify the destination for the copy operation. Only extensions currently defined within the phone system are valid. After entering the target extension, clicking on the **Copy** button will perform the copy operation. Clicking on the **Cancel** button closes the form without performing the copy.

1.1.3 Extension Delete

Selecting the Clear function opens a menu that allows the user to remove UC settings for the selected extension. The Delete function is the red eraser icon on the far right of the extension row.

The following image shows an example of the Delete menu.

Figure 3-10 Extension Delete Screen



Clicking on **Yes** will remove the extension assignments. Clicking on **No** closes the menu without clearing the extension settings.

1.1.4 Extension Search

The Search function provides a convenient method for locating an extension from within the list. The user can enter either alphabetic or numeric strings to search the extension list. The Search operation will look for matching strings within the following fields:

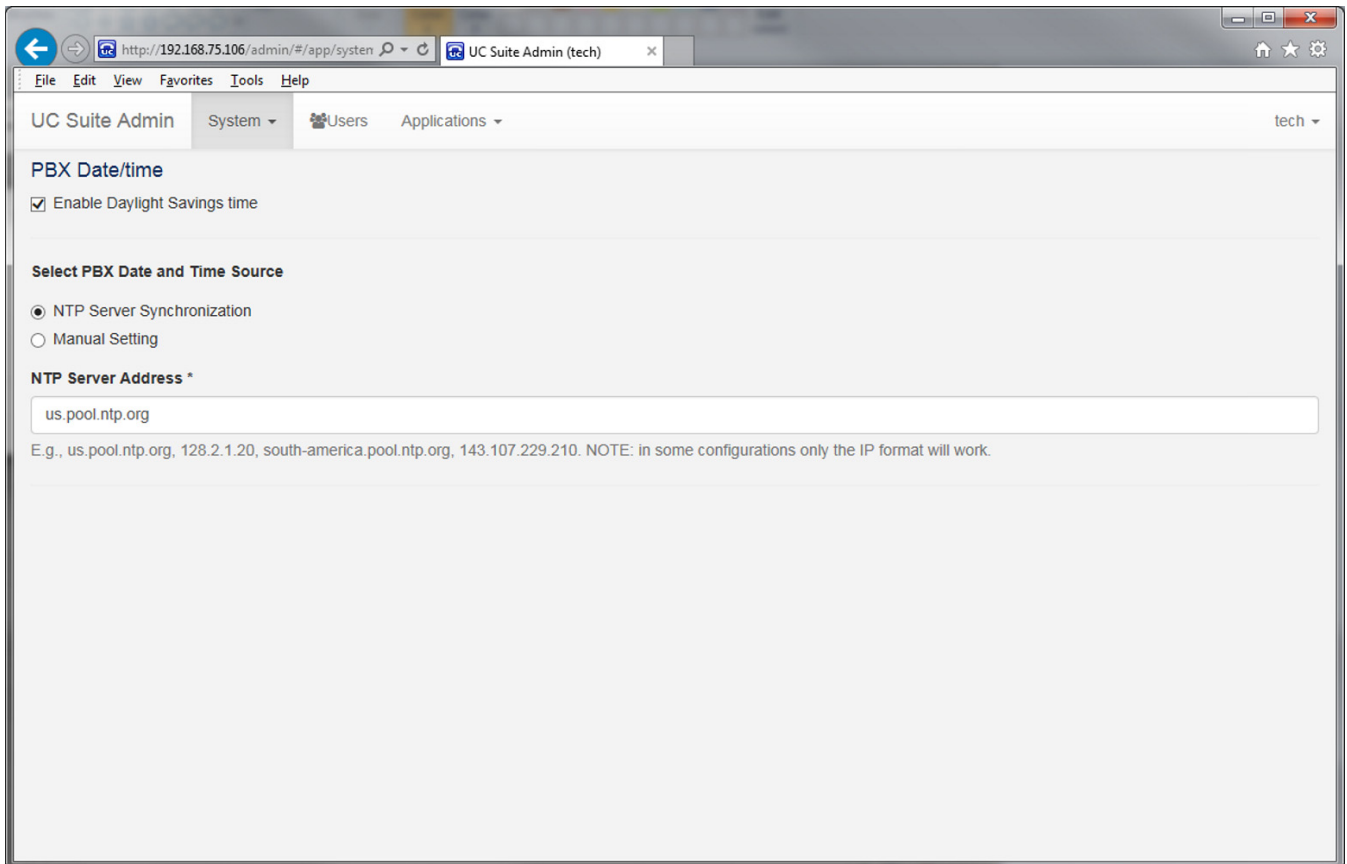
- ☐ Extension
- ☐ Extension Name
- ☐ Direct Dial Number (DID)
- ☐ UC User Name

The list will be filtered to only display entries that match the target string. Clearing the Search field will remove the filter and display all of the Extension list entries.

1.2 PBX Date/Time

Selecting the PBX Date/Time option under the System menu allows the user to change the SV9100 date and time information. The following image shows an example of the menu that will be displayed when the user selects the PBX Date/Time option.

Figure 3-11 PBX Date/Time Screen



This menu allows the user to update the following system settings:

Enable Daylight Savings Time

Checking this box will enable the system time to automatically be adjusted for Standard and Daylight Savings time. This is associated with Program 10-24-01.

Select PBX Date and Time Source

This option allows the user to select between synchronizing the system time to an NTP server or manually setting the time.

If **NTP Server Synchronization** is selected, the user can specify the address of the NTP Server to use. This is associated with Program 90-56.

If **Manual Setting** is selected, the menu will show controls allowing the user to select the current date and time. The following image shows an example of these controls.

Figure 3-12 PBX Date/Time Settings

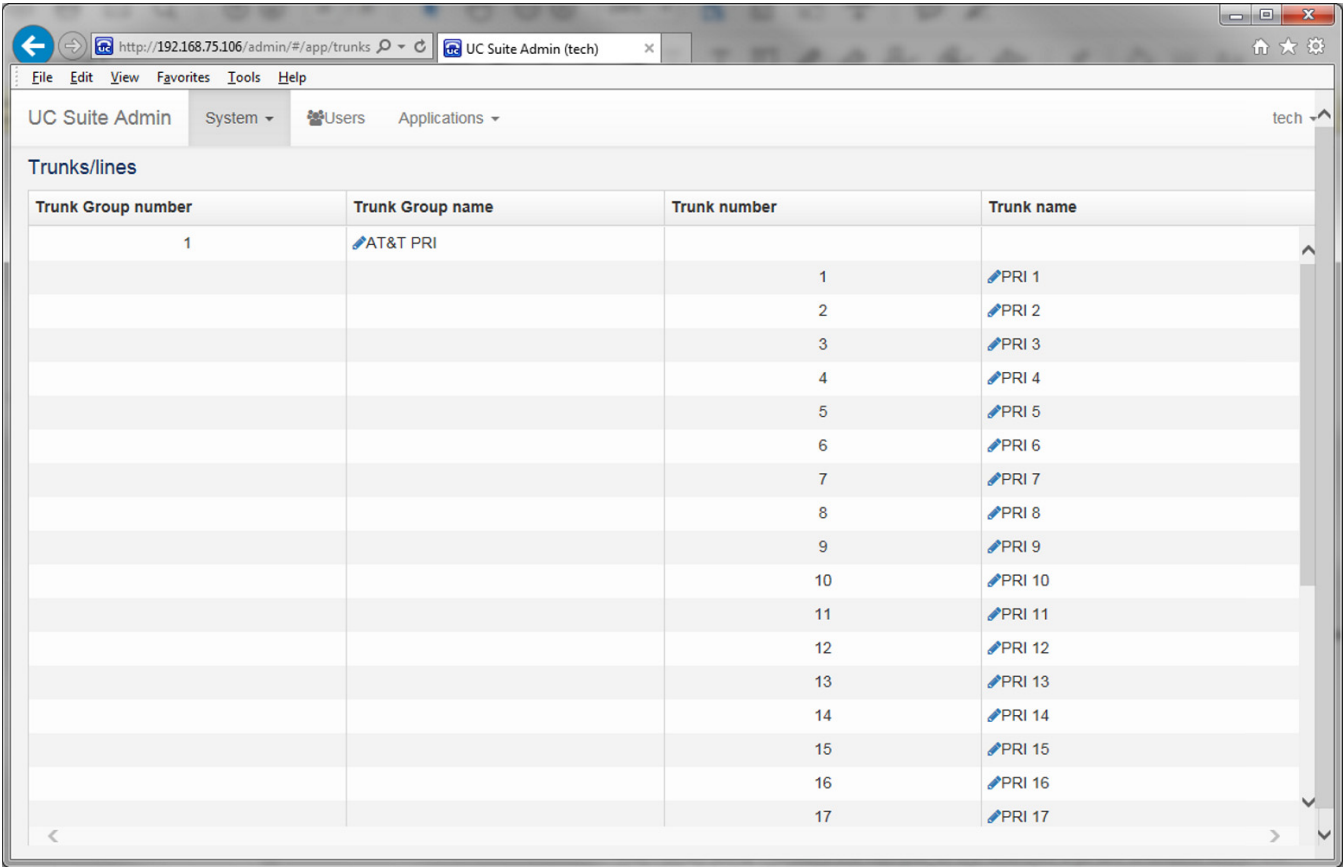
The screenshot displays the UC Suite Admin web interface. The top navigation bar includes 'File', 'Edit', 'View', 'Favorites', 'Tools', and 'Help'. Below this, a secondary bar shows 'UC Suite Admin', 'System', 'Users', and 'Applications'. The 'PBX Date/time' section is active, showing a checked 'Enable Daylight Savings time' option. Under 'Select PBX Date and Time Source', the 'Manual Setting' radio button is selected. The 'PBX Date' is set to 'November-28-2017'. The 'PBX Time' is set to '02:10 PM'. At the bottom right, there are 'Cancel' and 'Save' buttons.

1.3 Trunks/Lines

Selecting the Trunks/Lines option under the System menu allows the user to assign names to defined trunk groups and individual trunks. From this menu, the user has the ability to assign a name to the Trunk Groups and Individual Trunks. Clicking on the Edit icon changes the name field to an editable field, allowing the user to modify the text. These names are then displayed to identify the trunk groups and trunks within reports generated by the InControl application.

The following image shows an example of the menu that will be displayed when the user selects the Trunks/lines option.

Figure 3-13 Trunks/Lines Screen



Trunk Group number	Trunk Group name	Trunk number	Trunk name
1	AT&T PRI		
		1	PRI 1
		2	PRI 2
		3	PRI 3
		4	PRI 4
		5	PRI 5
		6	PRI 6
		7	PRI 7
		8	PRI 8
		9	PRI 9
		10	PRI 10
		11	PRI 11
		12	PRI 12
		13	PRI 13
		14	PRI 14
		15	PRI 15
		16	PRI 16
		17	PRI 17

This feature is unchanged from the UC Suite R5 Admin utility.

1.4 Direct Dial Number Assignment

Selecting the Direct Dial Number Assignment option from the System menu allows the admin user to assign DID numbers to extensions. The following image shows an example of the menu that is displayed when this feature is selected.

Figure 3-14 Direct Dial Number Assignment Screen

The screenshot shows the UC Suite Admin web interface. The browser address bar displays 'http://192.168.75.106/admin/#/app/didMg'. The page title is 'UC Suite Admin'. The navigation menu includes 'System', 'Users', and 'Applications'. The 'System' menu is expanded, showing 'Direct dial number assignment (DID)'. Below the search bar, there are radio buttons for 'All DID's' (selected) and 'Only unassigned DID's'. The table below lists the following data:

Direct dial number (source)	Extension (destination)	Label
0820	101 (Big Tuna)	Big Tuna DID
0821	3101	Sales Queue
0822	160 (Pennington)	
0823		

The table shown in this menu lists all of the direct dial numbers programmed in the system with their associated extension and number label. This is associated with Program 22-11.

The Search bar on this menu allows the user to quickly search for an entry in the table by number, extension or label.

Below the Search bar is a filter selection which allows the user to display all of the DID's or only those that have not been assigned to an extension.

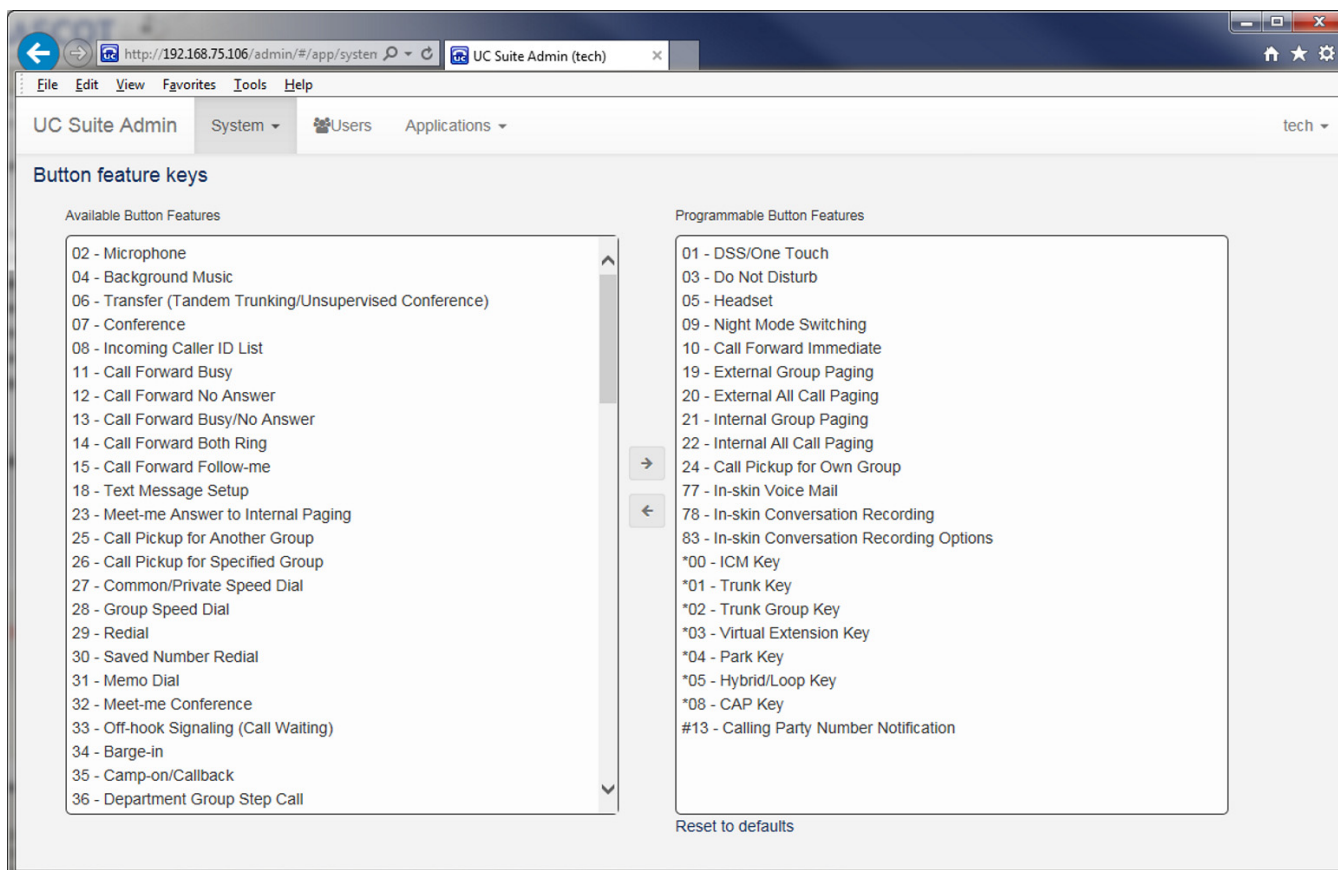
The user can edit the Extension field to change the assignment between the dial number and the extension.

The user can edit the Label field to change the text assigned to the selected inbound number.

1.5 Button Feature Keys

Selecting the Button Feature Keys option from the System menu allows the user to define the set of features that can be assigned to buttons using this Admin utility. The following image shows an example of the menu that is displayed when this feature is selected.

Figure 3-15 Button Feature Keys Screen



The right column lists features that can be assigned to feature keys when using the Admin utility. The left column displays remaining possible features available in the SV9100 system, but not included in the list that can be assigned in **System > Extensions > Buttons**.

Features can be moved from one list to the other by selecting an item in the list, then clicking on the appropriate arrow displayed between the two lists. Multiple entries can be moved in a single action by making multiple selections before pressing the arrow button. A range of buttons can be selected by clicking the first button in the range, holding the Shift key, then selecting the last button in the range.

This menu also provides a Reset to Defaults feature under the Programmable Button Features list which restores the lists to their factory default settings. In the above image, the features in the right column show the default feature list.

1.6 Class of Restriction

Selecting Class of Restriction under the System menu allows the admin the ability to assign names to the Toll Restriction Classes in the system. The names are only used in the Admin Utility and not written to any Program in the system. By assigning names, the user can better identify the purpose and intended use for each profile. The following image shows an example of this menu.

Figure 3-16 Class of Restriction – Assign Names Screen

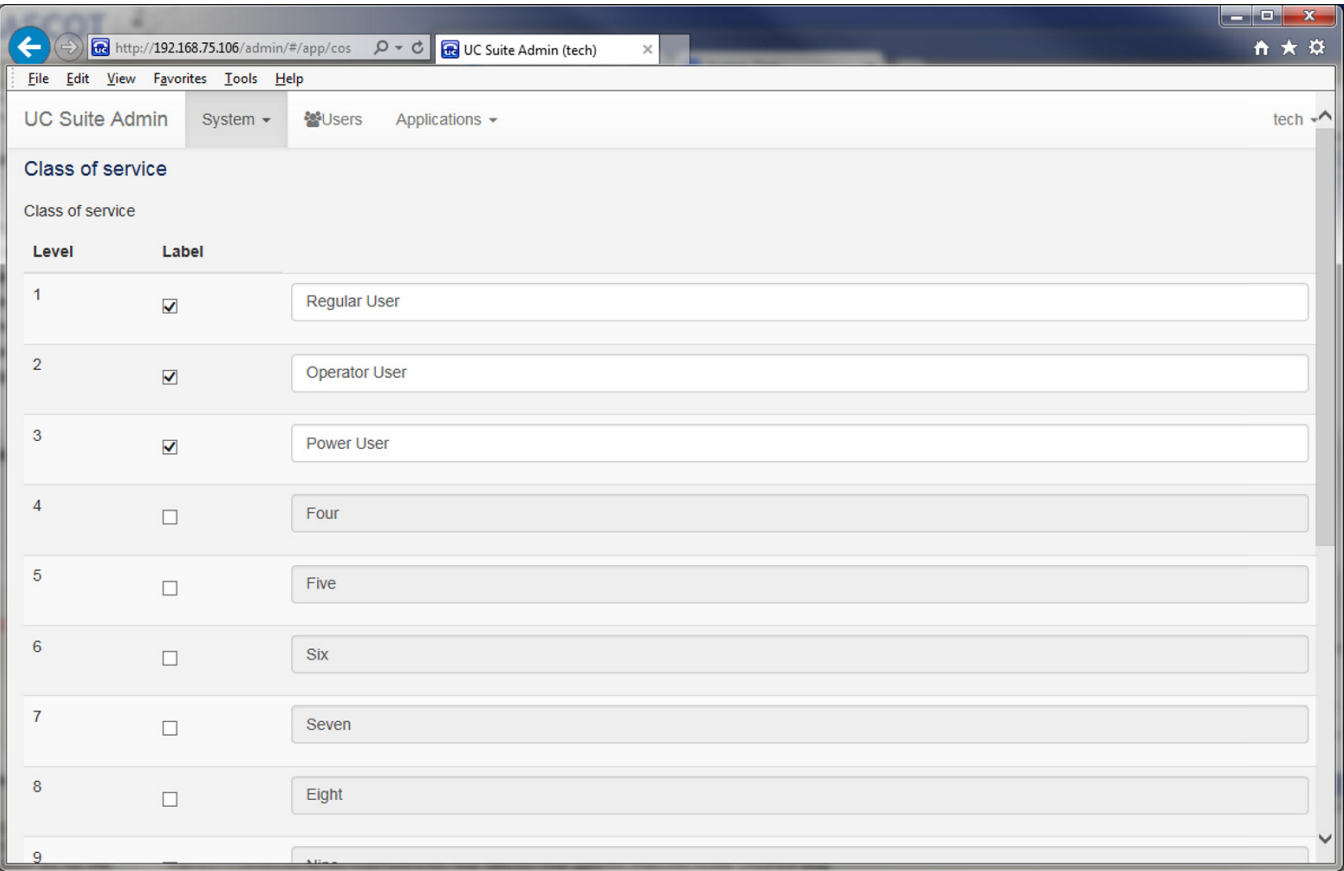
Level	Label	
1	<input checked="" type="checkbox"/>	Restriction Class 1
2	<input checked="" type="checkbox"/>	Restriction Class 2
3	<input checked="" type="checkbox"/>	Restriction Class 3
4	<input checked="" type="checkbox"/>	Restriction Class 4
5	<input checked="" type="checkbox"/>	Restriction Class 5
6	<input checked="" type="checkbox"/>	Restriction Class 6
7	<input checked="" type="checkbox"/>	Restriction Class 7
8	<input checked="" type="checkbox"/>	Restriction Class 8
9	<input checked="" type="checkbox"/>	Restriction Class 9
10	<input checked="" type="checkbox"/>	Restriction Class 10
11	<input checked="" type="checkbox"/>	Restriction Class 11
12	<input checked="" type="checkbox"/>	Restriction Class 12
13	<input checked="" type="checkbox"/>	Restriction Class 13
14	<input checked="" type="checkbox"/>	Restriction Class 14
15	<input checked="" type="checkbox"/>	Restriction Class 15

The table lists all 15 Toll Restriction Classes. The Label field for each slot allows the user to assign a name to that profile. The user can also enable/disable each class by using the checkmark control at the end of the entry. Only entries that are enabled will be shown as options when a user is adding/modifying an extension definition.

1.7 Class of Service

Selecting Class of Service from the System menu allows the admin the ability to assign names to Class of Service slots within system programming. By assigning names, the user can better identify the purpose and intended use for each profile. The following image shows an example of this menu.

Figure 3-17 Class of Service – Assign Names Screen



The table lists all 15 slots for the Class of Service profiles. The Label field for each slot allows the user to assign a name to that profile. The user can also enable/disable each Class of Service by using the checkmark control at the end of the entry. Only entries that are enabled will be shown as options when a user is adding/modifying an extension definition.

1.8 Day/Night Service Labels

The Day/Night Service Labels option allows the user to modify labels associated with each Day/Night mode. The following image shows an example of this menu.

Figure 3-18 Day/Night Service Labels Screen

Mode	Label
1	
2	Night
3	Latenight
4	Weekend
5	Weekend2
6	Holiday
7	BadWeather
8	FireDrill

The menu displays the current label text defined for each of the 8 Day/Night modes. Clicking on one of the Label fields allows the user to edit the contents of the text field. This is associated with Program 12-07.

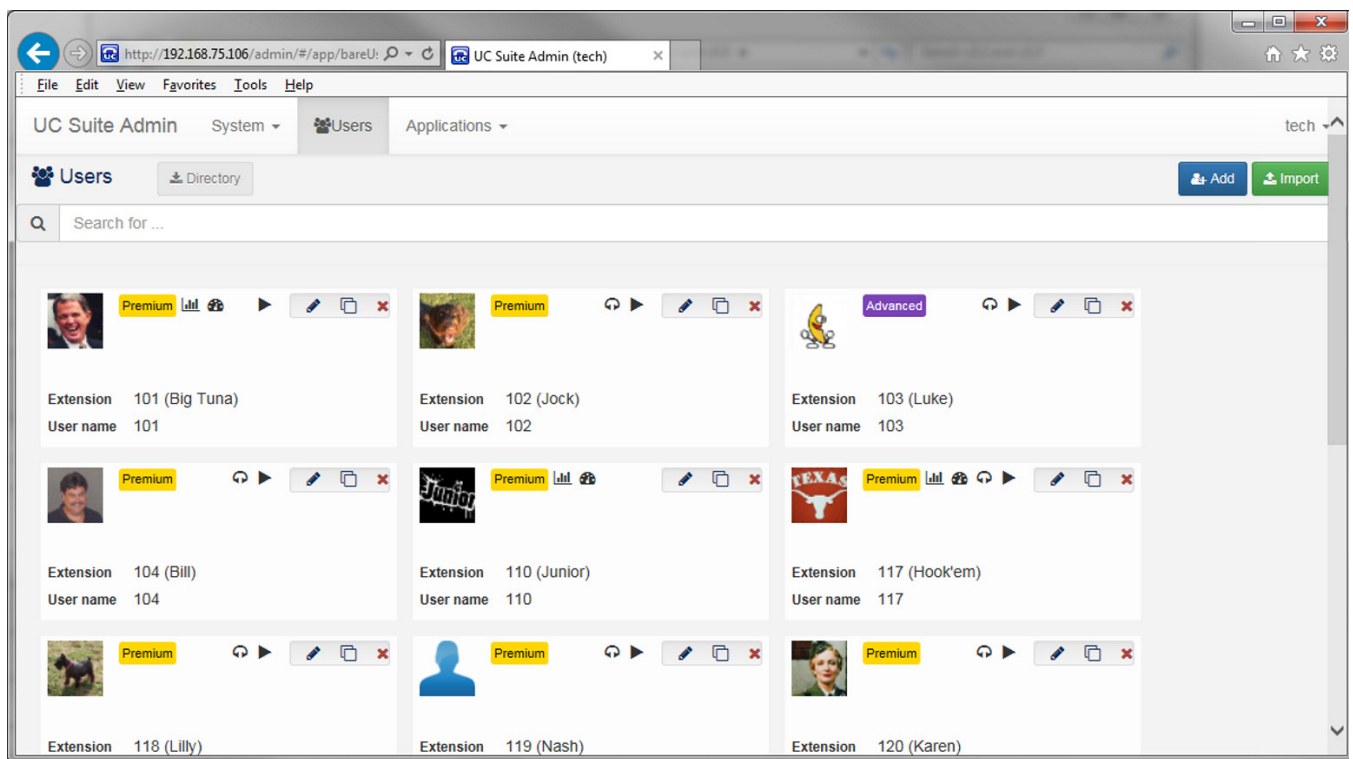
Users

Chapter 4

SECTION 1 OVERVIEW

The Users option allows the administrator to update the profile for a UC User. This function is similar to the UC User operation provided in UC Suite Admin, v.5.1. However, the editing functionality has been updated to provide easier access to the user settings. The following image shows an example of this menu.

Figure 4-1 Users Screen

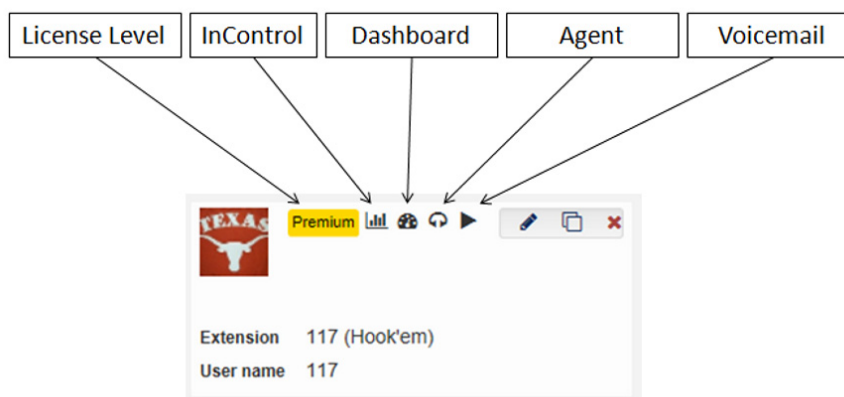


Each entry in the user list displays the following fields:

- ☐ Photo
- ☐ First/Last Name
- ☐ Extension Name
- ☐ Extension
- ☐ User Name

In addition, each entry includes icons that indicate some of the privileges assigned to that user. This can include the license level, InControl, Dashboard, Agent and Voicemail. The following image shows an example of a user with a Premium license that can also access InControl, Dashboard, UC Agent features and Voicemail.

Figure 4-2 Example of Privileges Icons



The icons on the left side of an entry  provide easy access to additional functions that can be applied to the selected user.

The Edit (pencil) button is a drop down that provides access to User Permissions, Contact Information and Phone Settings.

Selecting User Permissions opens the Edit User window to edit the user login information, license level, client access and feature availability for the specified user.

Figure 4-3 Edit User Screen

Edit User: 117 (117)

User name *

117

Password *

...

License level

☐ Basic ☐ Standard ☐ Advanced ☒ Premium

Clients to access

☒ UC Desktop Client ☒ UC Suite Web Client ☐ Softphone

☒ CRM Integration ☒ InControl (Non-ACD) ☒ Call Center Apps (InControl & Dashboard)

☐ NEC Web Conference

☒ User is authorized to use PhonePro

☒ Access to the NEC UC Mobile Client is available with this license setting

Extension

117

Premium features

☒ Allow update to the Contacts and Directory

☒ Allow update to others Presence

☒ Allow monitoring of others call details

☒ Allow messaging through phone

ACD Agent

☒ Enable ACD Agent mode

☒ Allow abandoned call alerts

Cancel Save

Selecting Contact Information opens the Edit Contact Information window for the selected user. This information will be visible within the Directory features of the UC Suite. The following image shows an example of the Contact Information area.

Figure 4-4 Edit Contact Screen

The screenshot displays the UC Suite Admin web interface. A modal window titled "Edit contact information" is open over a list of users. The modal includes the following fields and options:

- ☒ Show in Directory
- ☒ Show BLF data
- First name: [Text input field]
- Last name: [Text input field]
- Email: [Text input field]
- Alternate contact numbers: [Add button]
- Table for Alternate Contact Numbers:

Type	Number
Mobile	214-636-7841
- More contact information: [Text input field]
- Buttons: Cancel, Save

The background interface shows a "Users" section with a search bar and a list of users. Each user entry includes a profile picture, a "Premium" status tag, an extension number, and a user name. The bottom of the screen shows a navigation bar with icons for various functions.

The information provided in this form can be shared with other employees using the Directory features within the UC Suite clients. The Alternate Contact Numbers area allows the user to add additional phone numbers to be associated with this user.

Selecting the More Contact information link expands the Contact Information section to display additional details for this contact, as shown in the following example.

Figure 4-5 More Contact Screen

The screenshot shows a web browser window with the URL <http://192.168.75.16/admin2/#/app/bareU:> and a tab titled 'UC Suite Admin (tech)'. The browser's address bar and menu (File, Edit, View, Favorites, Tools, Help) are visible. The main content area displays the 'UC Suite Admin' interface with a sidebar on the left containing a 'Users' section and a search bar. A modal window titled 'Edit contact information' is open, showing a 'More contact information' section. This section contains several input fields: 'Title', 'Location', 'Department', 'Supervisor' (with a corresponding 'Supervisor number' field), 'Assistant' (with a corresponding 'Assistant number' field), and 'Notes'. The 'Supervisor' and 'Assistant' fields are each paired with a numeric input field. At the bottom right of the modal are 'Cancel' and 'Save' buttons. The background interface shows a list of users with columns for 'Extension' and 'User name', and a 'tech' dropdown menu in the top right corner.

Selecting Phone Settings provides a shortcut to the Extension menu for the selected user. This menu is described in section [1.1 Extensions on page 3-1](#).

The Copy icon allows the administrator to create a copy of a selected user and assign the copy to a new name/extension. The following image shows an example of the Copy operation.

Figure 4-6 Copy User Screen

The screenshot displays the UC Suite Admin web interface. A modal dialog titled "Copying user 117" is open, overlaying the main user management screen. The dialog contains the following fields and options:

- Target extension ***: A text input field with the placeholder "Type an extension number".
- User name ***: A text input field with the placeholder "Enter a user name for login to client applications".
- First name**: A text input field.
- Last name**: A text input field.
- Email**: A text input field.
- Button Programming**: A section containing a checked checkbox labeled "Clear DSS/One Touch assignments?". Below it, a note states: "DSS/One Touch keys are speed dials that can be personal. Check this is you want this personal data to not be copied."
- Outbound Caller ID**: A text input field. Below it, a note states: "The outbound caller ID is the name and phone number that is displayed on the receiving device when this extension calls out".

At the bottom right of the dialog are "Cancel" and "Add" buttons. The background interface shows a sidebar with "Users" and a main area with a search bar and a list of users. The list includes entries for extension 101, 104, and 118, each with a corresponding user name and a "Premium" status indicator.

The Copy operation duplicates the User Permissions and Telephone Settings for the new user. The user name and contact information can be updated to be specific for the new user.

The Delete icon can be used to remove a user definition. When the Delete option is selected, the application will prompt the user to verify that the targeted user should be deleted.

The User screen also provides a Search bar which allows the administrator to easily locate an entry by entering either the extension number or user name.

Applications

Chapter 5

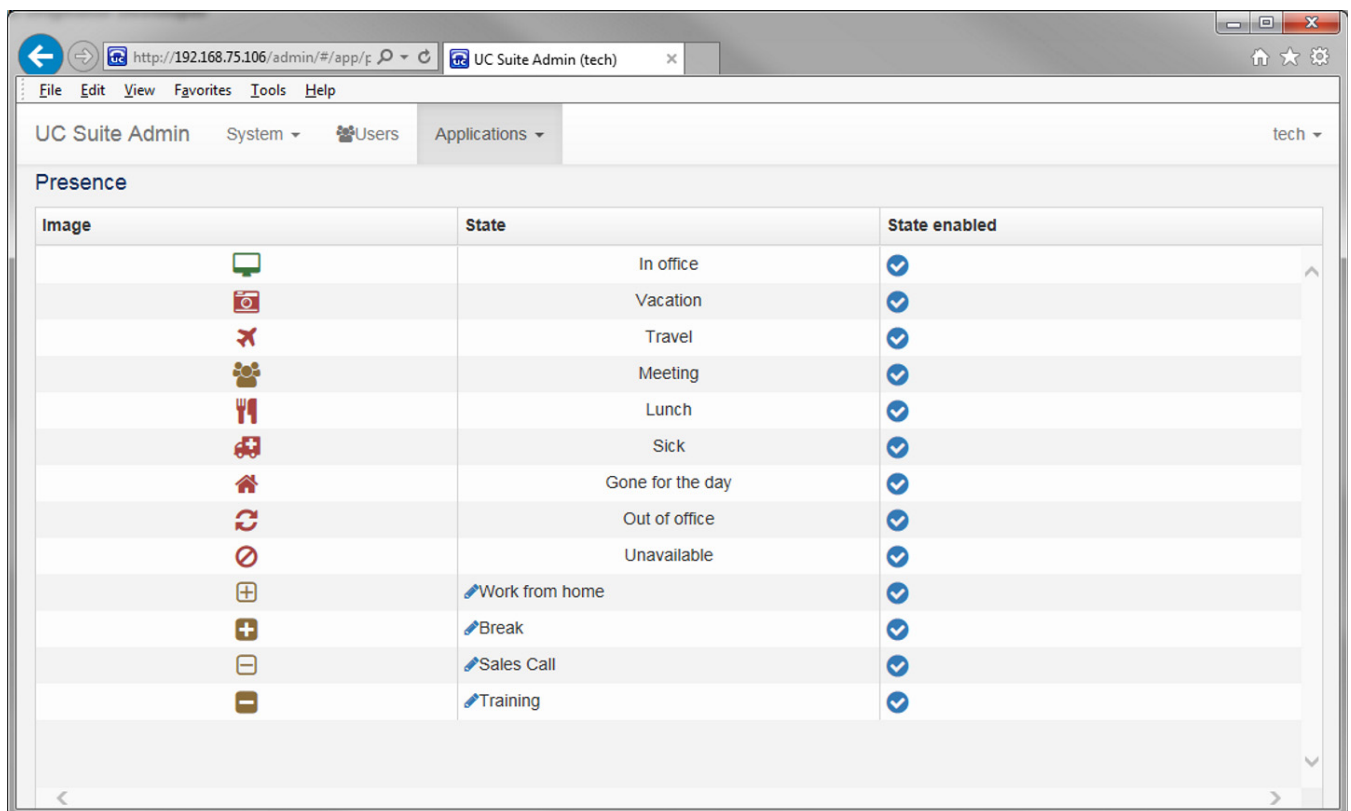
SECTION 1 DESCRIPTION

The Applications settings category allows the user to modify settings that apply to the UC Presence settings and the Contact Center applications. Each of these areas is further defined in the following sections.

1.1 UC Presence

The Presence feature allows the user to select which Presence states will be visible to UC users. The user can also modify the names associated with the Custom Presence states. The following image shows an example of the Presence menu.

Figure 5-1 UC Presence Screen



The operation of this feature is the same as in the previous UC Suite Admin, v.5.0 release.

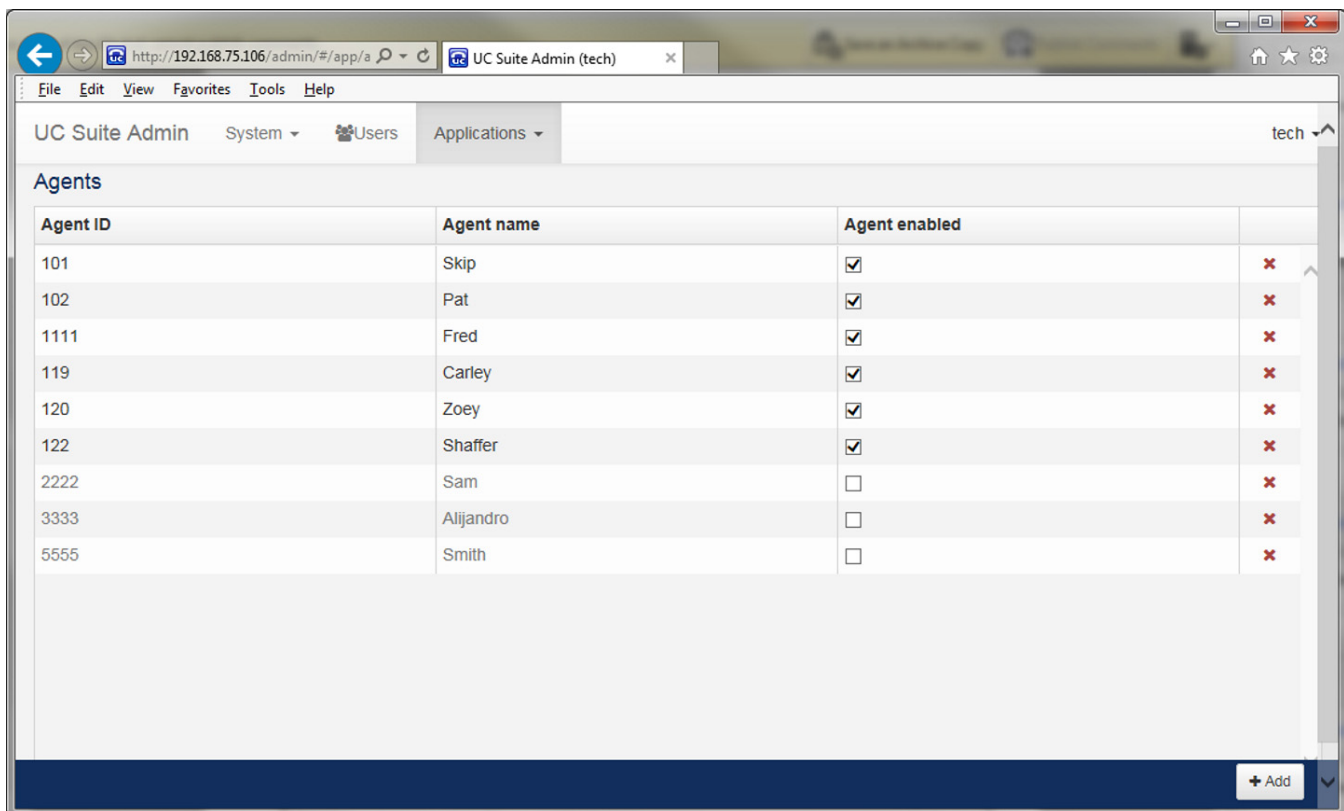
1.2 Contact Center

The Contact Center settings category allows the user to modify names associated with the Agents and Queues within the Contact Center. These Agent names and Queue names are used within the InControl reports and Dashboard views to easily identify Contact Center components. Each of these areas are further defined in the following sections.

1.2.1 Agents

The Agents menu allows the user to modify the name associated with an agent and enable/disable an agent definition. Associated names will be used within InControl Reports and Dashboard displays to identify agents. The following image shows an example of the Agents menu.

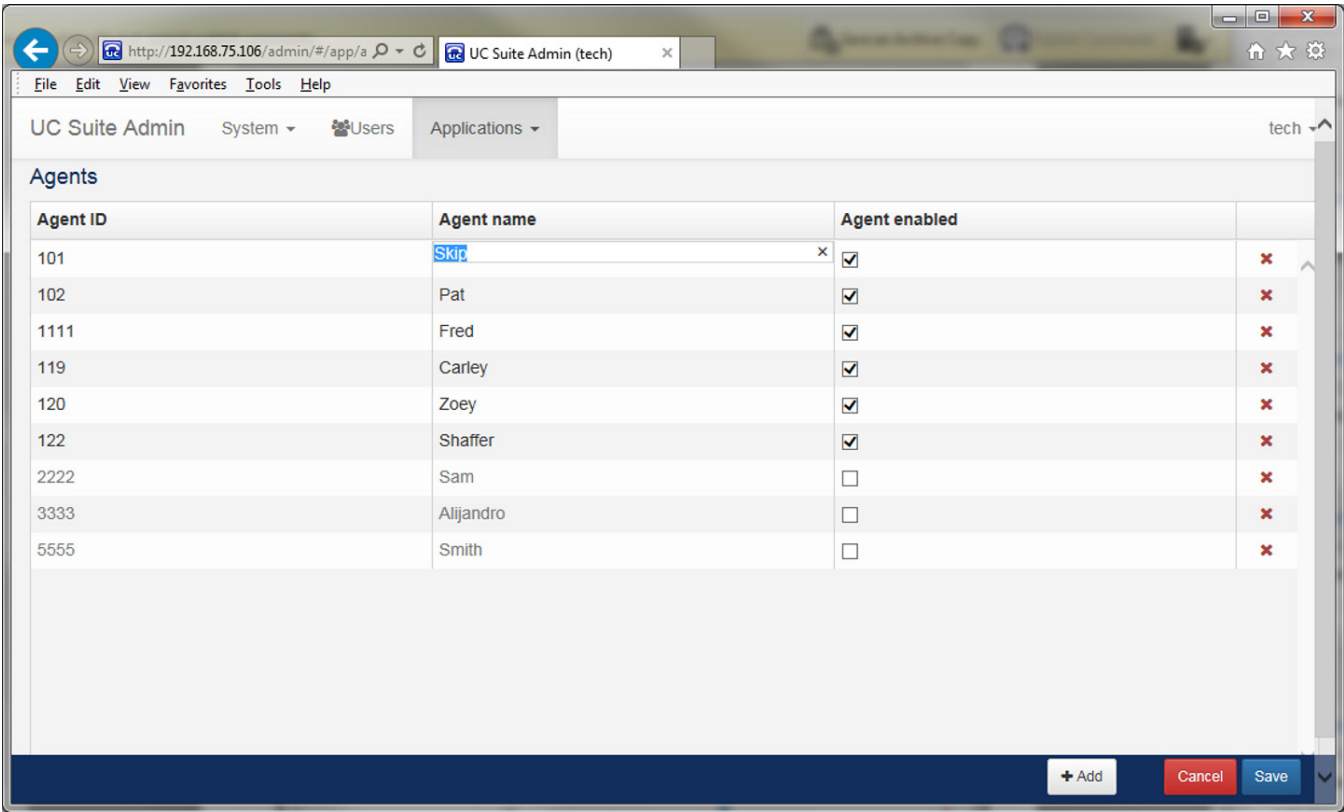
Figure 5-2 Agents Screen



Agent ID	Agent name	Agent enabled	
101	Skip	<input checked="" type="checkbox"/>	X
102	Pat	<input checked="" type="checkbox"/>	X
1111	Fred	<input checked="" type="checkbox"/>	X
119	Carley	<input checked="" type="checkbox"/>	X
120	Zoey	<input checked="" type="checkbox"/>	X
122	Shaffer	<input checked="" type="checkbox"/>	X
2222	Sam	<input type="checkbox"/>	X
3333	Alijandro	<input type="checkbox"/>	X
5555	Smith	<input type="checkbox"/>	X

Clicking on an entry in the Agent Name column switches the selected entry to Edit mode. The user can then update the name associated with that User ID. The red “X” on the right end of the table can be used to remove an entry from the table. When changes are made, Save and Cancel buttons will be displayed. The Save button applies the changes, the Cancel button discards any changes to the Agent names.

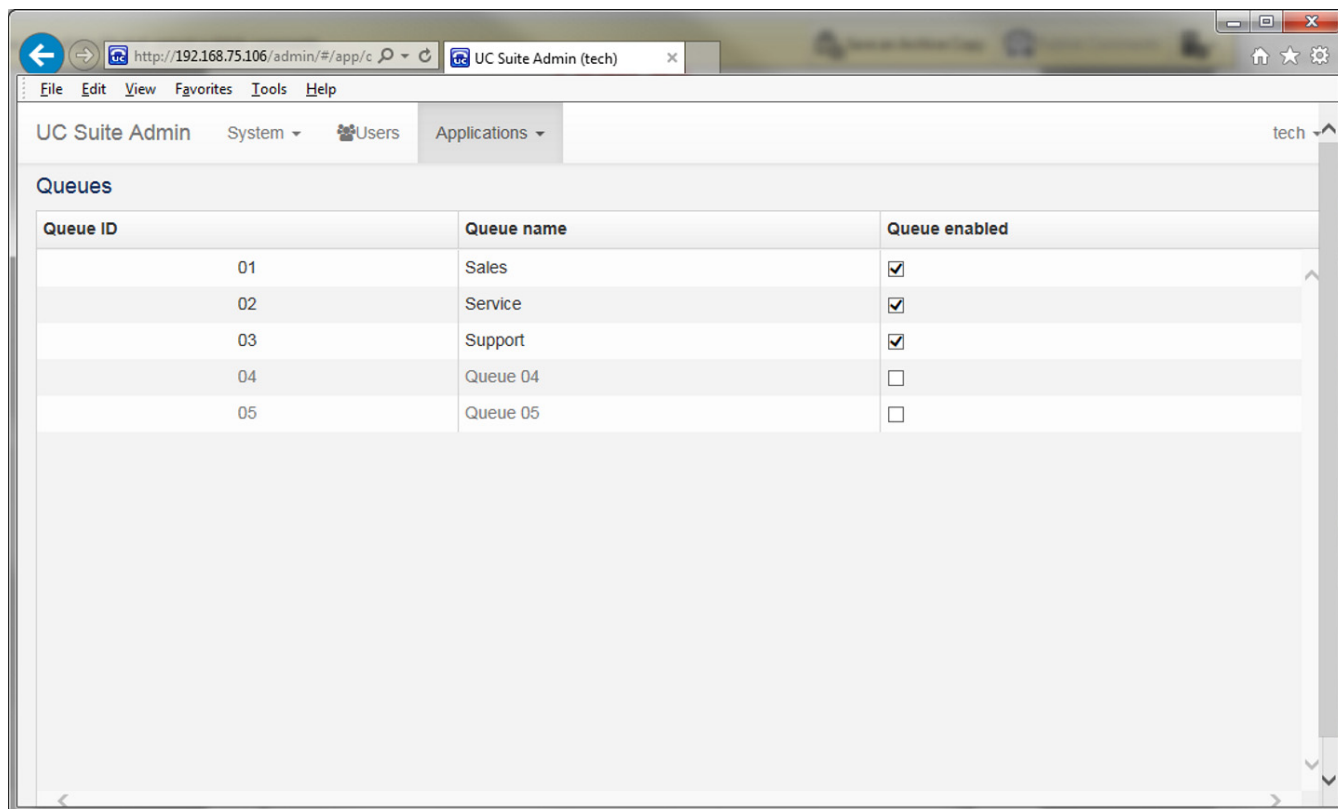
Figure 5-3 Add Agents Screen



The ability to add a user to the list will only be presented if the Contact Center configuration supports the use of general Agent ID's as determined by Program 41-01-06. If this setting is enabled, only the Agent ID's set in Program 41-21 are displayed.

1.2.2 Queues

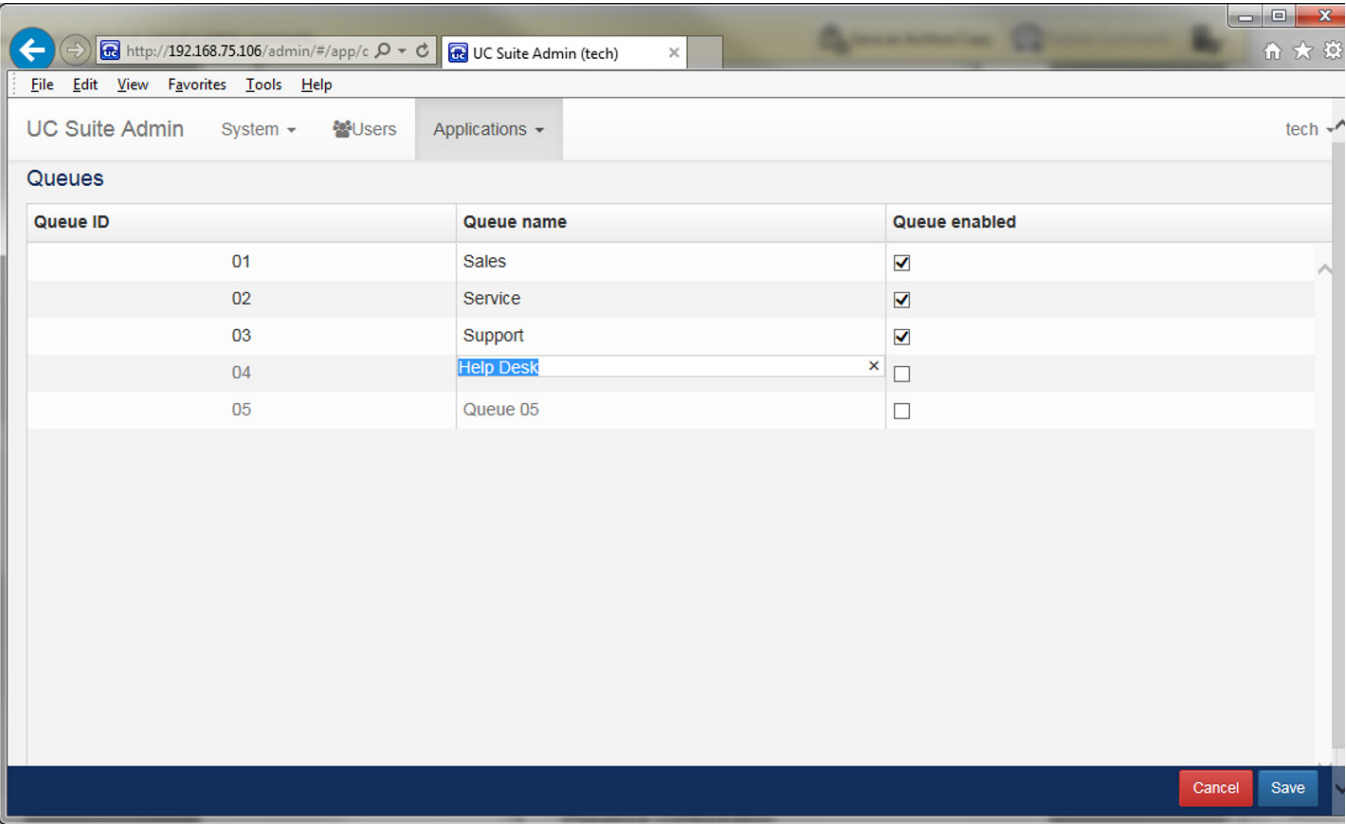
The Queues menu allows the user to modify the name associated with a queue and enable/disable the queue definition. The queue names are used within the InControl Contact Center reports and within the Dashboard displays. The following image shows an example of the Queues menu.

Figure 5-4 Queues Screen

Queue ID	Queue name	Queue enabled
01	Sales	<input checked="" type="checkbox"/>
02	Service	<input checked="" type="checkbox"/>
03	Support	<input checked="" type="checkbox"/>
04	Queue 04	<input type="checkbox"/>
05	Queue 05	<input type="checkbox"/>

Clicking on an entry in the Queue Name column switches the selected entry to Edit mode. The user can then update the name associated with that queue. When changes are made, Save and Cancel buttons will be displayed. The Save button applies the changes, the Cancel button discards any changes to the Queue names.

Figure 5-5 Queue Name Column





Account Functions

Chapter 6

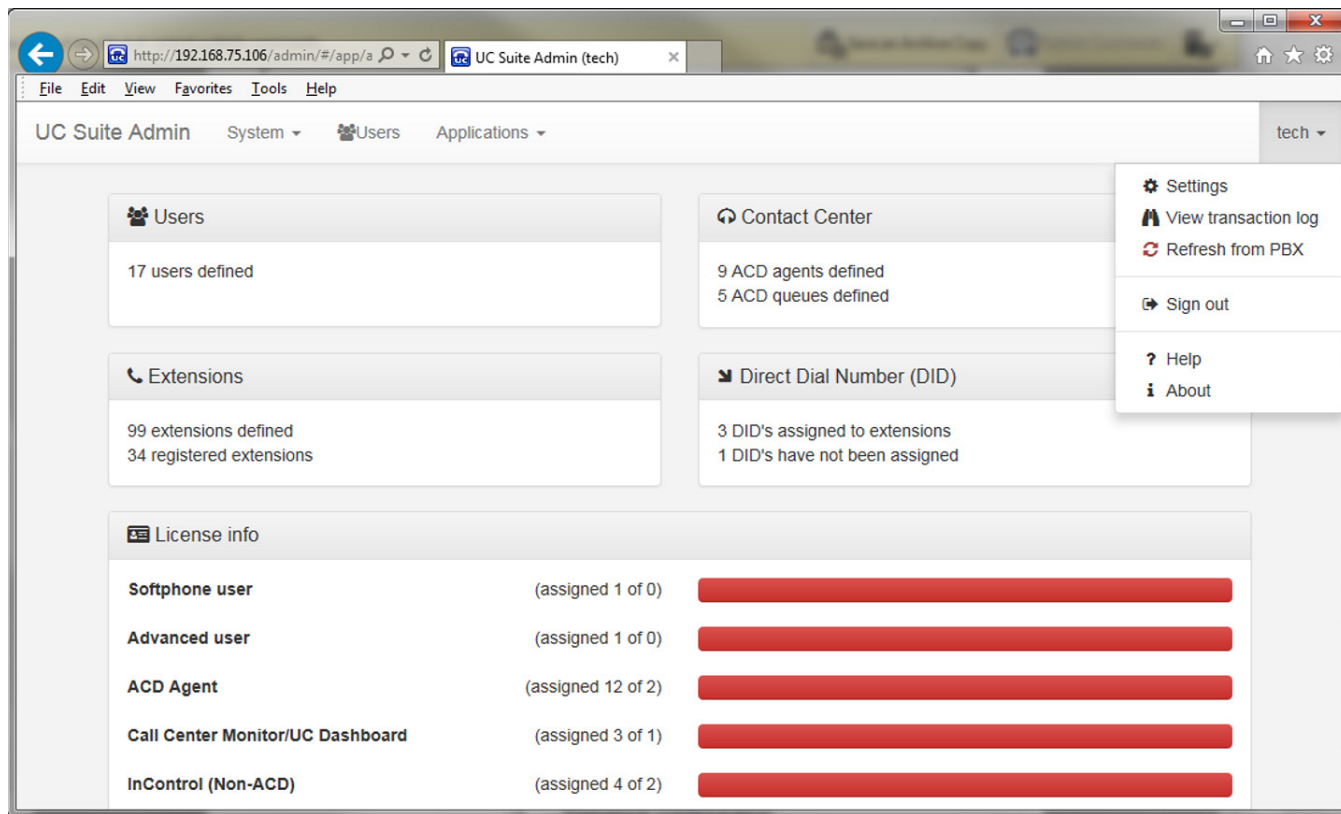
SECTION 1 OVERVIEW

On the right-hand side of the main menu, the Login ID is displayed and has a drop-down menu that provides access to additional account functions. The following functions can be accessed from this drop-down menu.

- ☐ Settings
- ☐ View Transaction Log
- ☐ Refresh from PBX
- ☐ Sign Out
- ☐ Help
- ☐ About

The following image shows an example of the Account Functions menu.

Figure 6-1 Account Functions Screen

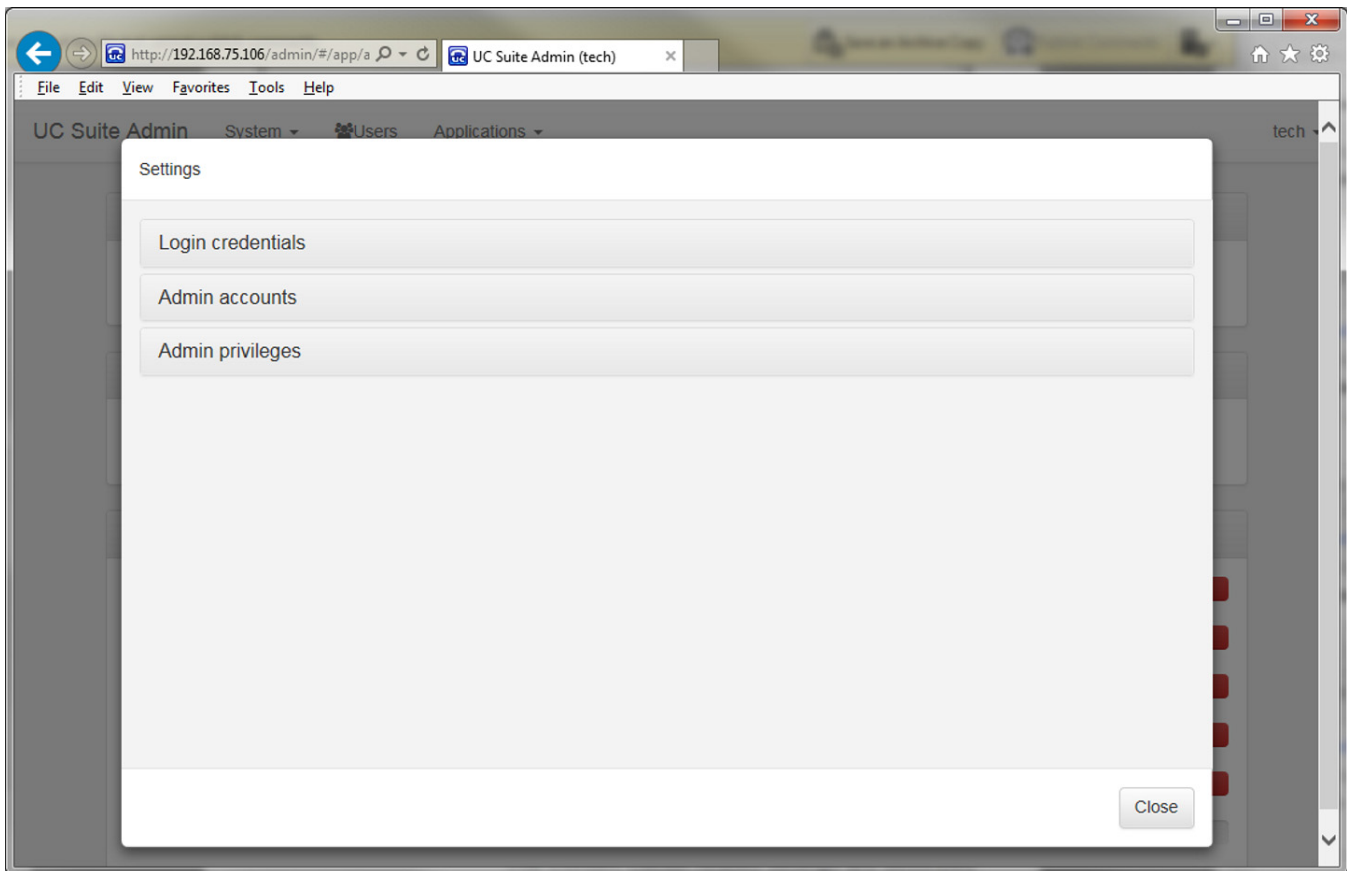


Each of these functions is further defined in the following sections.

1.1 Settings Function

The Settings function allows the Installer Level user to define programming areas available to lower level Admin users. The following image shows an example of the menu displayed when this option is selected.

Figure 6-2 Settings Screen

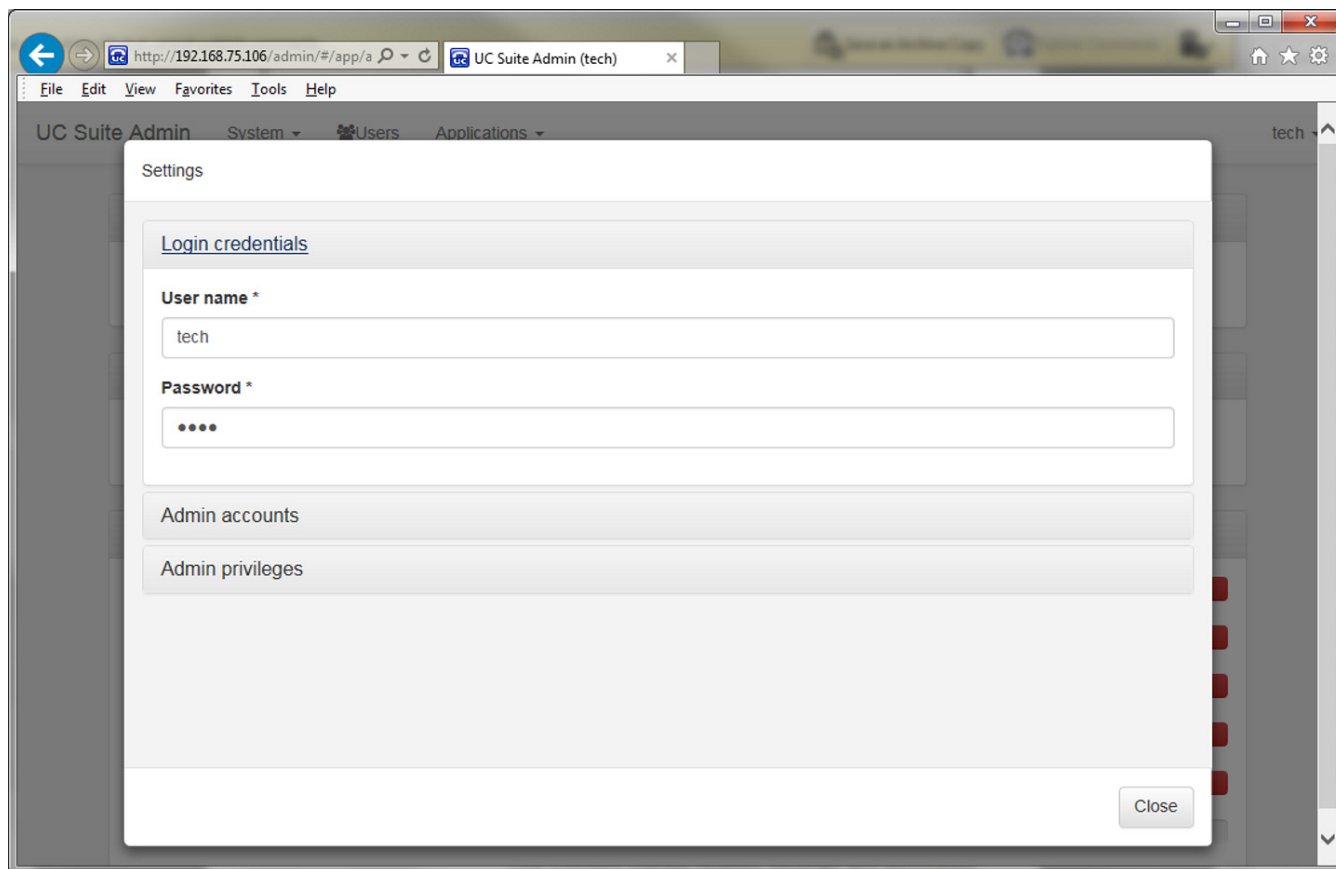


Each of these Setting categories is further defined in the following sections.

1.1.1 Login Credentials

The Login Credentials menu allows the user to update the name and password associated with this user account. The following image shows an example of the menu displayed when this option is selected.

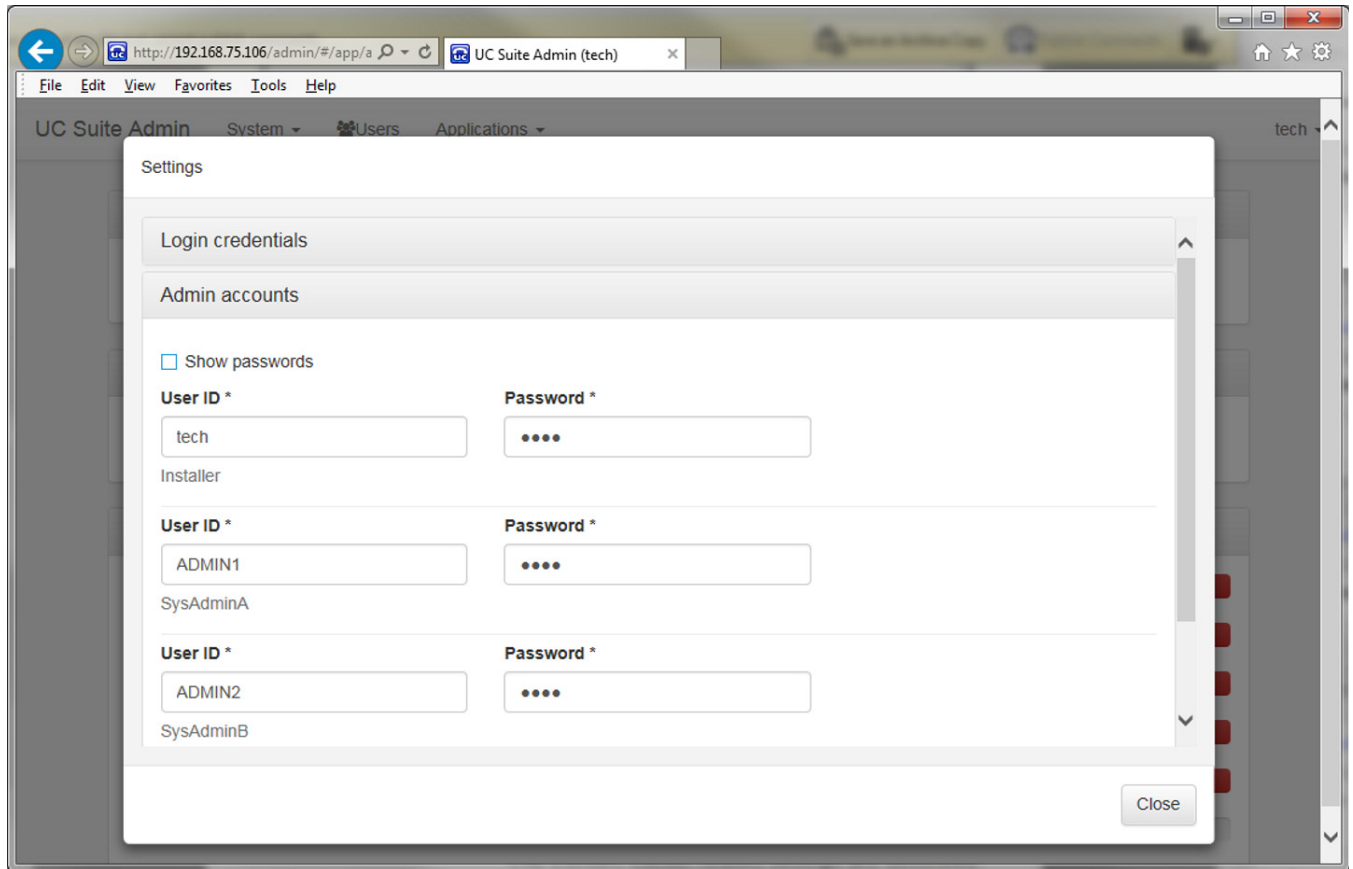
Figure 6-3 Login Credentials Screen



1.1.2 Admin Accounts

The Admin Accounts menu allows the Installer Level user to update the name and password for all Installer and System Administrator level accounts. This menu includes an option “Show Passwords”, and allows the administrator to view the current password strings. The following image shows an example of the menu displayed when this option is selected.

Figure 6-4 Admin Accounts Screen



1.1.3 Admin Privileges

The Admin Privileges menu allows the Installer Level user to enable/disable programming sections within the Admin utility for access by System Administrator level users. The following programming sections can be enabled/disabled:

System

- ☐ Login Credentials
- ☐ PBX Date/Time
- ☐ Trunks
- ☐ Direct Dial Number Assignment
- ☐ Button Feature Keys
- ☐ Class of Service

- ☐ Class of Restriction
- ☐ Day/Night Labels
- ☐ View Transaction Log

Extensions

- ☐ Contact Information
- ☐ Voicemail
- ☐ Call Handling
- ☐ Class of Service
- ☐ Buttons

UC

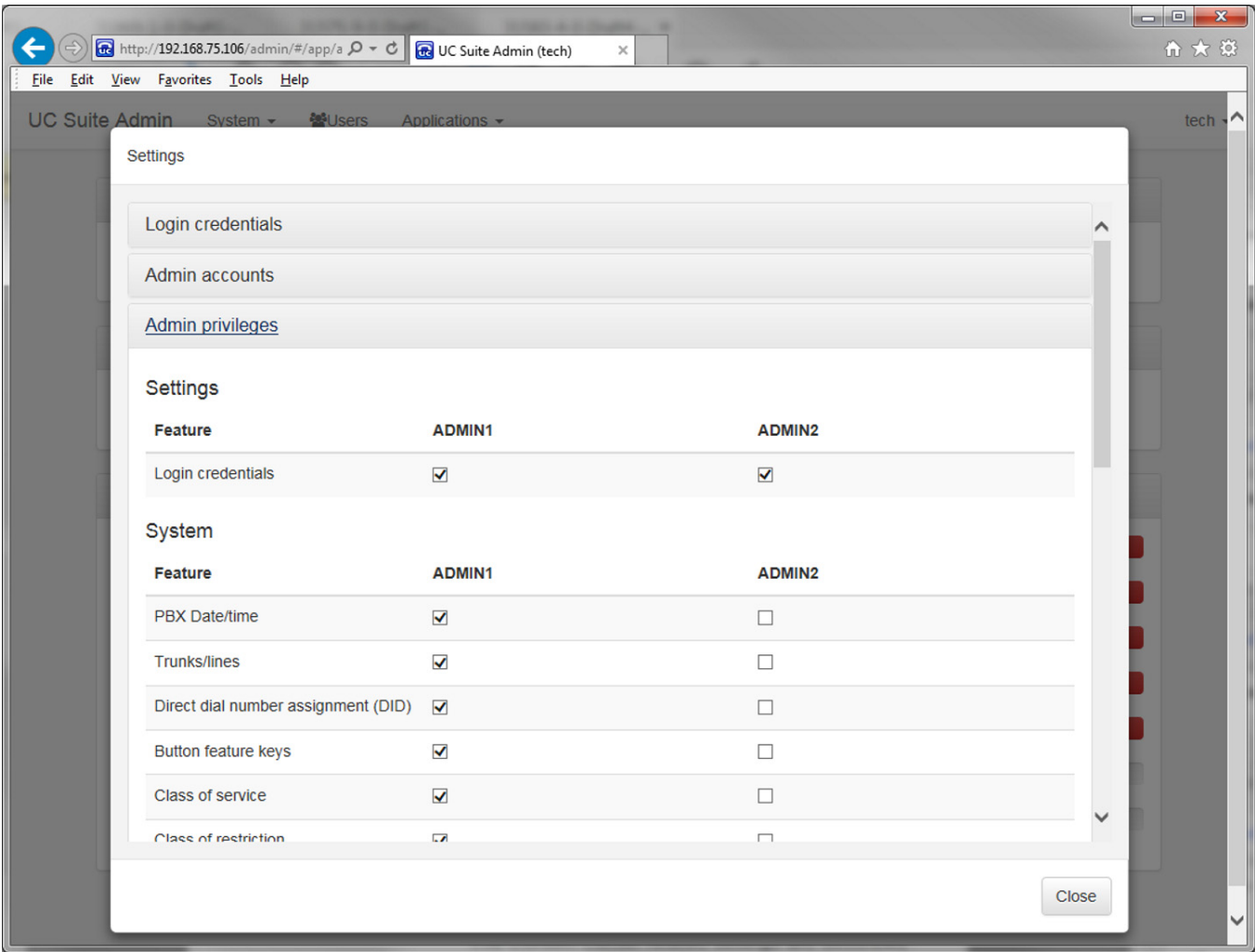
- ☐ Users
- ☐ Presence

Contact Center

- ☐ Agents
- ☐ Queues

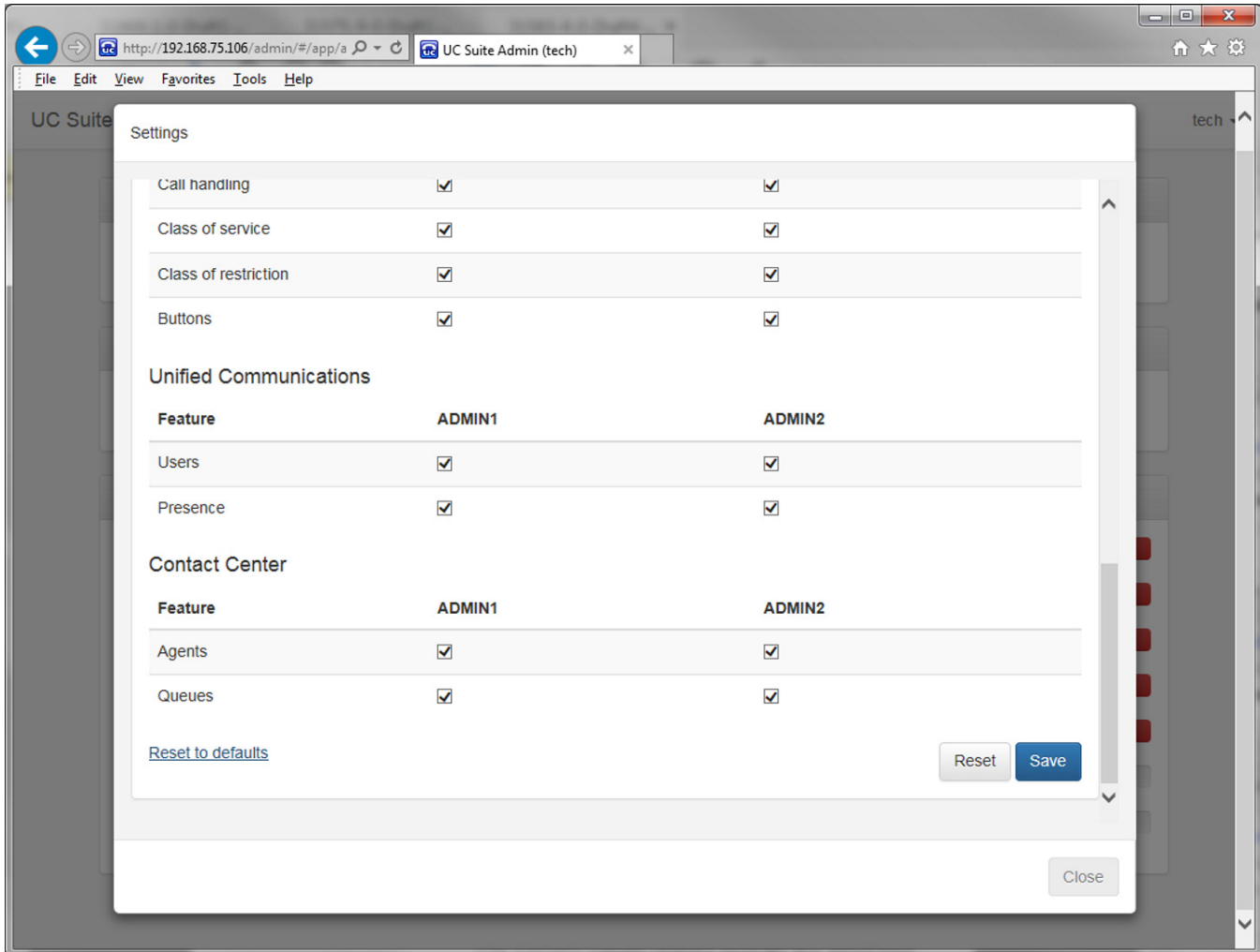
The following image shows an example of the menu displayed when this option is selected.

Figure 6-5 Admin Privileges Screen



This menu also provides an option to reset all values to their default state.

Figure 6-6 Settings Menu



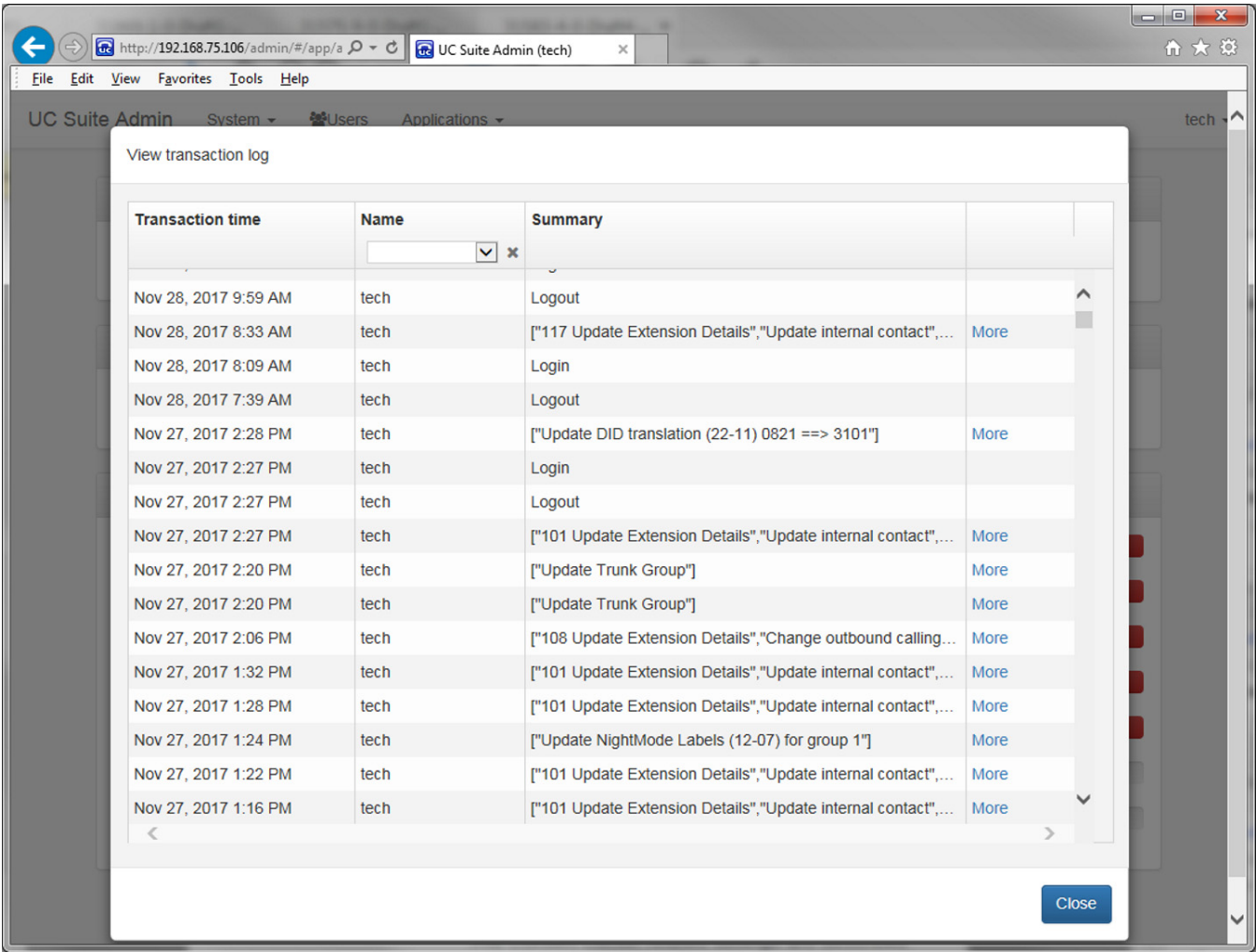
1.2 View Transaction Log Function

The View Transaction Log function displays a list of the recent programming changes made within the Admin application. For each update, the log table lists the following information:

- Transaction Time
- User Name
- Summary of Action

The following image shows an example of the menu displayed when this option is selected.

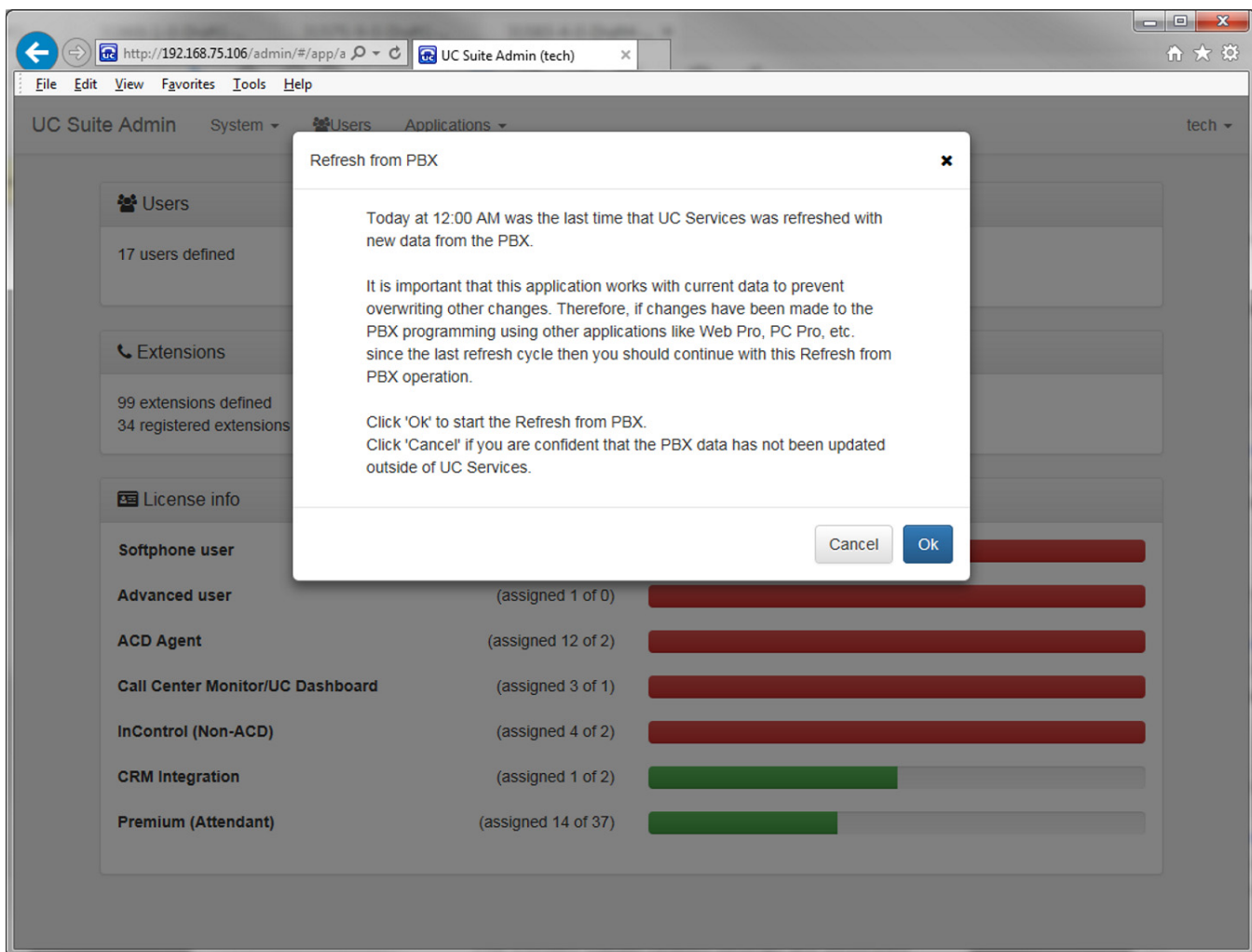
Figure 6-7 Example of View Transaction Log



1.3 Refresh from PBX Function

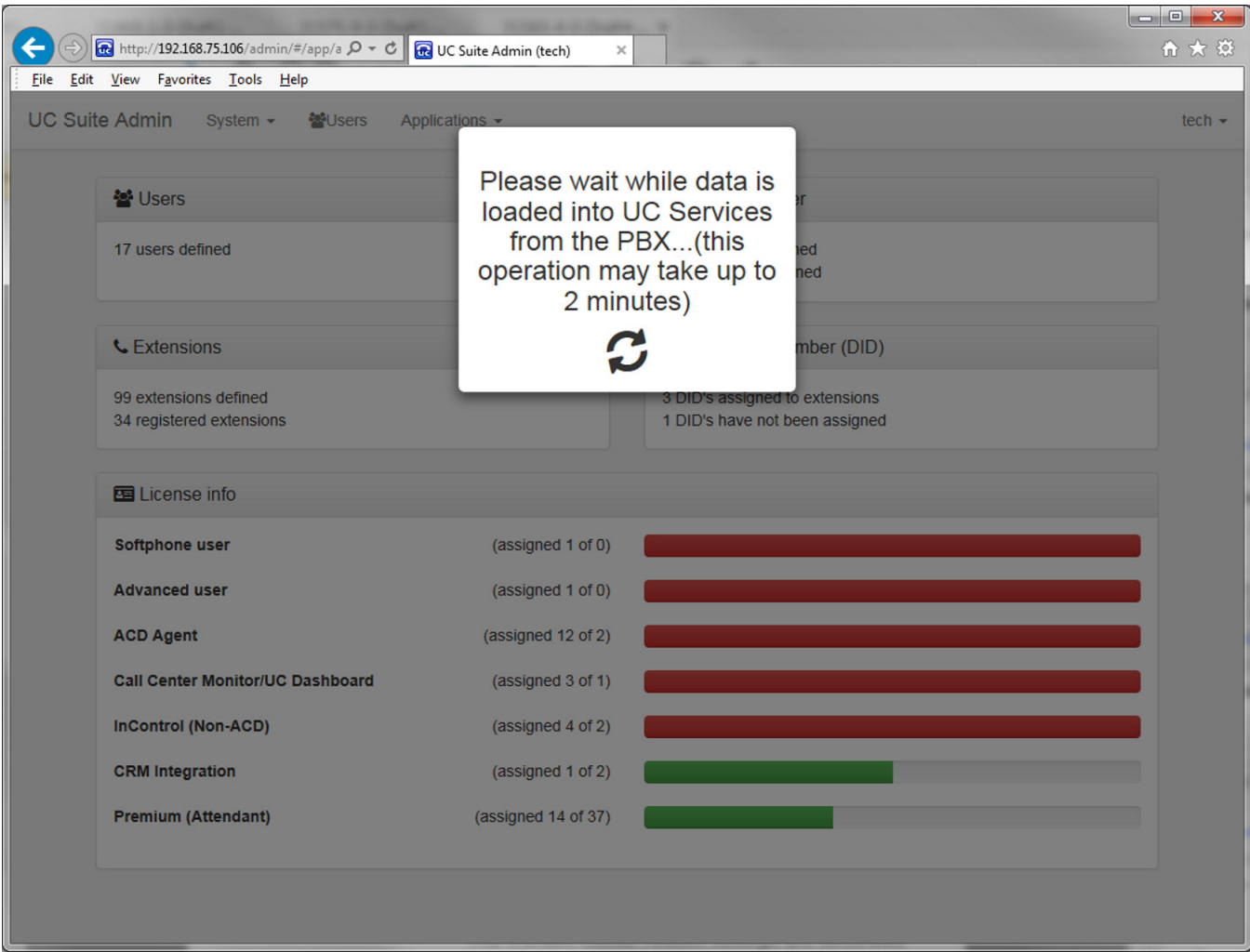
UC Services refreshes the SV9100 data every night at midnight. The Refresh from PBX function also accesses SV9100 programming to read current system values and update the local storage within the Admin utility. This action is performed to ensure the Admin utility displays the most current information that has been saved in the SV9100. For example, if users make changes to UC users using WebPro or PCPro, this function can be used to make sure the latest values are displayed within Admin. The following image shows an example of the menu displayed when this option is selected.

Figure 6-8 Refresh from PBX Screen



Clicking OK will initiate the Refresh from PBX function. The following image shows an example of the message displayed as the refresh is happening. Once complete, the user will be required to re-Login to the Admin Utility.

Figure 6-9 Initiate Refresh from PBX



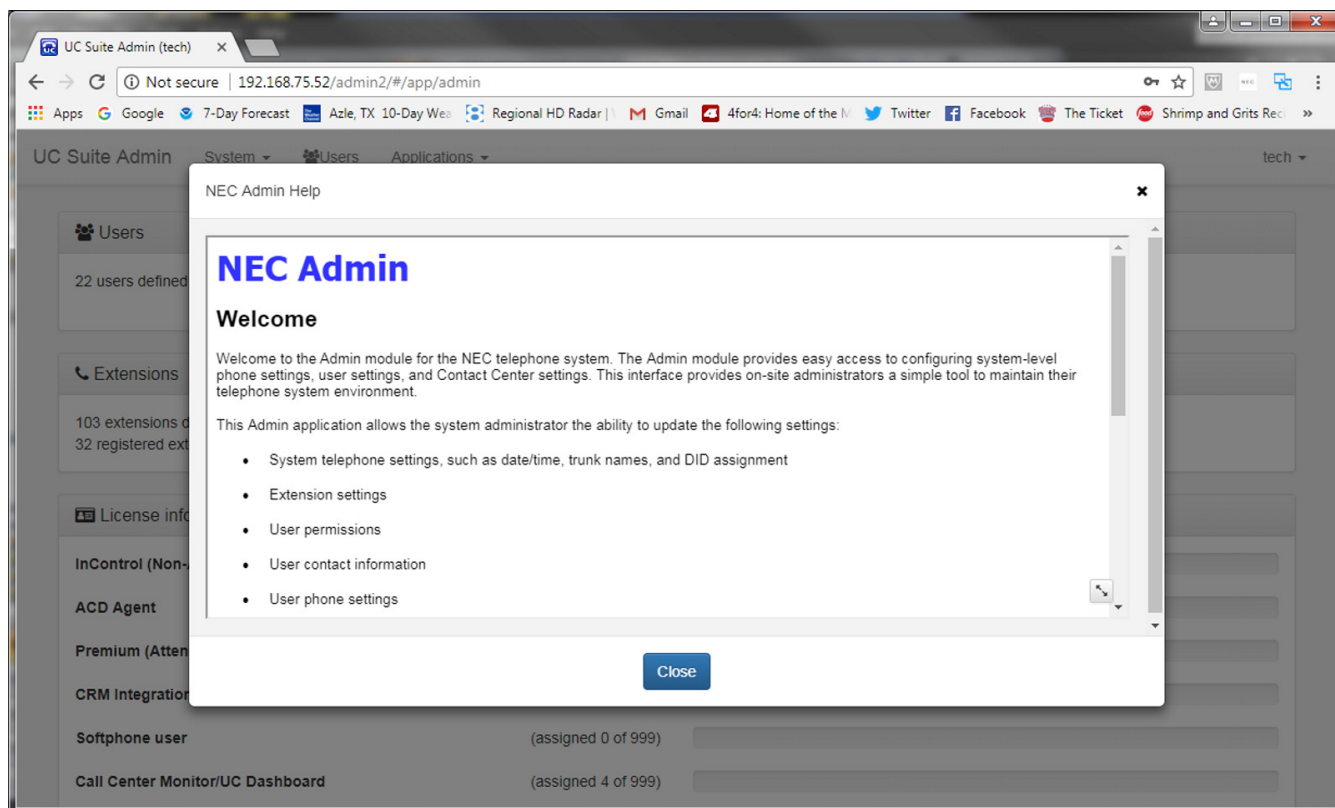
1.4 Sign Out Function

The Sign Out function logs the user out of the Admin application and returns to the Login screen.

1.5 Help Function

The Help function opens a window that provides information about the operation of the Admin application.

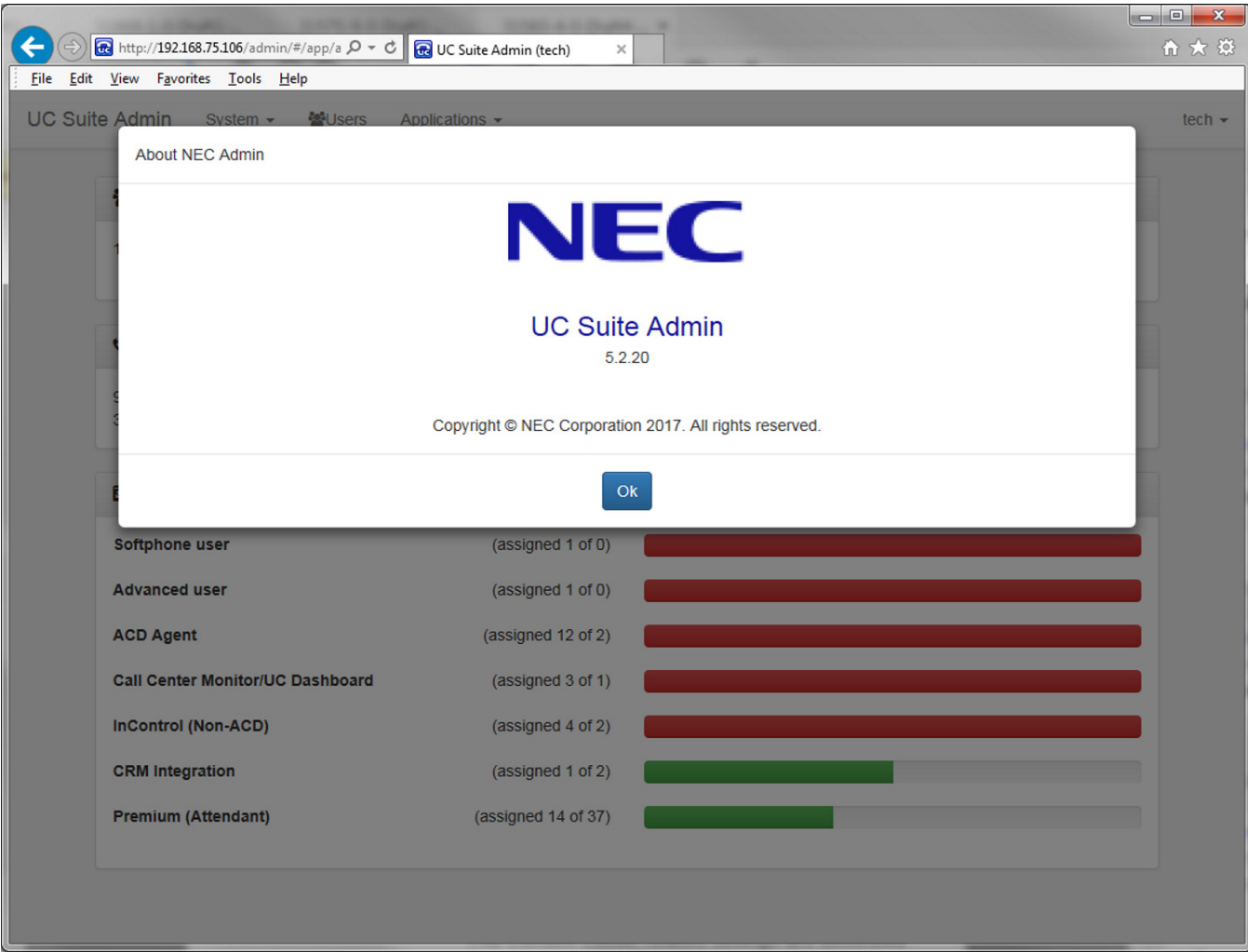
Figure 6-10 Admin Welcome Screen



1.6 About Function

The About function opens a window that displays the copyright notice and version number of the Admin application. The following image shows an example of the menu displayed when this option is selected.

Figure 6-11 About Screen





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UC Suite Admin Utility Manual