

FreePBX User Control Panel (UCP)

The screenshot displays the FreePBX User Control Panel (UCP) interface, which is a web-based management tool for SIP devices. The interface is organized into several panels:

- CALL HISTORY (DEV4):** A table showing recent calls. The data is as follows:

Date	Description	Duration	Playback	Controls
Sat, Mar 4, 2017 9:24 AM	☑ "LOS ANGELES, CA" <14247042181> Voicemail	12 sec		
Sat, Mar 4, 2017 9:23 AM	☑ "LOS ANGELES, CA" <14247042181>	27 sec		
Sat, Mar 4, 2017 9:21 AM	☑ "LOS ANGELES, CA" <14247042181> Voicemail	2 sec		
- CONTACTS (CONTACTS):** A table for managing contacts. The data is as follows:

Display Name	First Name	Last Name	Title	Company
anagy				
corozco				
James Finstrom	James	Finstrom		
Jason Parker				
- DEVICE MANAGEMENT (1000 - DEV4):** Shows the device name "Dev4" and the extension "Sangoma 5500 (000000000)".
- FOLLOW ME (DEV4):** A toggle switch set to "Enabled".
- DO NOT DISTURB (DEV4):** A toggle switch set to "Disabled".
- PRESENCE (PRESENCE):** A dropdown menu set to "Available".
- CONFERENCE (CONFERENCE):** Shows the current conference room "Viewing Room 81000" (anagy's conference room). It is locked and has 0 users.
- VOICEMAIL (DEV4):** A list of voicemail messages. The data is as follows:

Date	CID	Playback	Duration	Controls
2/16/2017	"Telephone 1" <1006>	0:00	00:00	1 seconds
2/16/2017	"Telephone 1" <1006>	0:00	00:00	1 seconds

At the bottom of the interface, there is a copyright notice: "User Control Panel is released as AGPLV3 or newer. Copyright 2013-2017 Sangoma Technologies Inc. The removal of this copyright notice is strictly prohibited."

Contents

UCP Functionality	- 3 -
UCP Dashboards	- 3 -
Adding a dashboard.....	- 3 -
Deleting a dashboard.....	- 4 -
Renaming a dashboard.....	- 5 -
Reordering a dashboard.....	- 6 -
Locking a dashboard.....	- 6 -
UCP Settings	- 8 -
Account Settings.....	- 8 -
User Details.....	- 9 -
Interface Settings.....	- 10 -
Side Bar	- 14 -
Adding a Side Bar Widget.....	- 14 -
Organize/Order Side Bar Widgets.....	- 16 -
Removing a Side Bar Widget.....	- 17 -
Side Bar Widget Settings.....	- 18 -
Widgets	- 19 -
Adding a widget.....	- 19 -
Moving a widget.....	- 21 -
Resizing a widget.....	- 21 -
Deleting a widget.....	- 22 -
Locking a widget.....	- 23 -
Widget settings.....	- 23 -
UCP Modules	- 24 -
Call Forwarding	- 25 -
Settings Window.....	- 26 -
Call History	- 27 -
Contacts	- 28 -
Group Management.....	- 28 -
Add Contacts.....	- 29 -
Delete Contacts.....	- 30 -
View Contacts.....	- 30 -
Device Management	- 32 -
Changing Phone Buttons from UCP.....	- 33 -
Restoring Phone Buttons to Default from UCP.....	- 34 -
Do Not Disturb (DND)	- 35 -
Fax	- 36 -
Views.....	- 36 -
How To Send a Fax.....	- 39 -
How to Receive a Fax in UCP.....	- 42 -
Follow Me	- 44 -
Settings Window.....	- 44 -
Phone	- 46 -
Adding the UCP Phone in UCP.....	- 46 -
UCP Phone Settings.....	- 48 -
Voicemail	- 50 -
Folders.....	- 51 -
Managing Voicemail Settings.....	- 51 -
Manage Voicemail Greetings.....	- 52 -

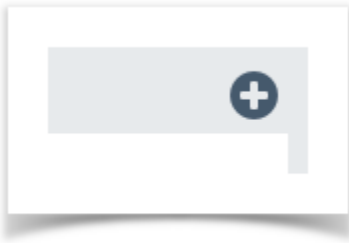
UCP Functionality

UCP Dashboards

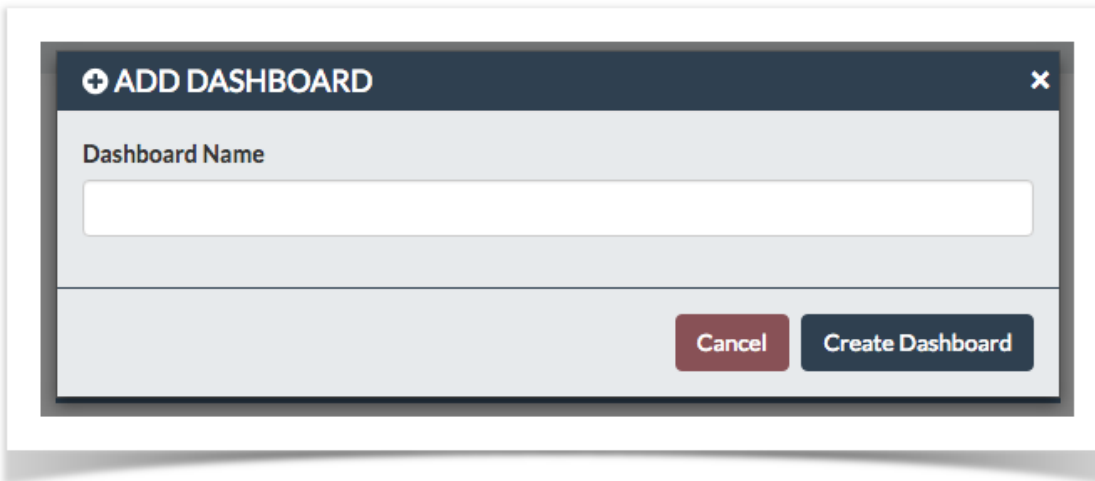
Dashboards are collections of widgets in different configurations. They allow users to customize their User Control Panel experience.

Adding a dashboard

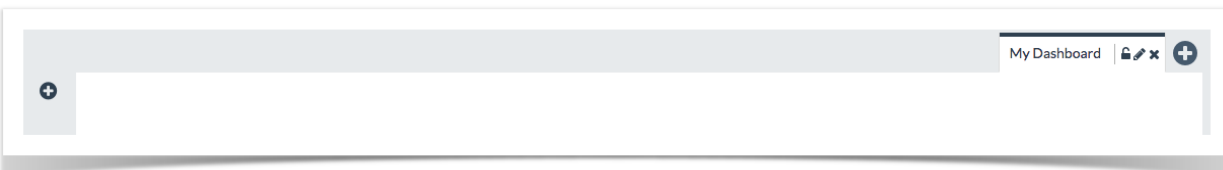
To add a new dashboard look for the  symbol in the upper right hand side of UCP. Click this icon



Now give your dashboard a name and click "Create Dashboard"

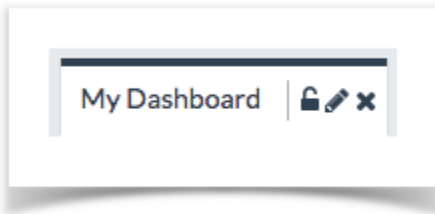


Your new dashboard will be created. If you have not previously added any dashboards you will be placed into the dashboard you just created

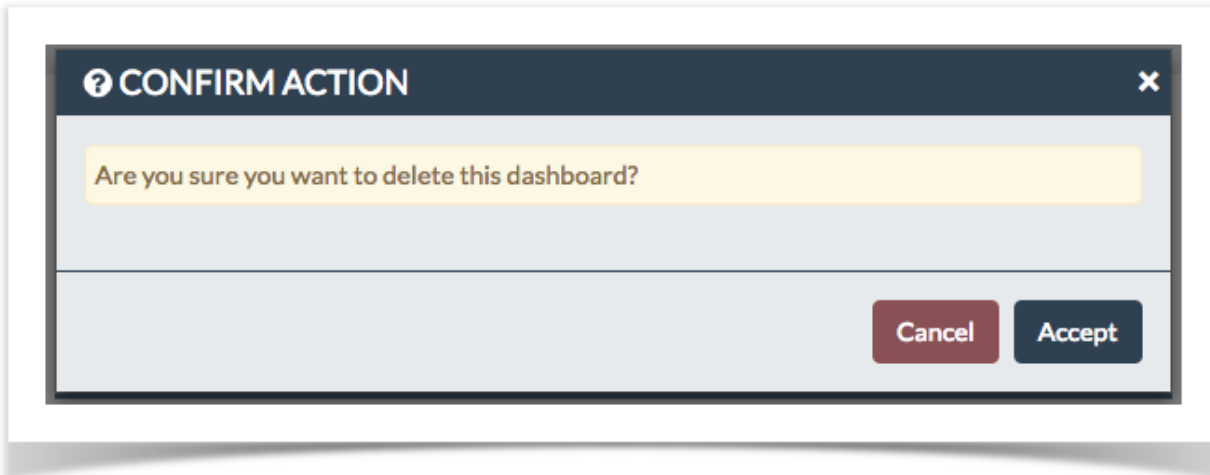


Deleting a dashboard

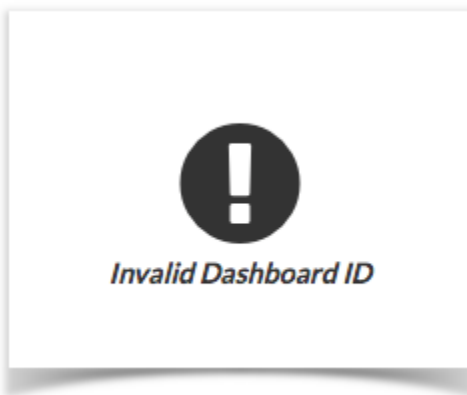
To delete a dashboard click the (X) symbol in the dashboard tab



A confirmation prompt will ask you to confirm



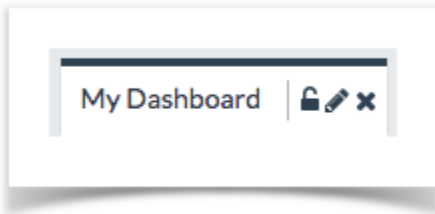
If you are actively viewing the dashboard you have just deleted you will be warned appropriately



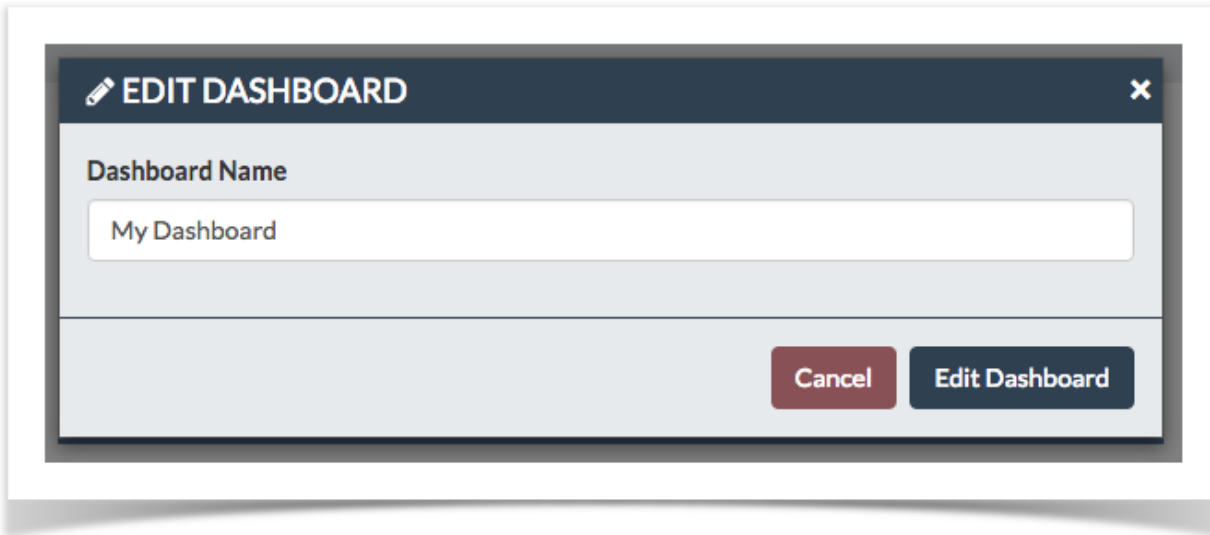
Simply Add a new dashboard to continue

Renaming a dashboard

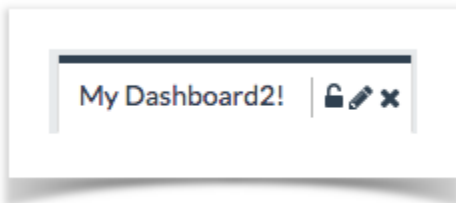
To rename a dashboard click the (Pencil) symbol in the dashboard tab



Change the name of the dashboard and click "Edit Dashboard"

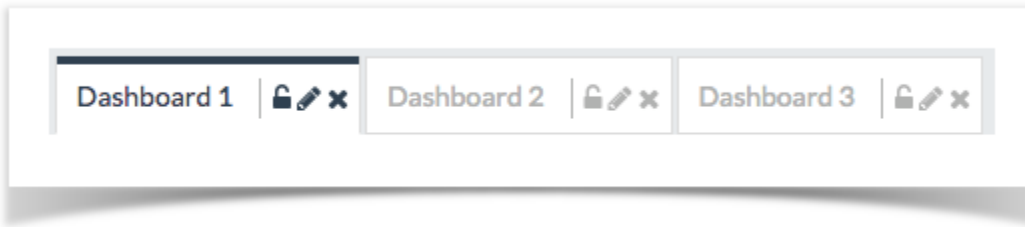


The name will be updated in UCP

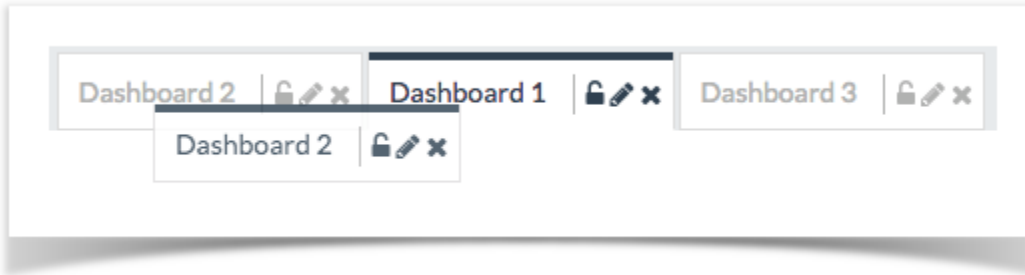


Reordering a dashboard

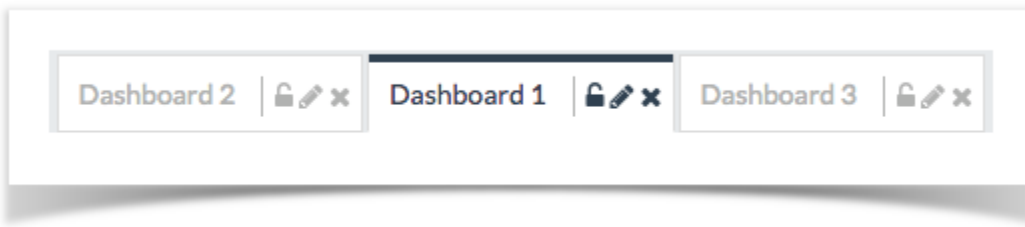
Dashboard Tabs can also be reordered.



Simply click and drag any dashboard tab into a new position



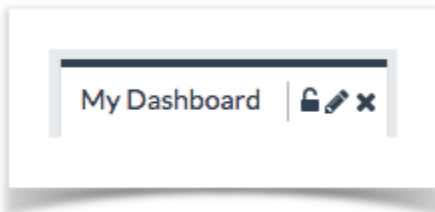
After letting go of the mouse button the configuration order will be instantly saved



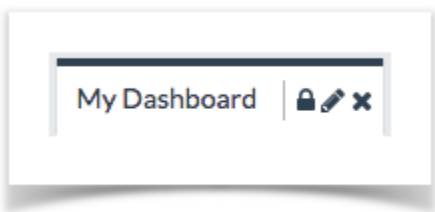
Locking a dashboard

Locking a dashboard will lock the position and size of all widgets within.

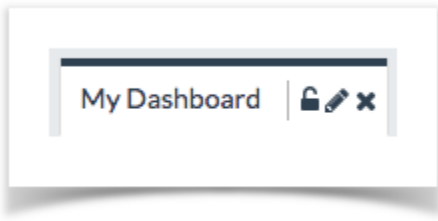
To lock a dashboard click the (lock) icon in the Dashboard tab



When a dashboard has been locked it will look like this:



To unlock said dashboard just click the lock icon again:



UCP Settings

User Settings can be found in the lower left hand corner of UCP. Look for a gear icon

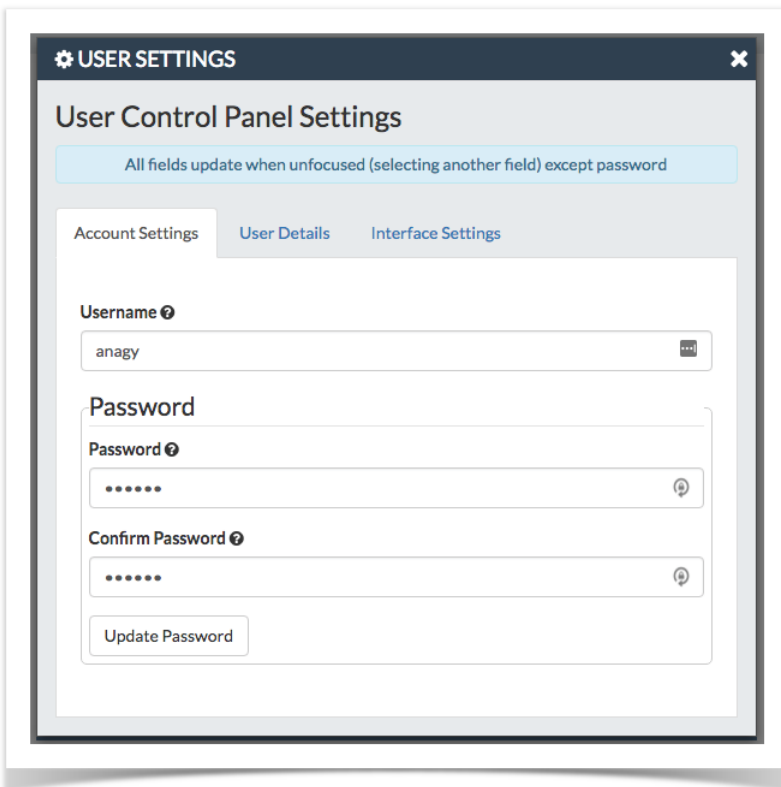


Clicking this icon will bring up the user settings dialog

Account Settings

Account Settings is the first tab. The options in here relate directly to your user.

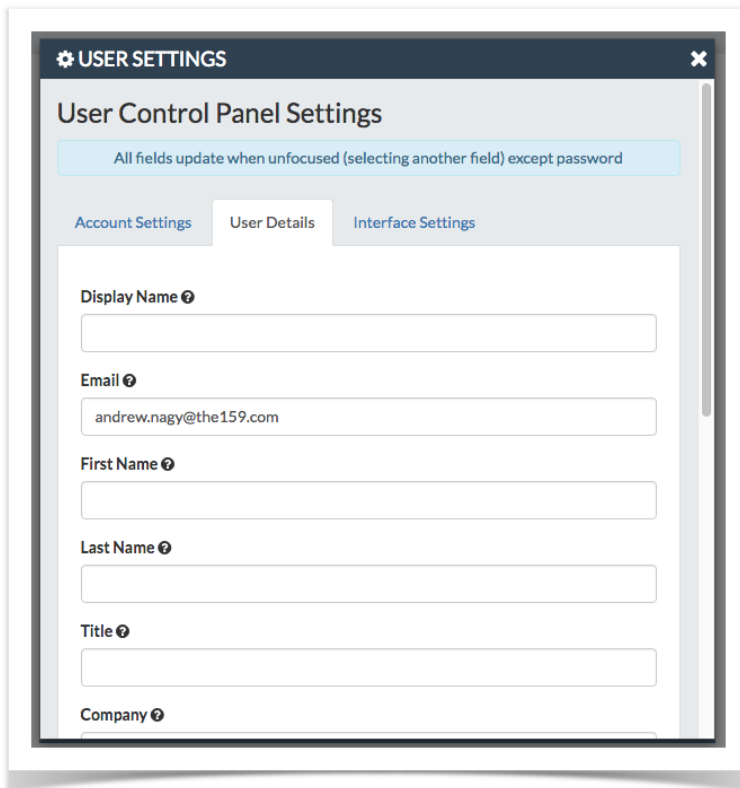
Some of these options may not be visible to you depending on your configuration

A screenshot of a web application dialog titled "USER SETTINGS" with a close button (X) in the top right corner. The main title is "User Control Panel Settings". Below the title is a light blue banner with the text "All fields update when unfocused (selecting another field) except password". There are three tabs: "Account Settings" (selected), "User Details", and "Interface Settings". The "Account Settings" tab contains the following fields: "Username" with a help icon and a text input field containing "anagy"; "Password" with a help icon and a text input field containing six dots; "Confirm Password" with a help icon and a text input field containing six dots; and an "Update Password" button at the bottom.

- **Username:** The Username of your account. You can change it here if you wish (you will be forced to logout)
- **Password:** The new password of your account. You can change it here but will need to reenter your password in the confirm box
- **Confirm Password:** The confirm password input. Used to validate you did not mistype your password
- **Update Password:** Click this button to update your password based on new input from Password and Confirm Password

User Details

User details is the second tab. This tab contains all of the details about the currently logged in user on the system



The screenshot shows a window titled "USER SETTINGS" with a close button. Inside, the "User Control Panel Settings" dialog is open, displaying three tabs: "Account Settings", "User Details", and "Interface Settings". The "User Details" tab is active. A light blue banner at the top of the dialog states: "All fields update when unfocused (selecting another field) except password". Below the tabs, there are several input fields, each with a help icon (question mark in a circle):

- Display Name**: An empty text input field.
- Email**: A text input field containing the email address "andrew.nagy@the159.com".
- First Name**: An empty text input field.
- Last Name**: An empty text input field.
- Title**: An empty text input field.
- Company**: An empty text input field.

- **Display Name:** Alias/Name used in services such as Chat
- **Email:** Email address used for resetting the password
- **First Name:** The user's first name
- **Last Name:** The user's last name
- **Title:** The user's title

USER SETTINGS

Company

Cell Phone

Work Phone

Home Phone

Fax

Drop a new image here

Delete Image

Browse

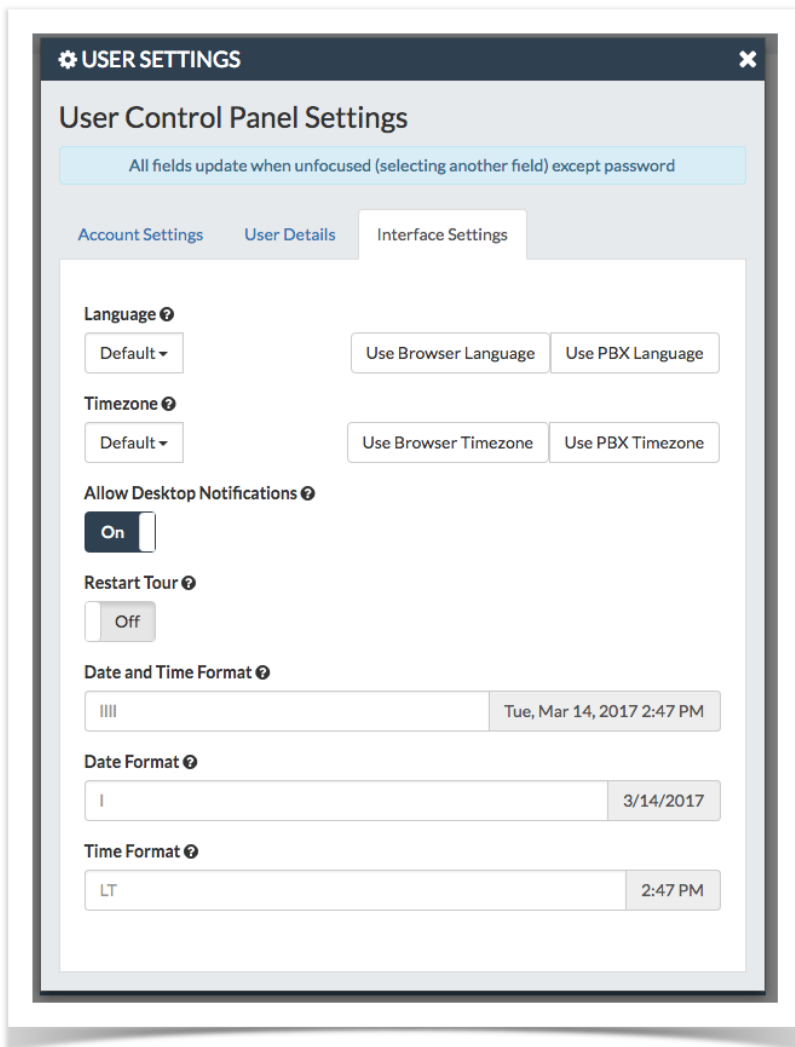
Use Gravatar

- **Company:** The user's company
- **Cell Phone:** The user's cell phone
- **Work Phone:** The user's work phone
- **Home Phone:** The user's home phone
- **Fax:** The user's fax
- **Avatar:** The user's avatar
- You can drag and drop an avatar here or click the "Use Gravatar" function which will use the email address provided above to lookup an avatar from the [Gravatar network](#)

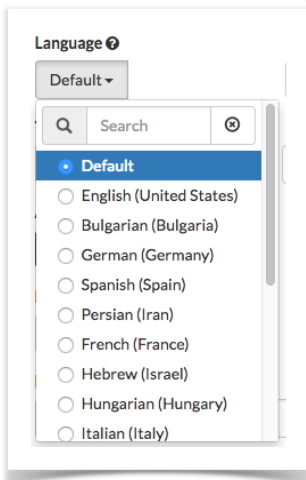
Interface Settings

The last tab is the Interface Settings tab.

This tab controls how the UCP should look and feel for this user

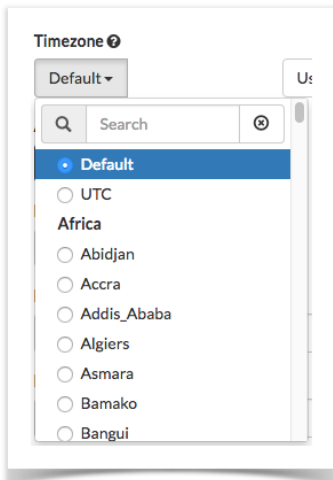


- **Language:** Select the language you'd like UCP to work in. Not all languages are fully translated. To help participate in translations see [Translating FreePBX](#)

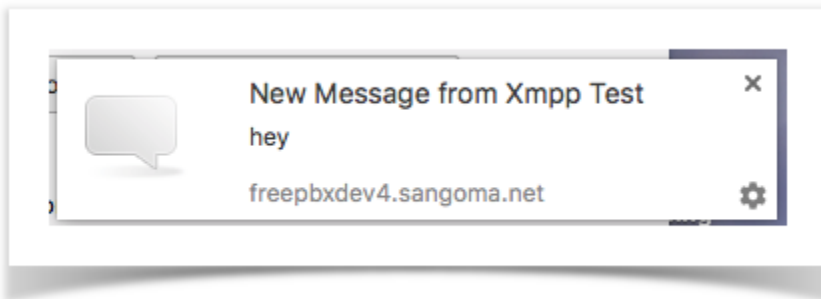


- **Use Browser Language:** Click this to automatically select your language based on your browser
- **Use PBX Language:** Click this to automatically select your language based on your PBX

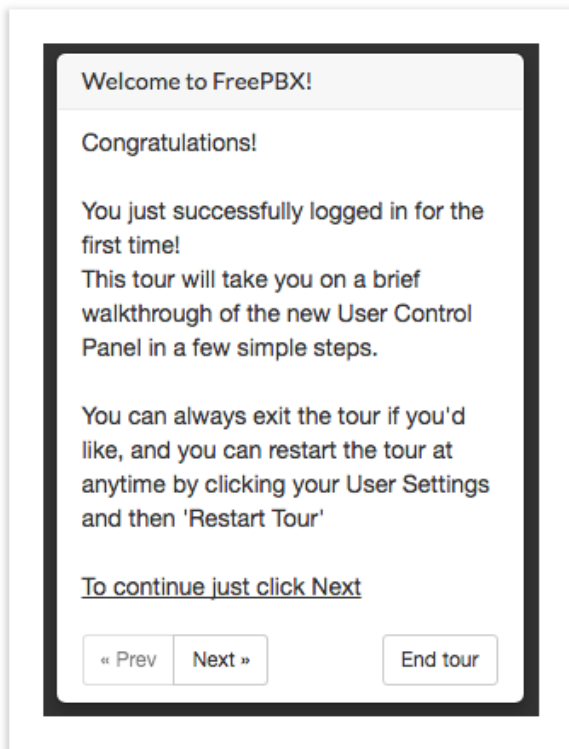
- **Timezone:** Select the timezone you'd like UCP to work in.



- **Use Browser Timezone:** Click this to automatically select your timezone based on your browser
- **Use PBX Timezone:** Click this to automatically select your timezone based on your PBX
- **Allow Desktop Notifications:** Toggle desktop notifications. Various modules can take advantage of desktop notifications. This allows you to disable them globally



- **Restart Tour:** Restart the UCP tour when you close the user settings dialog



- **Date and Time Format:** Customize how Date & Time strings should look (For formatting options see: <http://momentjs.com/docs/#/displaying/format/>)
The default of "llll" is locale aware. Meaning the format will automatically change based on your language
Formatting is updated in real time
Tue, Mar 14, 2017 4:16 PM
- **Date Format:** Customize how Date strings should look (For formatting options see: <http://momentjs.com/docs/#/displaying/format/>)
The default of "l" is locale aware. Meaning the format will automatically change based on your language
Formatting is updated in real time
3/14/2017
- **Time Format:** Customize how Time strings should look (For formatting options see: <http://momentjs.com/docs/#/displaying/format/>)
The default of "LT" is locale aware. Meaning the format will automatically change based on your language
Formatting is updated in real time
4:17 PM

Side Bar

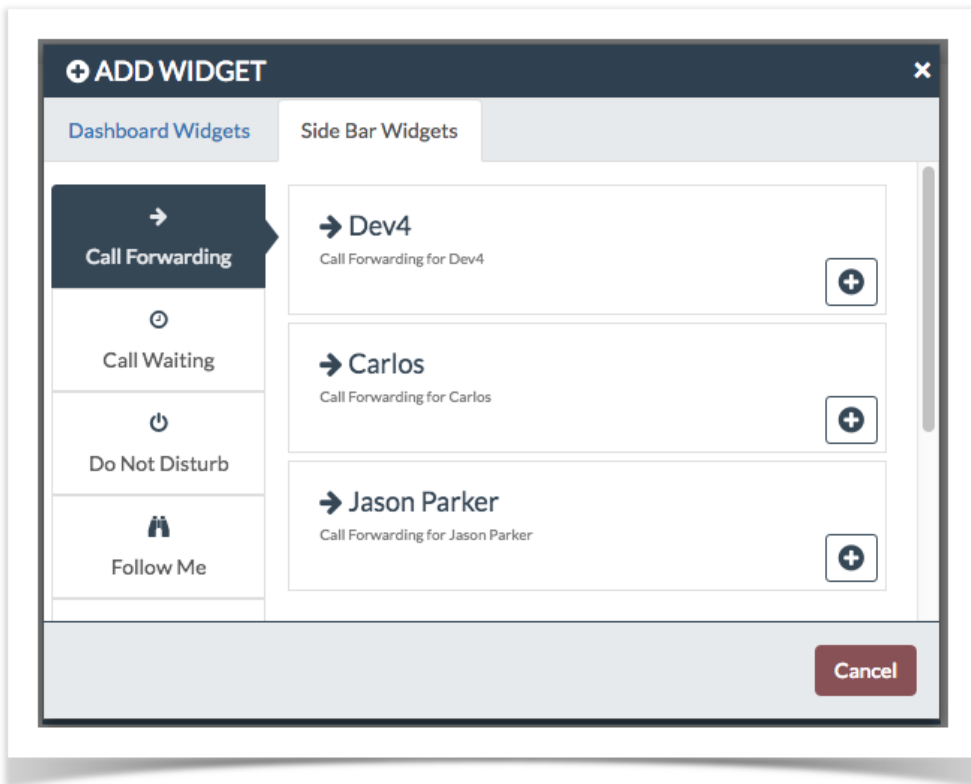
Side Bar Widgets are a location for widgets that need global access to UCP. EG these would be modules such as Presence, Phone, Chat which you'd want to use no matter which dashboard you are in.

Adding a Side Bar Widget

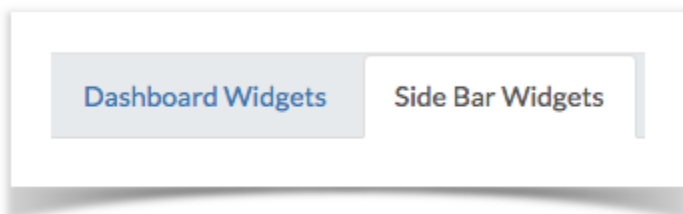
To add a new widget look for the  symbol on the upper left side of UCP



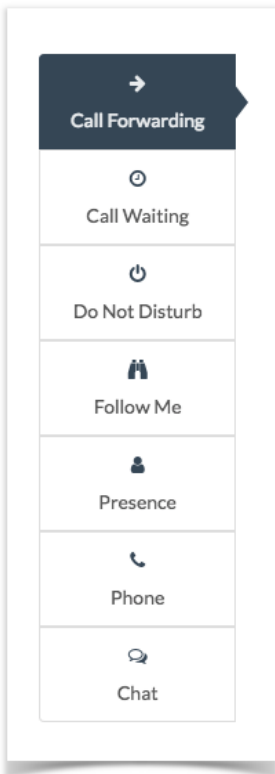
After clicking the Add symbol you will be presented with the "Add Widget" dialog



There are two different types of widgets "Dashboard Widgets" and "Side Bar Widgets". This article will focus on Side Bar widgets. For Dashboard Widgets see [UCP Widgets](#)

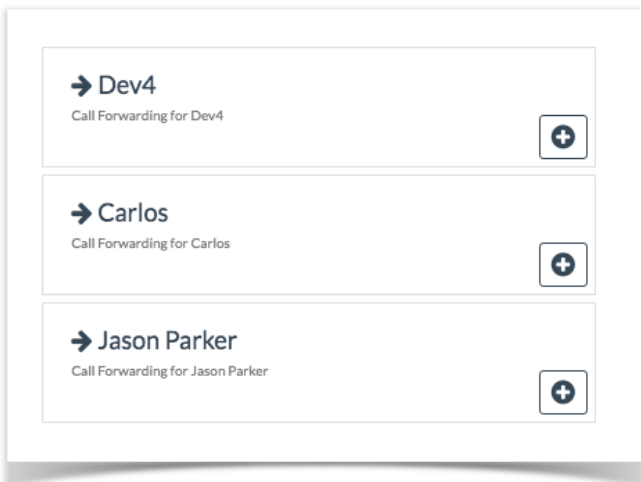


On the left side you will a category list provided by each module



Upon clicking a category you will be presented with a list of widgets you can add.

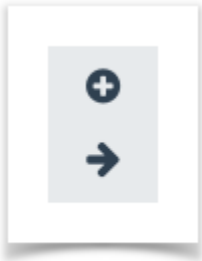
Each widget has a title and description along with an icon to recognize them at a glance



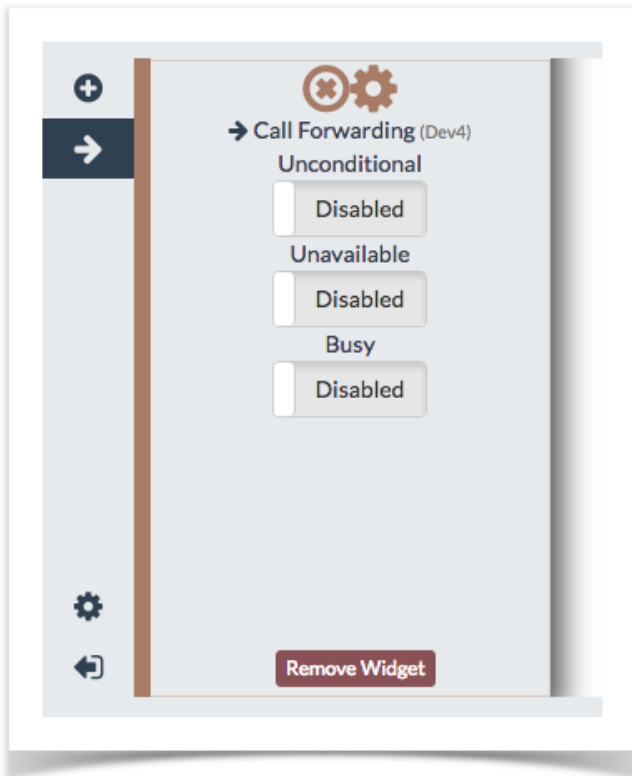
To add a widget to the Side Bar click the add symbol



The widget will now appear in the Side Bar

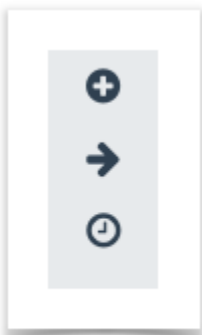


Click it's icon to expand the options available to you



Organize/Order Side Bar Widgets

Side Bar widgets are be reordered at any time by clicking a dragging them around



Once you have found the new position simply let go of your mouse

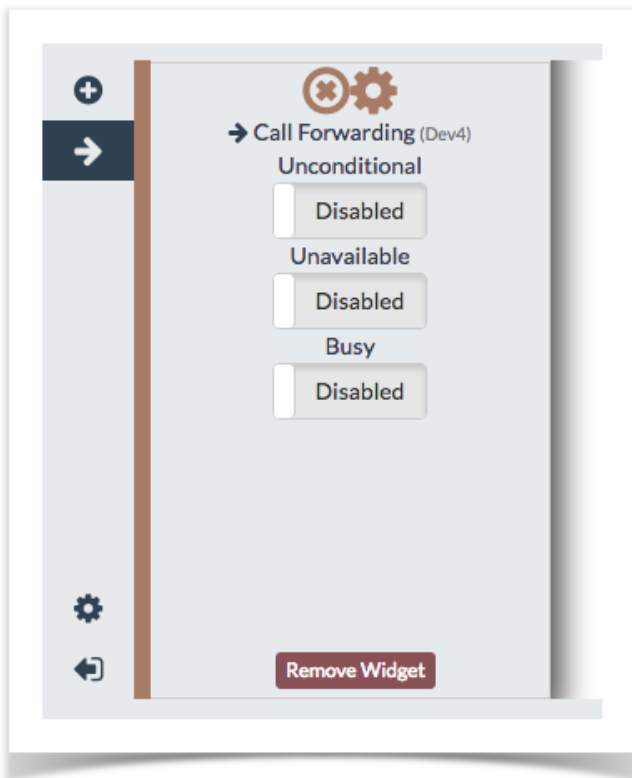


The new order will be saved for the next time you visit UCP

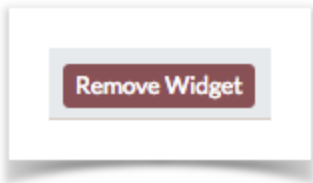


Removing a Side Bar Widget

To remove a Side Bar Widget click it's icon in the side bar.

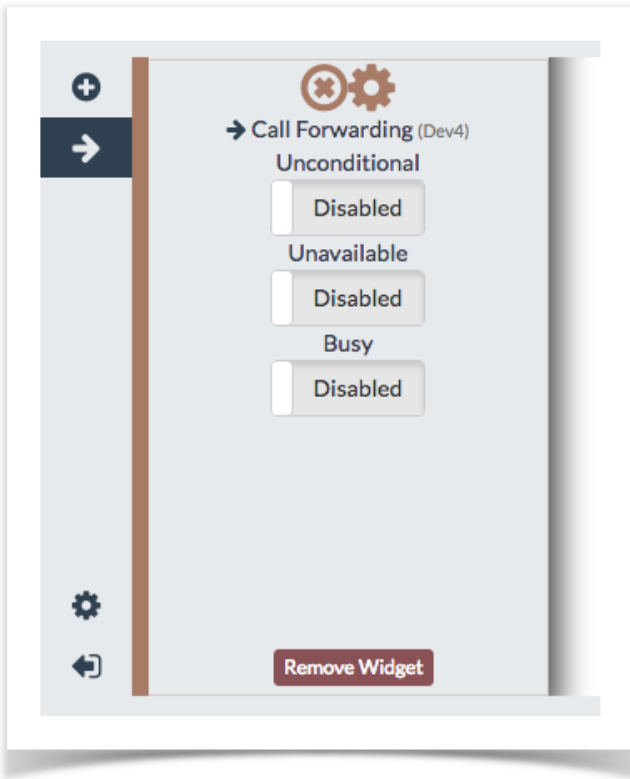


Then click "Remove Widget" at the bottom

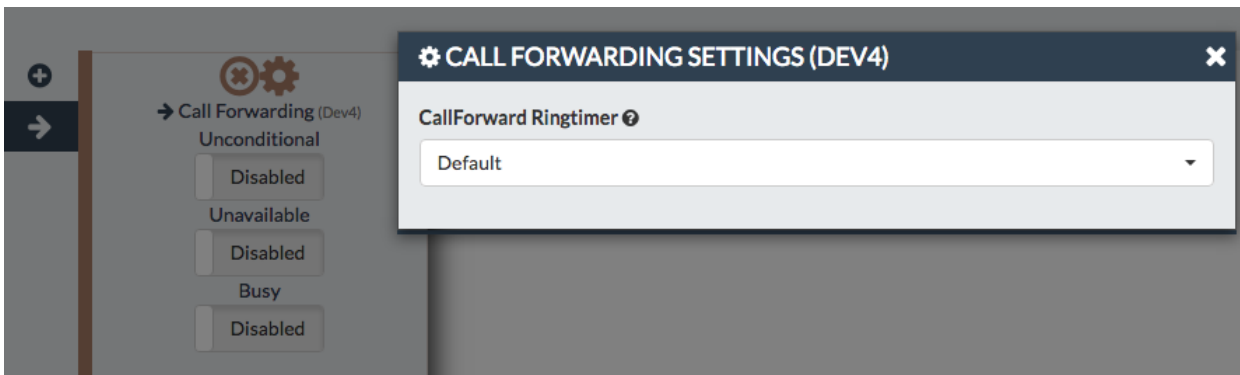


Side Bar Widget Settings

To access a Side Bar Widget's settings click it's icon in the side bar.



The click the gear icon to bring up the settings dialog box

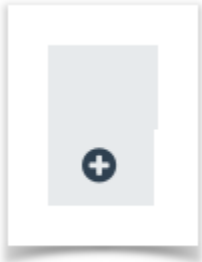


Widgets

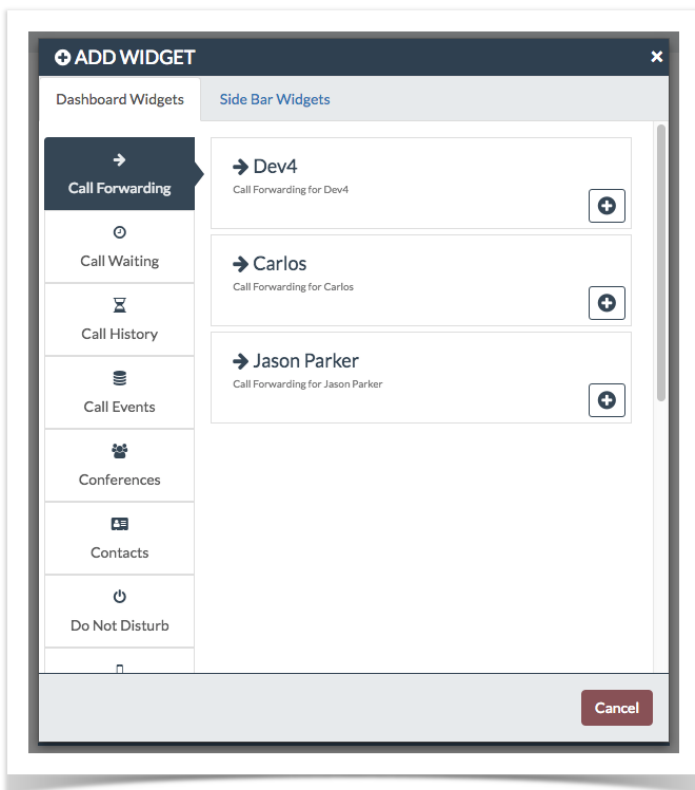
Each module can provide several widgets that can be placed into multiple dashboards.

Adding a widget

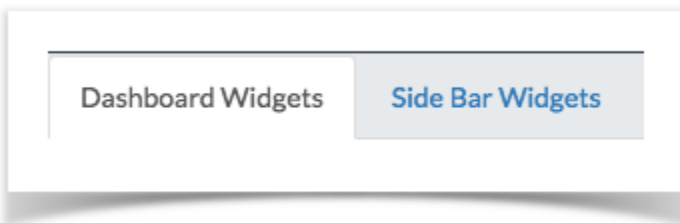
To add a new widget look for the  symbol on the upper left side of UCP



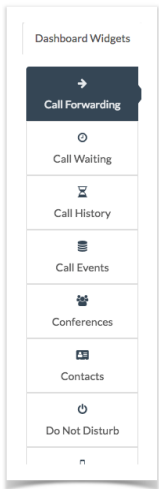
After clicking the Add symbol you will be presented with the "Add Widget" dialog



There are two different types of widgets "Dashboard Widgets" and "Side Bar Widgets". This article will focus on Dashboard widgets. For Side Bar Widgets see UCP Side Bar

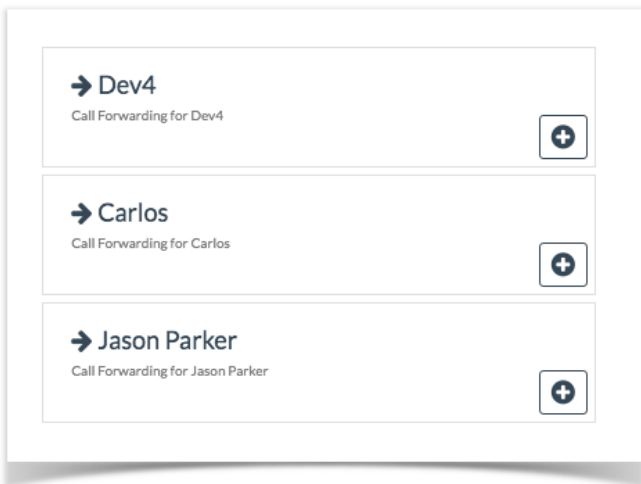


On the left side you will a category list provided by each module



Upon clicking a category you will be presented with a list of widgets you can add.

Each widget has a title and description along with an icon to recognize them at a glance

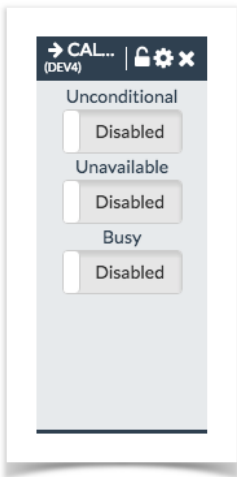


To add a widget to the current dashboard click the add symbol



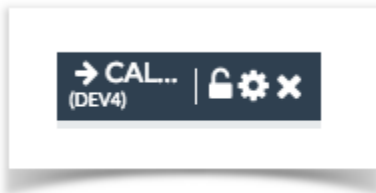
The widget will be placed at a default location with a default width and height.

The default width and height are determined separately by each module

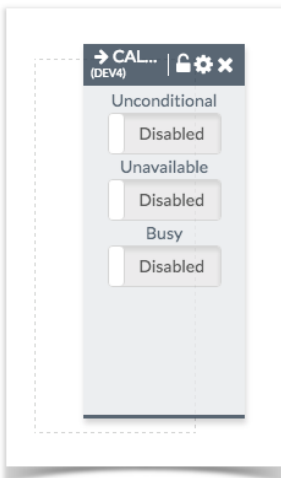


Moving a widget

To move a widget click and drag the title bar of the widget.



You can place the widget anywhere on the 12x grid. The widget will automatically snap into place, moving other (non-locked) widgets out of its way



The position of the widget will be saved once you place it. The next time you visit this dashboard the widget will be in the same place you last left it

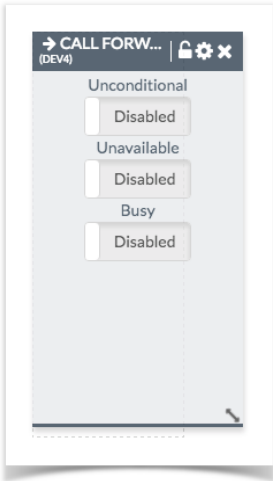
Resizing a widget

Widgets can be resized by moving your mouse to the lower right corner of the widget.

Some widgets have sizing restrictions and will not let you go smaller than a certain amount or larger than a certain amount

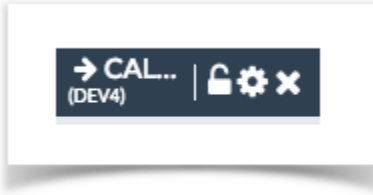


You can then click and drag to resize the widget

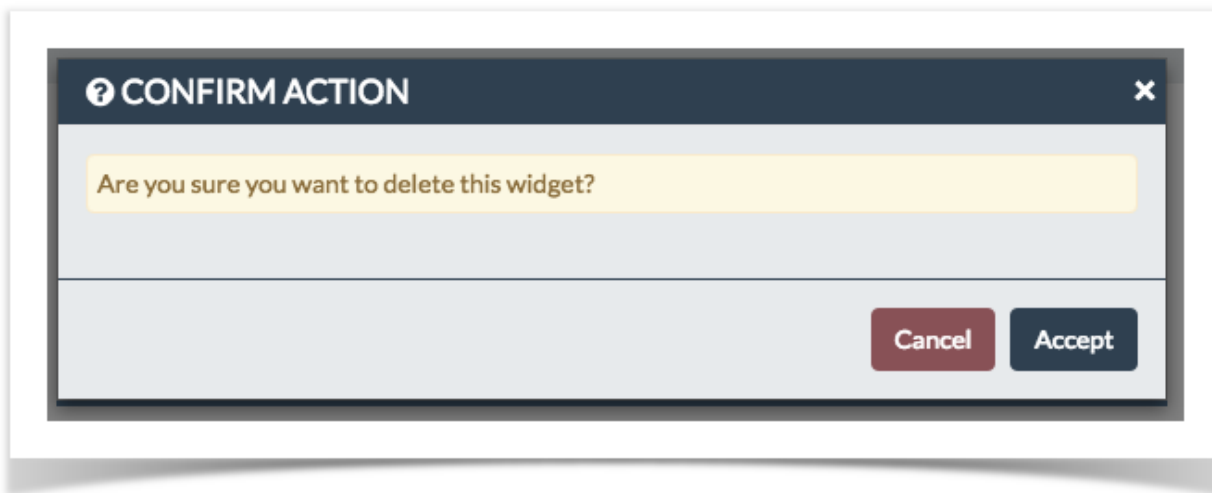


Deleting a widget

To delete a widget click the (X) in the widget's title bar



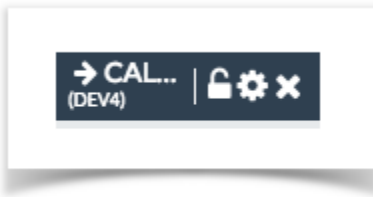
You will be prompted if this is the action you wish to perform



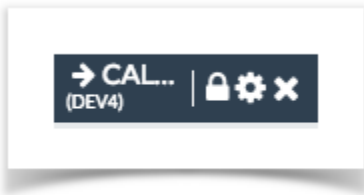
If you click accept the widget will be removed from the dashboard leaving an empty space where it used to be

Locking a widget


To lock a widget into place to prevent movement manually or automatically (when moving other widgets) click the (lock) icon in the title bar

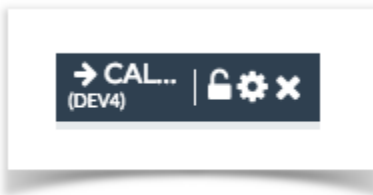


When a widget is locked it can not be moved or resized. You will have to unlock the widget to be able to perform those actions

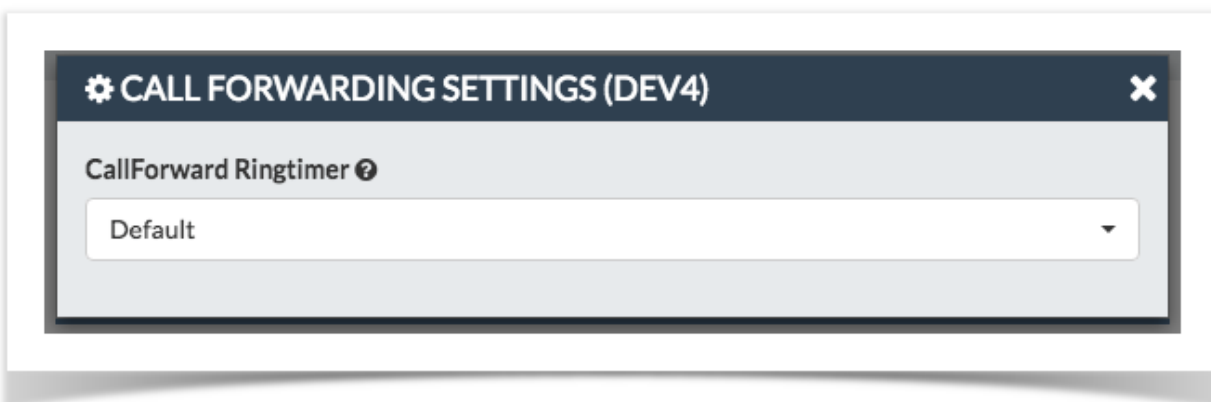


Widget settings

Certain widgets also have settings. Widgets with settings will have a gear icon in their title bar: 



Clicking the gear will bring up the settings dialog



UCP Modules

NOTE: NOT ALL MODULES SHOWN HERE WILL BE AVAILABLE TO ALL USERS. THIS IS DETERMINED BY THE ADMINS WHEN CONFIGURING YOUR UCP ACCOUNT.

[Call Forwarding](#)

[Call History](#)

[Contacts](#)

[Device Management](#)

[Do Not Disturb \(DND\)](#)

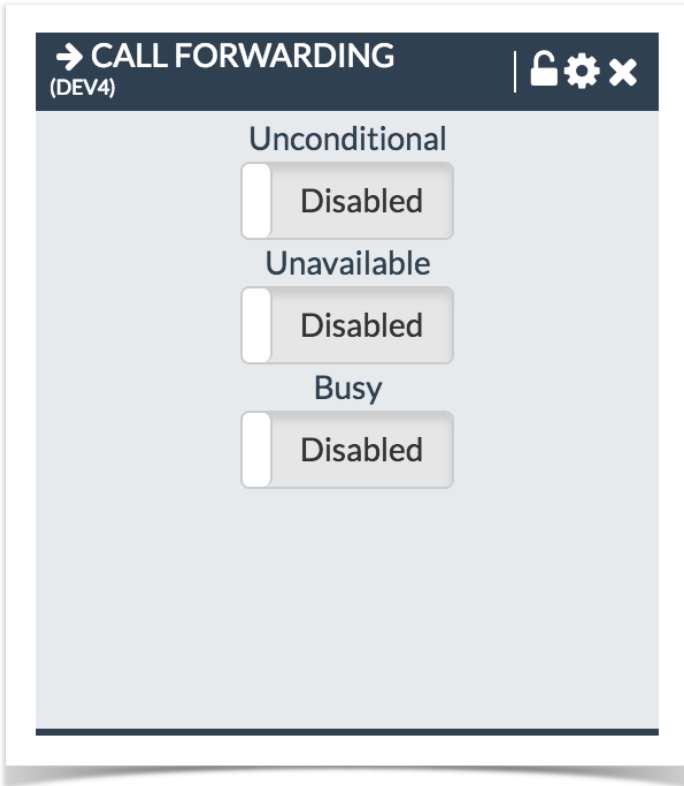
[Fax](#)

[Follow Me](#)

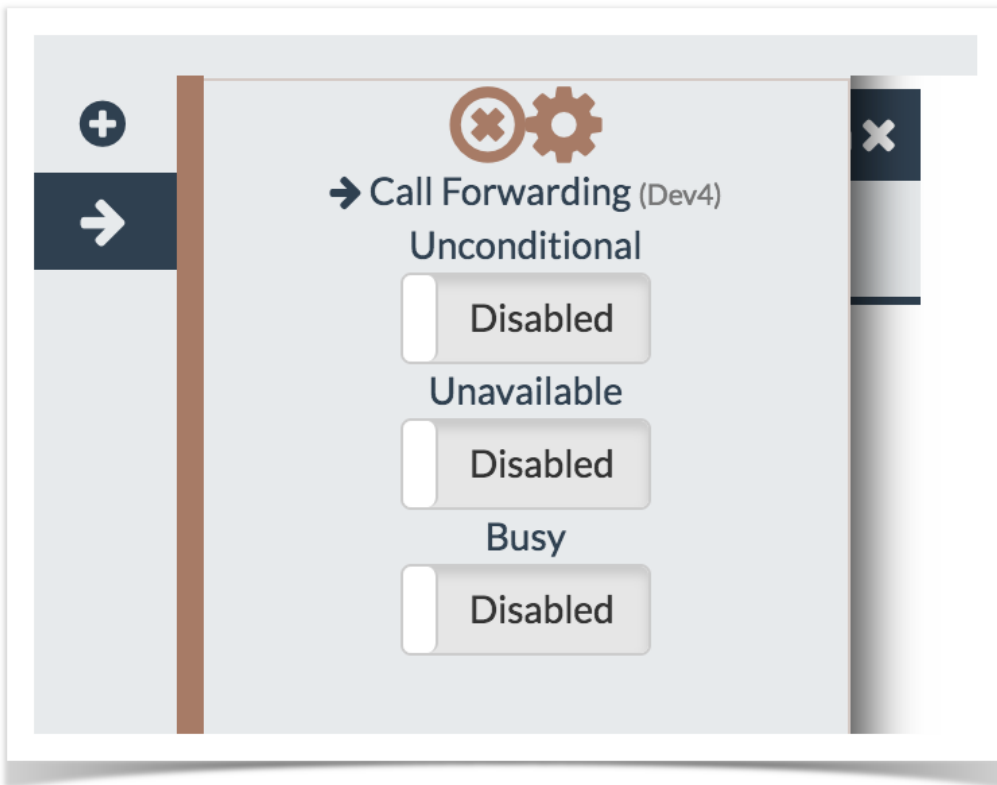
[Phone](#)

[Voicemail](#)

Call Forwarding



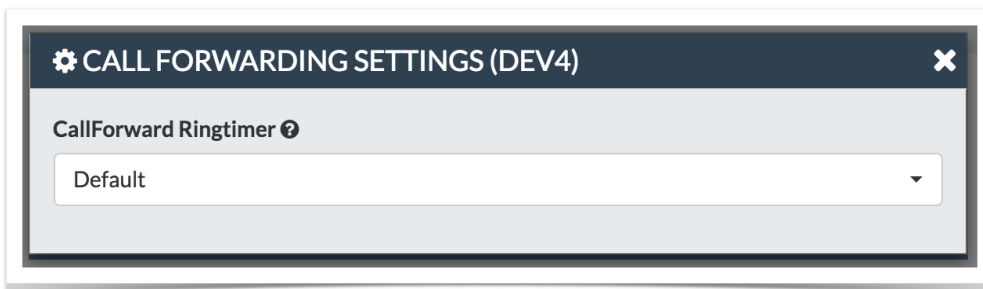
- **Unconditional:** Forward calls immediately regardless of current state of line/PBX to the number entered.
- **Unavailable:** Preconfigured number to which calls are forwarded if the customer endpoint becomes unresponsive due to an Internet outage or software/configuration failure of endpoint
- **Busy:** Preconfigured number to which calls are forwarded if the customer endpoint is busy, usually due to being on an active call



Settings Window

In this section, you can change settings for the chosen Call Forwarding Extension.

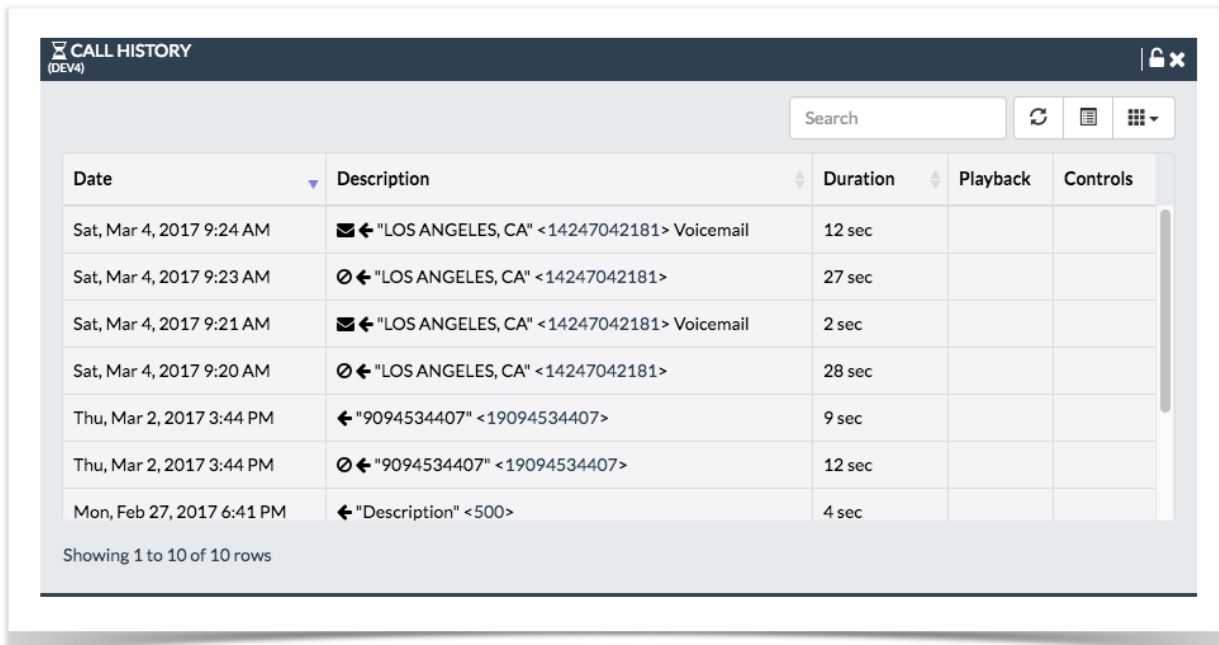
Click the **Settings** button in the widget title bar to continue: 



- **CallForward Ringtimer:** Number of seconds to ring prior to going to voicemail or other fail over destinations that may be setup by an administrator on this account. The Always setting will ring the call forward destination until answered or the caller hangs up. The Default setting will use the value set in Ring Time. Your setting here will be forced to Always if there is no Voicemail or alternative fail over destination for a call to go to.

Call History

The Call History widget allows you to see all inbound and outbound calls for your user and listen to any call recordings that are associated with that call.



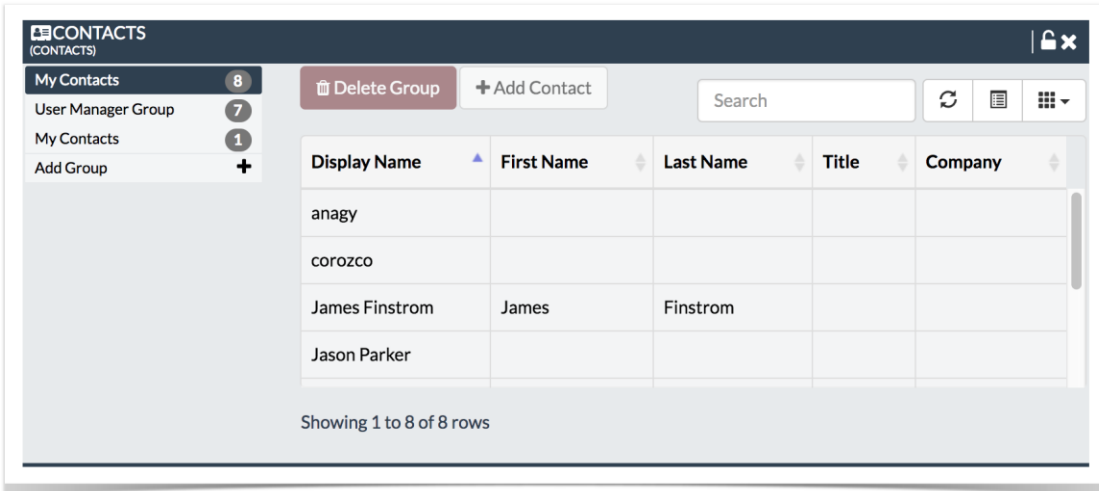
- For each Call record we have the following
- **Date:** Date and Time call was received or placed.
- **Description:** For each call we have the following icons under the Description

ICON	MEANING
	Outbound Call
	Inbound Call
	Call went to Voicemail
	Call to Conference Room

- **Duration:** Length of call in Hours- Minutes-Seconds
- **Playback:** If the call has a Call Recording associated with it you will be able to listen to the recording in your browser
- **Controls:** If the call has a Call Recording associated with it you will get a download icon for the Call Recording.

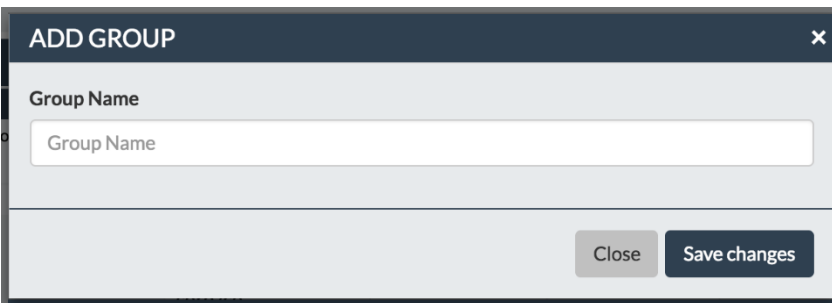
Contacts

The Contacts widget allows you to see and create contacts that can be used in other widgets in UCP, Phone Apps and for speed dials.



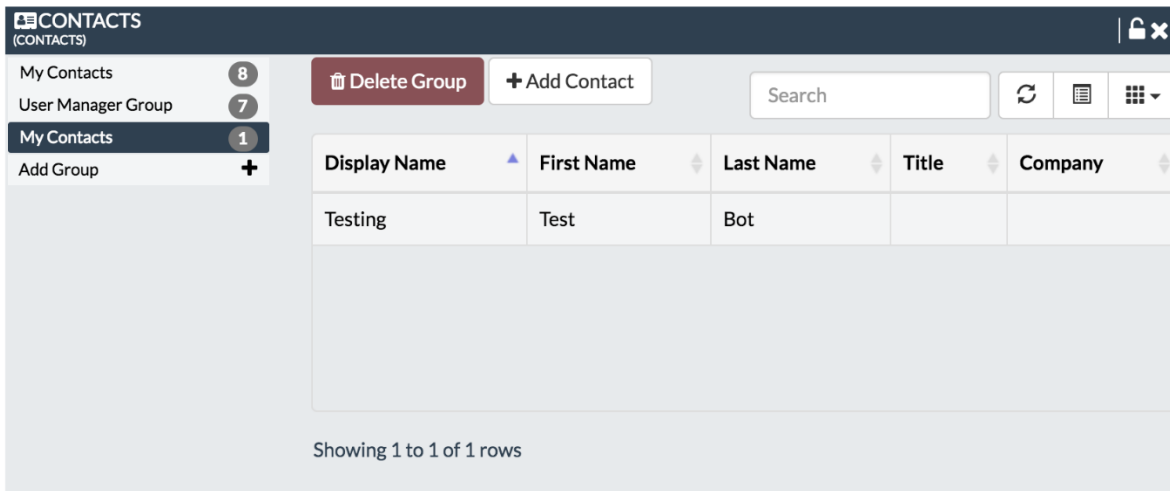
Group Management

To add a new group called "My Contacts" click the "Add Group" link.



Name your group "My Contacts" then click "Save Changes"

The group will then appear to the left.



Add Contacts

To add a new contact to a group click the "+ Add Contact" button. You will only be able to add contacts to groups you have permissions to do so.

+ Add Contact

In the next screen you will be able to define detailed information for the new contact

ADD CONTACT

Display Name

First Name

Last Name

Title

Company

Drop a new image here

Browse

Use Gravatar

Numbers

Speed Dial: *10

Enable

SMS: No

Fax: No

+ Add Number

XMPP

Close Save changes

There are various details to a contact:

Display Name

First Name

Last Name

Title

Company

- **Display Name:**
- **First Name:**
- **Last Name:**

- **Title:**
- **Company:**

Contacts can also have custom avatar images or they can use gravatar:

Additionally contacts can have multiple numbers, xmpp, emails and website addresses added to them

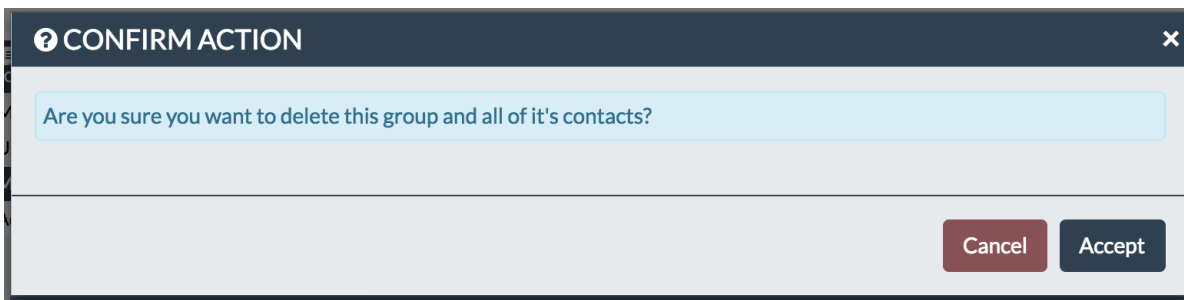
- **Numbers:**
- **XMPP:**
- **Email:**
- **Website:**

Delete Contacts

To delete an entire group click the "Delete Group" button



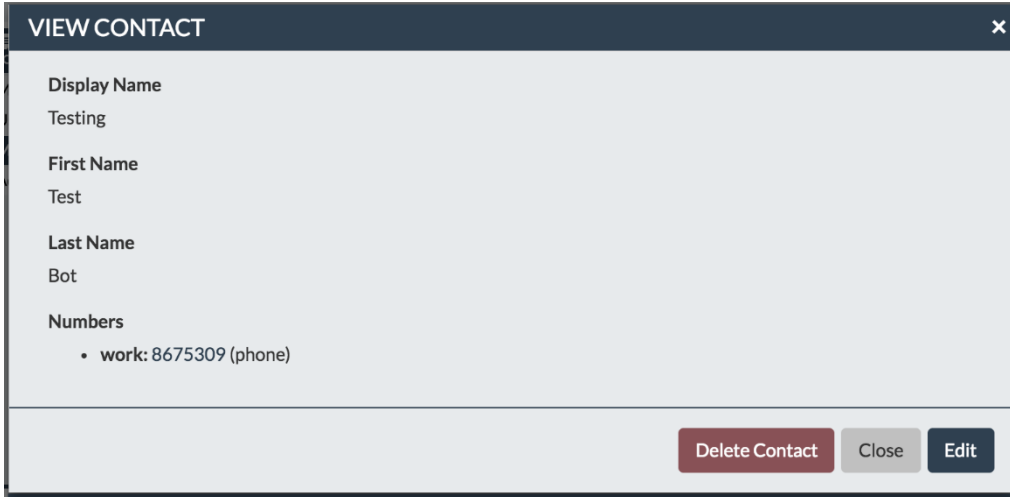
After which a confirmation box will pop up.



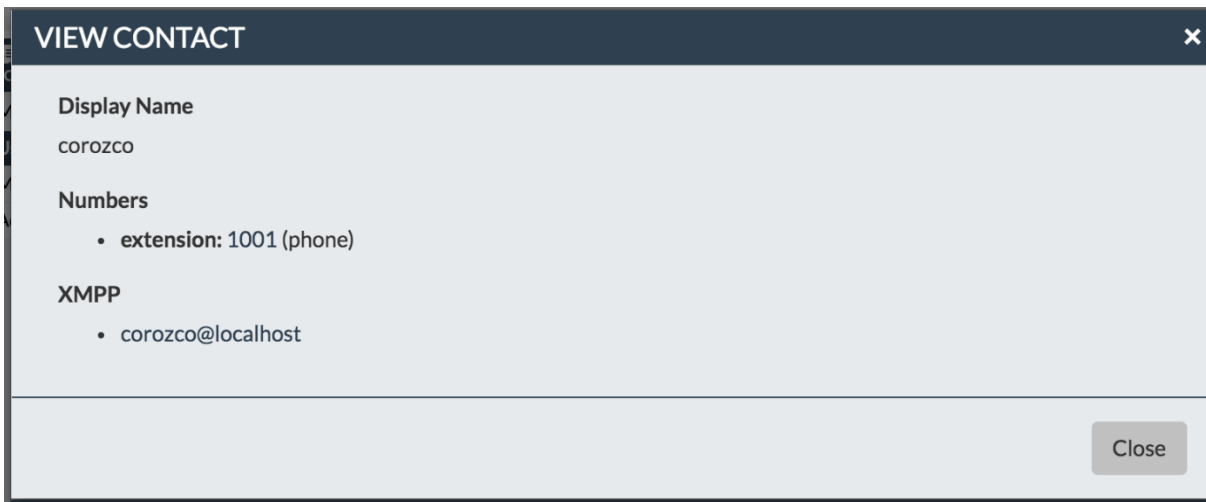
View Contacts

To view any contact simply click the contact's row in the table.

You will then be presented with a view similar to this if you are able to edit/delete the contact



If you only have permission to view the contact you will be presented with this view:

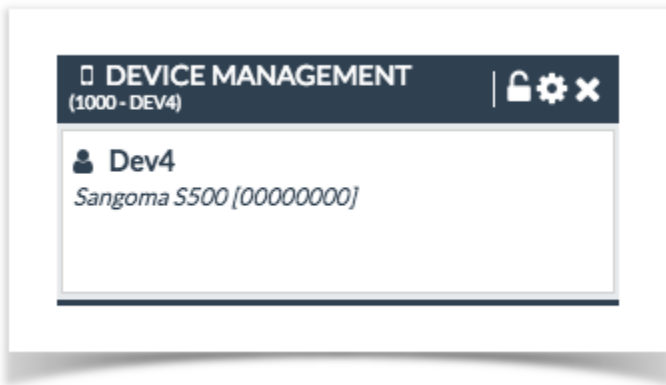


Device Management


The Device Management module allows end users to customize phone buttons through the User Control Panel web interface. Users can change button layouts and program their phone with their favorite feature codes, speed dials, Busy Lamp Field (BLF) buttons, REST Apps, and more, without the need to contact an administrator each time a change is needed.

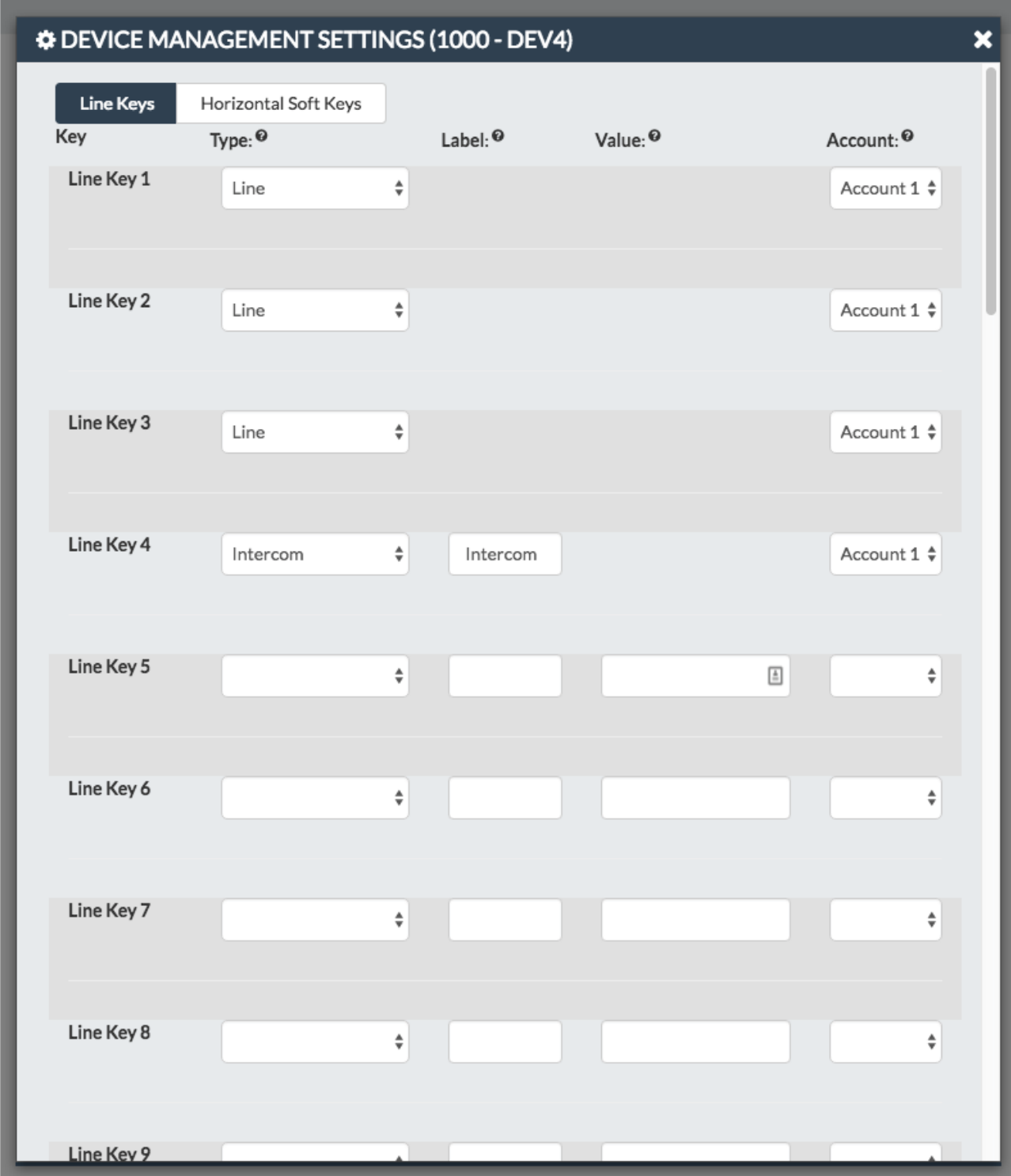
An administrator can control which users are allowed to edit button configurations, and which phones they can edit. The administrator can allow users to edit buttons for their own phones and/or for other users' phones.

A user's changes will override the original template created by the administrator, but the original template itself is not affected. Changes are only on a per-user basis (not global). A user can easily revert back to the original template at any time. The administrator can modify the phone template in End Point Manager.



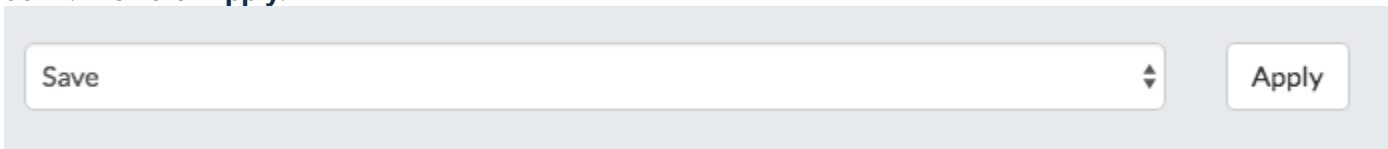
Changing Phone Buttons from UCP

1. Click the **Settings** button in the widget title bar to continue: 
2. The settings window will open with the current button settings. Available buttons and settings vary by phone. *In this example, we are looking at part of the page for a Sangoma S500, which has both line keys and soft keys.*



Key	Type	Label	Value	Account
Line Key 1	Line			Account 1
Line Key 2	Line			Account 1
Line Key 3	Line			Account 1
Line Key 4	Intercom	Intercom		Account 1
Line Key 5				
Line Key 6				
Line Key 7				
Line Key 8				
Line Key 9				


3. Use the drop-down menus and fields to change settings as desired. These are the same settings you will find available in End Point Manager. For each button, you can select a button **type**, **label**, **value**, and **account** (not all options are available with all types of buttons).
4. After you have made the desired changes, scroll down to the bottom of the page and select one of the options in the drop down. Then click **Apply**.

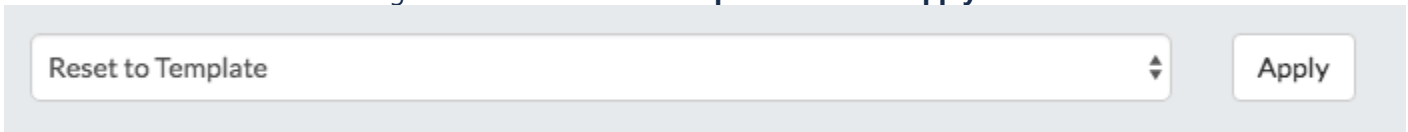


A screenshot of a configuration panel. It features a light gray background. On the left, there is a white dropdown menu with the text "Save" and a small downward-pointing arrow on the right side. To the right of the dropdown menu is a white button with the text "Apply".

- a. **Save:** Saves the button configuration, but does not write out configuration nor does it restart the phone.
- b. **Save and Rebuild Config(s):** Saves the button configuration and writes out configuration but does not restart the phone.
- c. **Save, Rebuild Config(s) and Update Phones:** Saves the button configuration, writes out configuration and restarts the phone. The system will send a reboot command to the phone. The new button configuration should appear on the phone after the phone restarts.
- d. **Reset to Template:**

Restoring Phone Buttons to Default from UCP

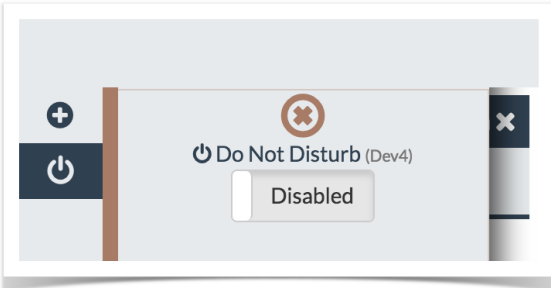
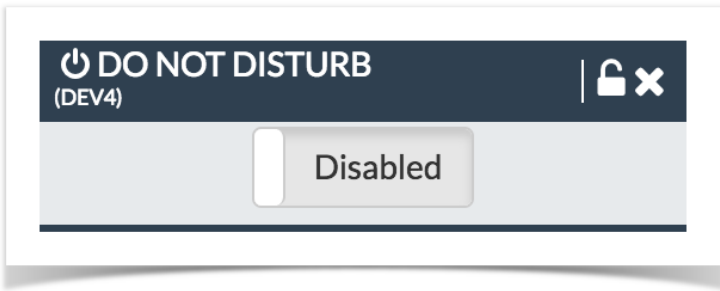
1. Click the **Settings** button in the widget title bar to continue: 
2. Scroll to the bottom of the settings and select **Reset to Template** then click **Apply**.



A screenshot of a configuration panel. It features a light gray background. On the left, there is a white dropdown menu with the text "Reset to Template" and a small downward-pointing arrow on the right side. To the right of the dropdown menu is a white button with the text "Apply".

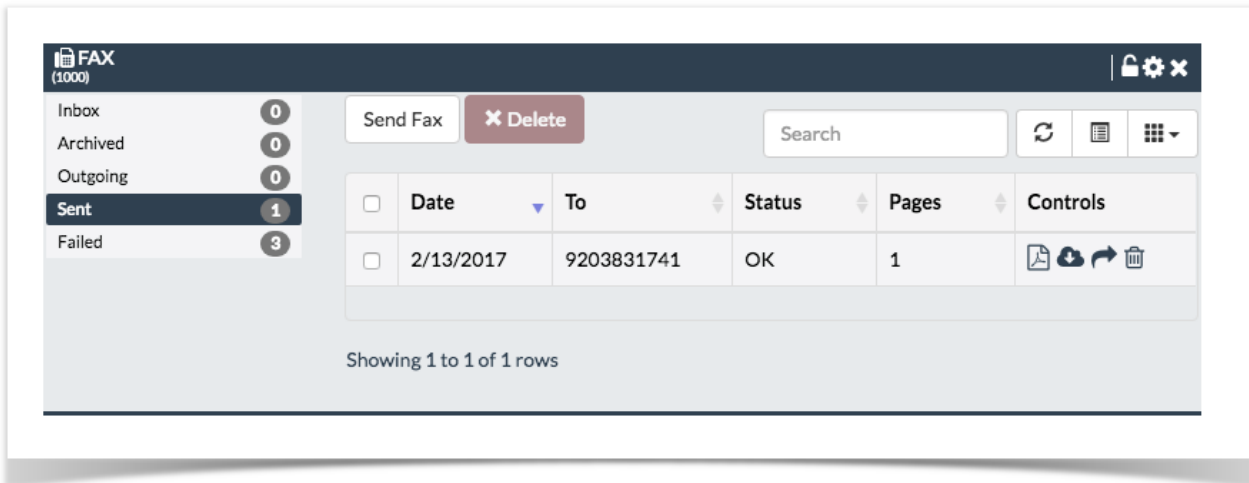
Do Not Disturb (DND)

Used to indicate that this user does not wish to be disturbed.



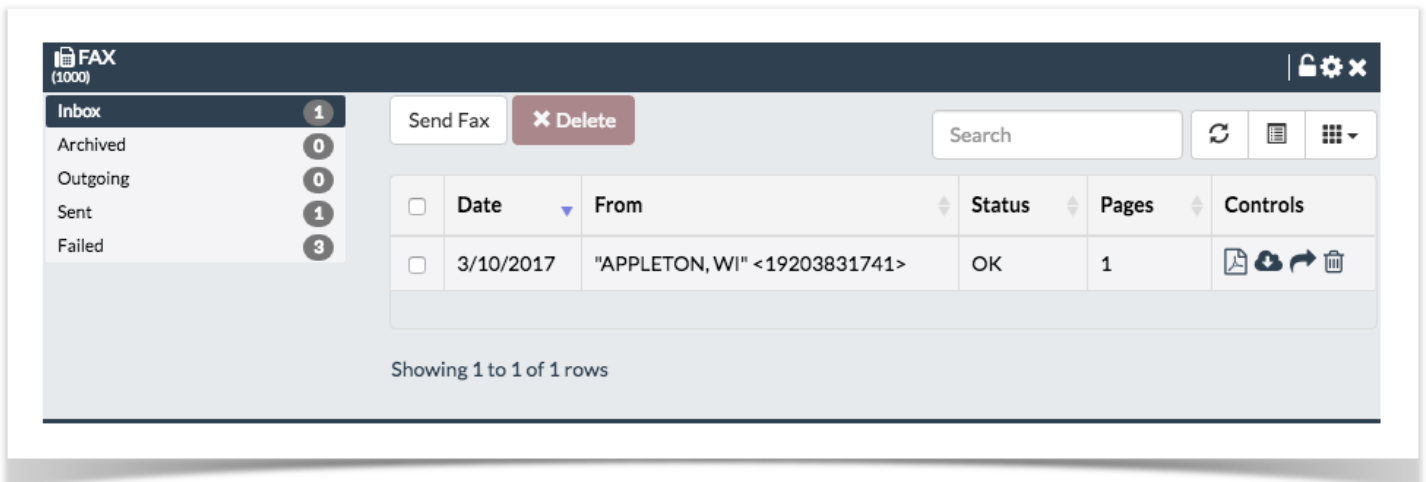
Fax

The UCP Fax widget lets users send, receive, and view faxes.



Views

From here, a user can view all locally stored inbound and outbound faxes (if local storage is enabled for the user), and send outbound faxes to anyone.






Fax Columns

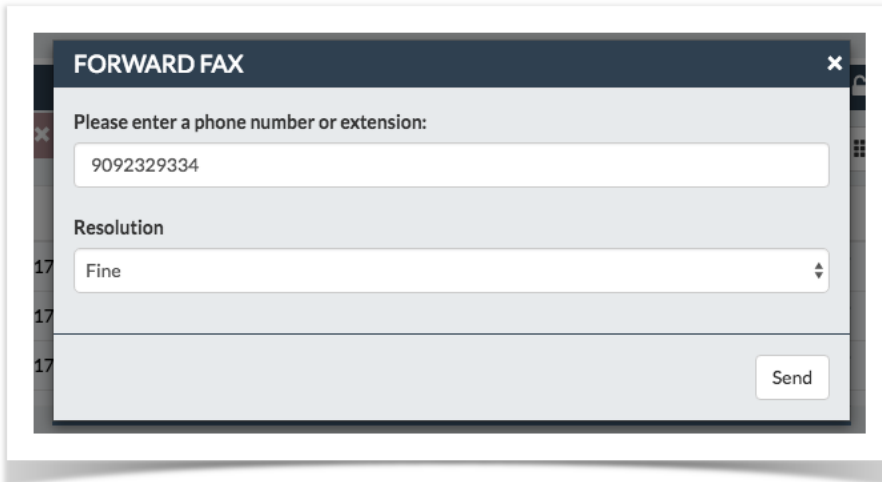
Each fax will display the following information:

- **Date:** The date and time the fax was received or sent
- **From:** The user number or caller ID (CID) of the sender.
- **To:** The user number or fax number of the recipient.
- **Status:** The status for the fax as reported by Asterisk.
- **Pages:** The number of pages for the fax as reported by Asterisk.
- **Controls:** Buttons to view, download, forward, or delete the fax, as described below.

Controls (Buttons)

Throughout UCP, buttons allow you to view and manage saved faxes. In the **Inbox**, **Archived**, **Outgoing**, **Sent**, and **Failed** folders, you'll find some or all of these buttons:

-  **View PDF in Browser:** Displays the PDF file of the fax document in your browser, if your browser is configured to view PDFs.
-  **Download:** Downloads the PDF file of the fax to your computer.
-  **Forward:** Lets you send the fax to another recipient - either an outside number or an internal extension.



FORWARD FAX



Please enter a phone number or extension:

9092329334

Resolution

Fine

Send

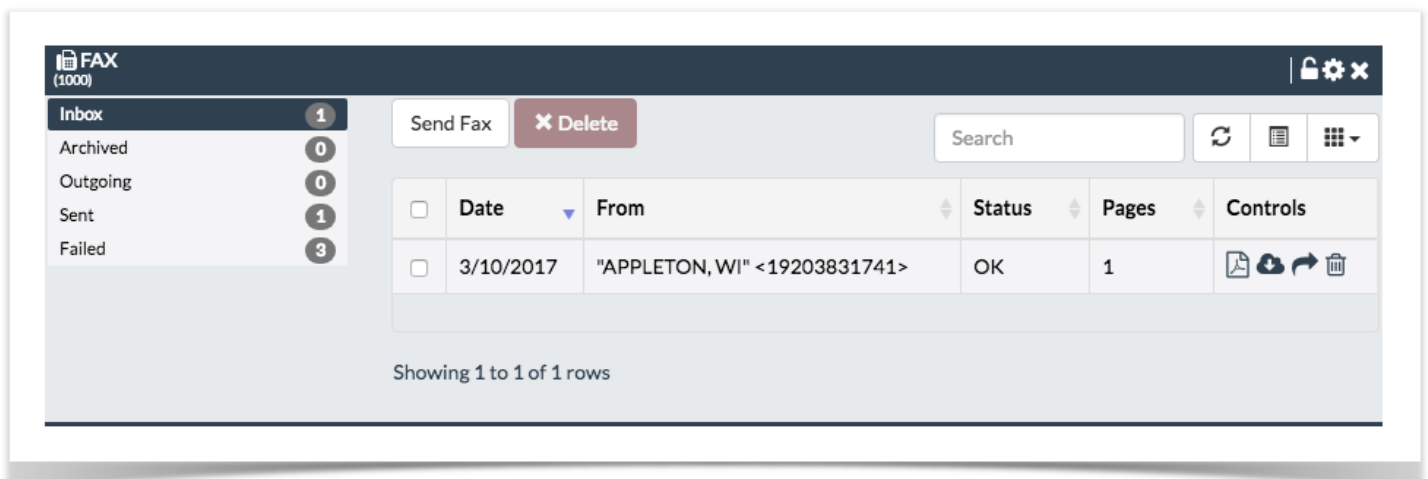
-  **Delete:** Lets you delete a fax
-  **Cancel:** Used to cancel an outgoing fax

Folders

Faxes can be filed under the following folders:

Inbox

Faxes that have not yet been viewed.



FAX (1000)

Inbox 1

Archived 0





Outgoing 0

Sent 1

Failed 3

Send Fax **Delete**

Search

<input type="checkbox"/>	Date	From	Status	Pages	Controls
<input type="checkbox"/>	3/10/2017	"APPLETON, WI" <19203831741>	OK	1	   

Showing 1 to 1 of 1 rows

Archived

Faxes that have been viewed but not yet deleted.

The screenshot shows the FAX interface with the 'Archived' status selected in the left sidebar. The main area displays a table with one row of data. The table has columns for Date, From, Status, Pages, and Controls. The data row shows a date of 3/10/2017, a sender address 'APPLETON, WI' <19203831741>, a status of 'OK', and 1 page. The interface also includes a 'Send Fax' button, a 'Delete' button, a search bar, and a 'Showing 1 to 1 of 1 rows' indicator.

<input type="checkbox"/>	Date	From	Status	Pages	Controls
<input type="checkbox"/>	3/10/2017	"APPLETON, WI" <19203831741>	OK	1	

Outgoing

Faxes in the process of being sent. The page will show the current status of the fax. Information updates automatically in near real-time with no need to reload the page.

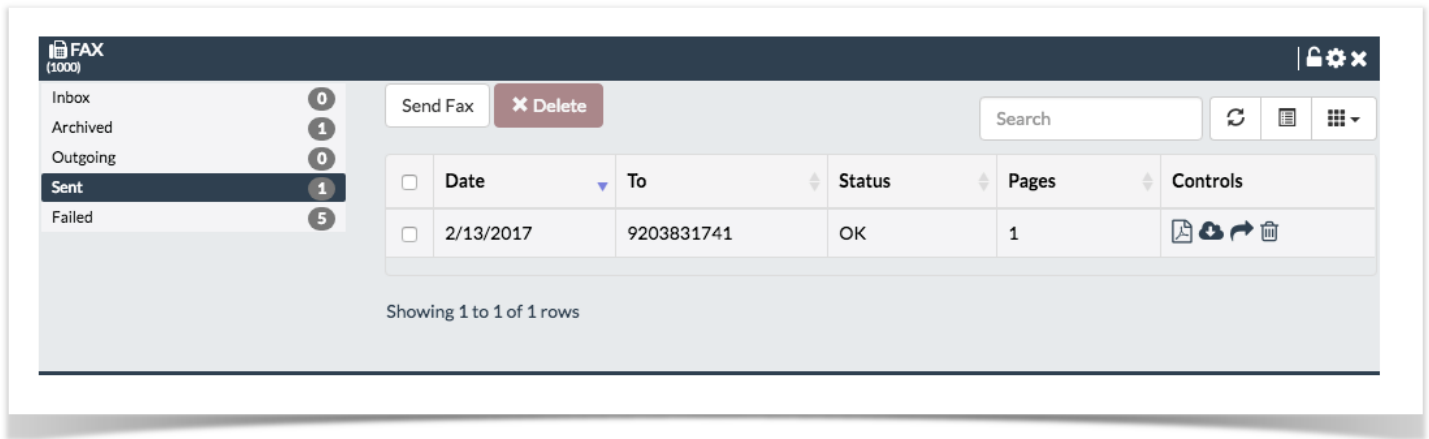
The screenshot shows the FAX interface with the 'Outgoing' status selected in the left sidebar. The main area displays a table with one row of data. The table has columns for Date, To, Status, Pages, and Controls. The data row shows a date of 3/10/2017, a recipient number 9092329334, a status of 'Dialing...', and 2 pages. The interface also includes a 'Send Fax' button, a 'Delete' button, a search bar, and a 'Showing 1 to 1 of 1 rows' indicator.

<input type="checkbox"/>	Date	To	Status	Pages	Controls
<input type="checkbox"/>	3/10/2017	9092329334	Dialing...	2	

- You'll see "In Progress" if the system is still in the process of sending (or trying to send) the fax
- You'll see "OK" if the fax was sent successfully
- The system will also display messages related to any errors that are encountered, such as "Retrying" when it's trying to send a fax again after a failure.

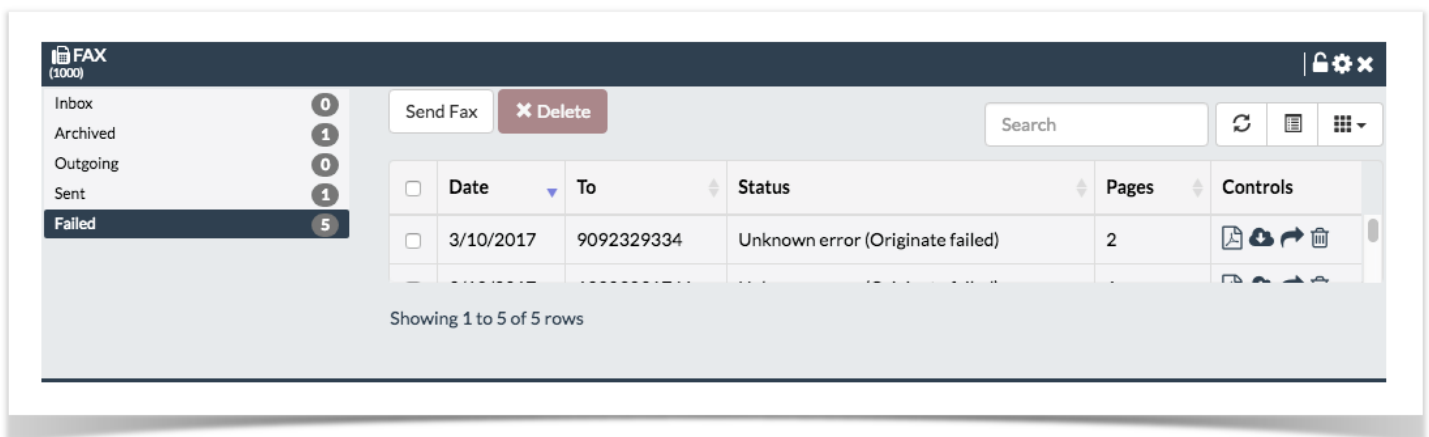
Sent

Faxes that have been sent successfully.



Failed

Faxes that have not been sent successfully.



How To Send a Fax

Create one or more PDF or TIFF files on your computer. Multiple pages and/or multiple documents are acceptable and will be merged to create one fax (but not one fax document, each document uploaded with be one page or more)

To send a fax click the **Send Fax** button in the Fax widget:



Basic options include **Destination**, whether to use a **Coversheet**, and the **Document(s)**. (If you enable the coversheet, additional options will appear.)

The screenshot shows a window titled "SEND FAX" with a close button (X) in the top right corner. Below the title bar is the heading "Send a New Fax". The form contains the following elements:

- Destination:** A text input field.
- Resolution:** A dropdown menu currently set to "Fine".
- Coversheet?:** A toggle switch currently set to "Off".
- Upload Document:** A green button with a document icon and the text "Upload Document".
- Drag new documents here (PDF, TIFF):** A dashed rectangular area for file upload.
- Send:** A button at the bottom right of the form.

Destination

Enter the fax number of the recipient.

Coversheet

This is **Off** by default. Click the switch to toggle the **on/off** setting.

If the switch is set to **On**, additional fields appear:

This screenshot shows the "SEND FAX" dialog box with the "Coversheet?" toggle switch turned "On". The form now includes additional fields:

- Recipient Name:** A text input field.
- Message:** A text area with a character count of 1340.
- My Name:** A text input field containing "John Doe".
- My Telephone:** A text input field containing "123456789".
- My Email:** A text input field containing "rogers@tdl.net".
- Upload Document:** A green button with a document icon and the text "Upload Document".
- Send:** A button at the bottom right of the form.

The information you enter will appear on the cover sheet.

- **Recipient Name:** The name of the person you are sending the fax to.
- **Message:** A short message to include in the cover sheet.
- **My Name:** The sender's name is pulled from User Management settings, but you can override it here.
- **My Telephone:** The sender's phone number is pulled from the User Management settings, but you can override it here.

- **My Email:** The sender's e-mail address is pulled from the User Management settings, but you can override it here.

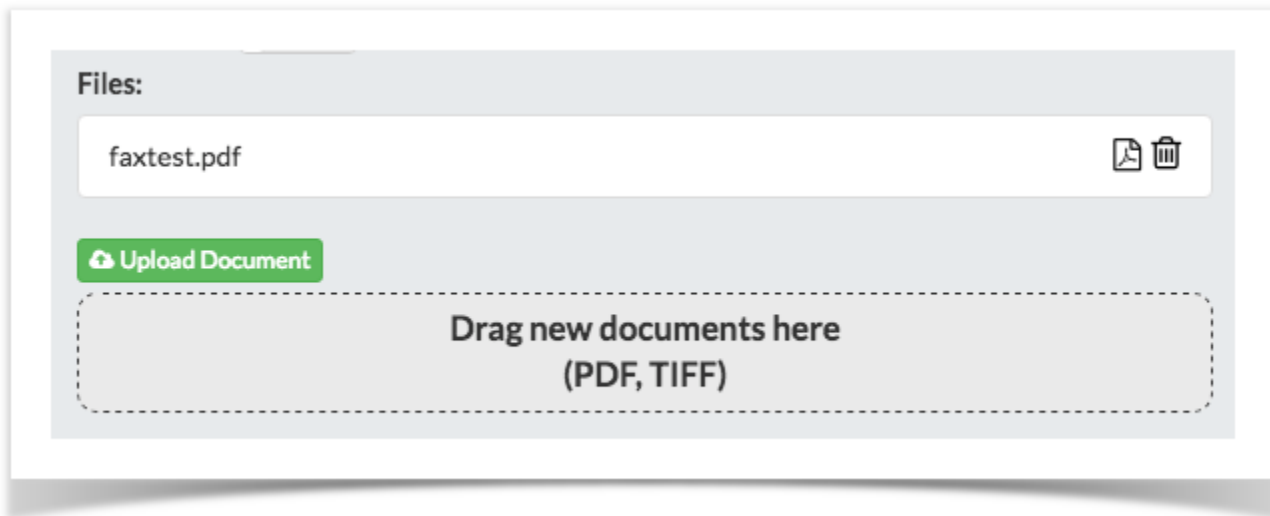
Document(s)



Documents must be in PDF or TIFF format.

A single fax can contain one or more documents. There are two ways to upload documents to be included in your fax:

- Click the **Upload Document** button to select a file from your computer,
- *OR* drag and drop files from your computer to the **Drag New Documents Here** area.

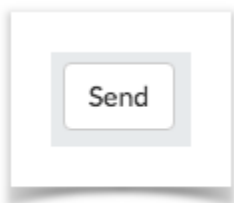
The uploaded file(s) will appear in a list:



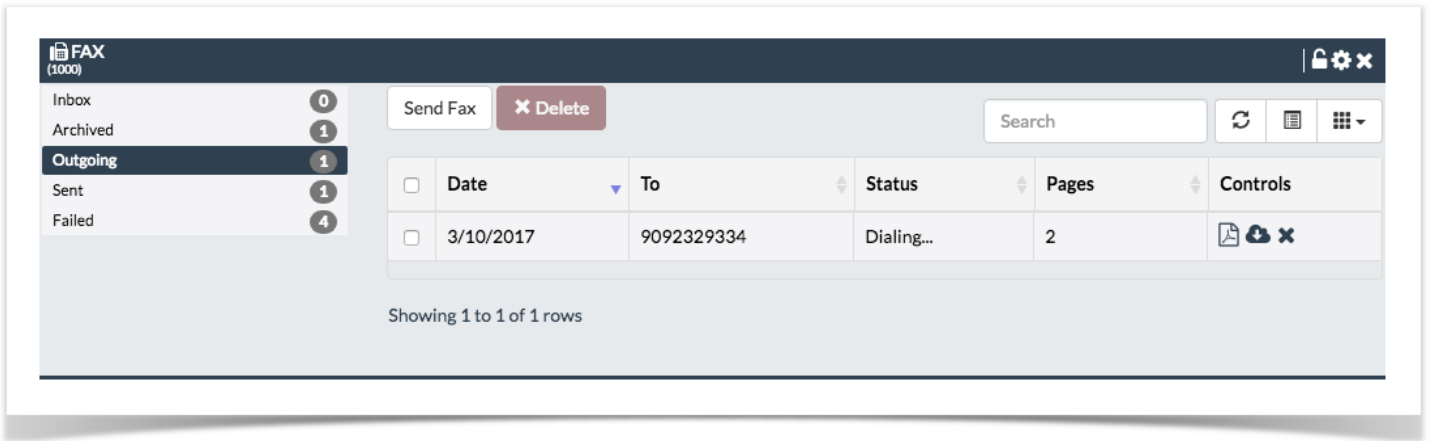
- To view a file, click the  button.
- To remove a file from the list, click the  button.

Send

When ready to send the fax, click the **Send** button.



Once send has been clicked the Fax interface will send you directly to the **Outgoing** folder.



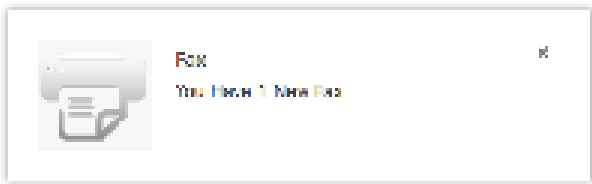
When a fax has been sent successfully, it will be moved to the **Sent** folder. If it fails to send and all retry attempts have been exhausted, it will be moved to the **Failed** folder.

How to Receive a Fax in UCP

Inbox Folder

Receiving a fax in UCP is easy - just check your Inbox! You don't need to be logged into UCP at the time a fax is received. In the Fax widget just click the **Inbox** menu item to view the inbox.

If you're logged into UCP and have allowed your web browser to display notifications, you'll see a pop-up notification when a new fax arrives.

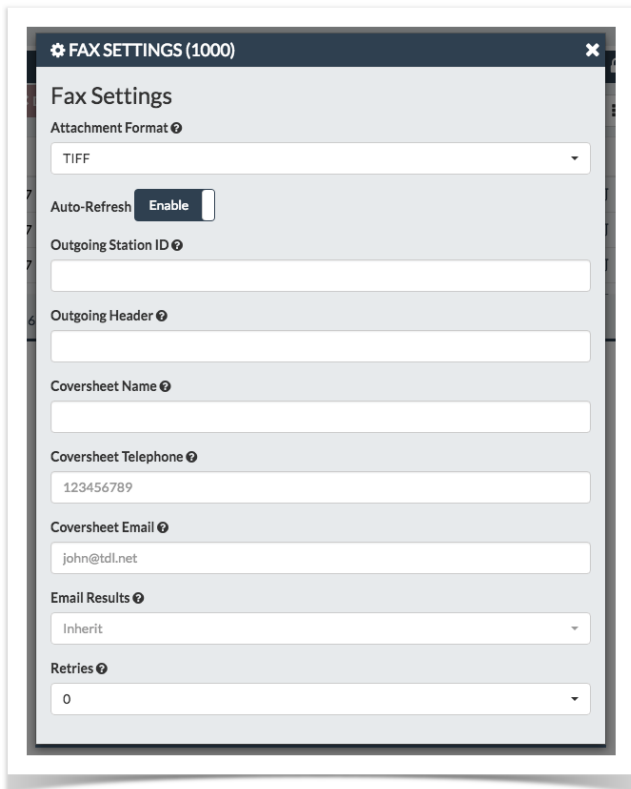


Fax Settings in UCP

Users can manage their fax settings directly from UCP.

To do this click the gear icon  in the widget's title.

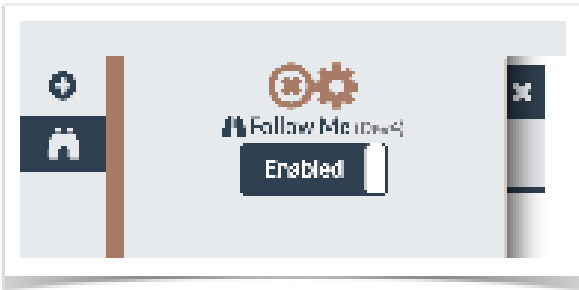
Fax Settings update automatically as new information is entered. There is no "Save" button.



- **Fax Email:** The e-mail address to send inbound faxes to when this user receives a fax
- **Attachment Format:**
- **PDF/TIFF/both:** Which file format(s) to use when e-mailing an inbound fax to this user.
- **Store Locally:**
- **Yes:** Store the fax locally after e-mailing it to the user, so that the fax can be viewed in UCP.
- **No:** Delete the fax after e-mailing it to the user. The fax will not be accessible in UCP.
- **Outgoing Station ID:** The fax number that will be displayed at the top of each outbound fax.
- **Outgoing Header:** Text, such as a company name, that will be displayed at the top of each outbound fax page.
- **Coversheet Name:** The name of the person who is sending the fax. This will be displayed in the "From" section of the cover sheet.
- **Coversheet Telephone:** The voice telephone number of the person who is sending the fax. This will be displayed in the "From" section of the cover sheet.
- **Coversheet Email:** The e-mail address of the person who is sending the fax. This will be displayed in the "From" section of the cover sheet.
- **Email Results:** This setting controls whether to e-mail the results of an outbound fax to a sender, so that the sender can be alerted of the status.
- **Never:** Never e-mail the results.
- **Always:** Always e-mail the results.
- **On Success:** Only e-mail the results when the outbound fax is successful.
- **On Failure:** Only e-mail the results when the outbound fax fails.
- **Use Global:** Use the setting that is defined globally in the Fax Configuration module of the PBX administration GUI.
- **Retries:**
- **0/1/2/3/Use Global Setting:** How many times to try and resend a failed fax (none, 1, 2, or 3). Select **Use Global** to use the global setting from the Fax Configuration module of the PBX administration GUI.


Follow Me

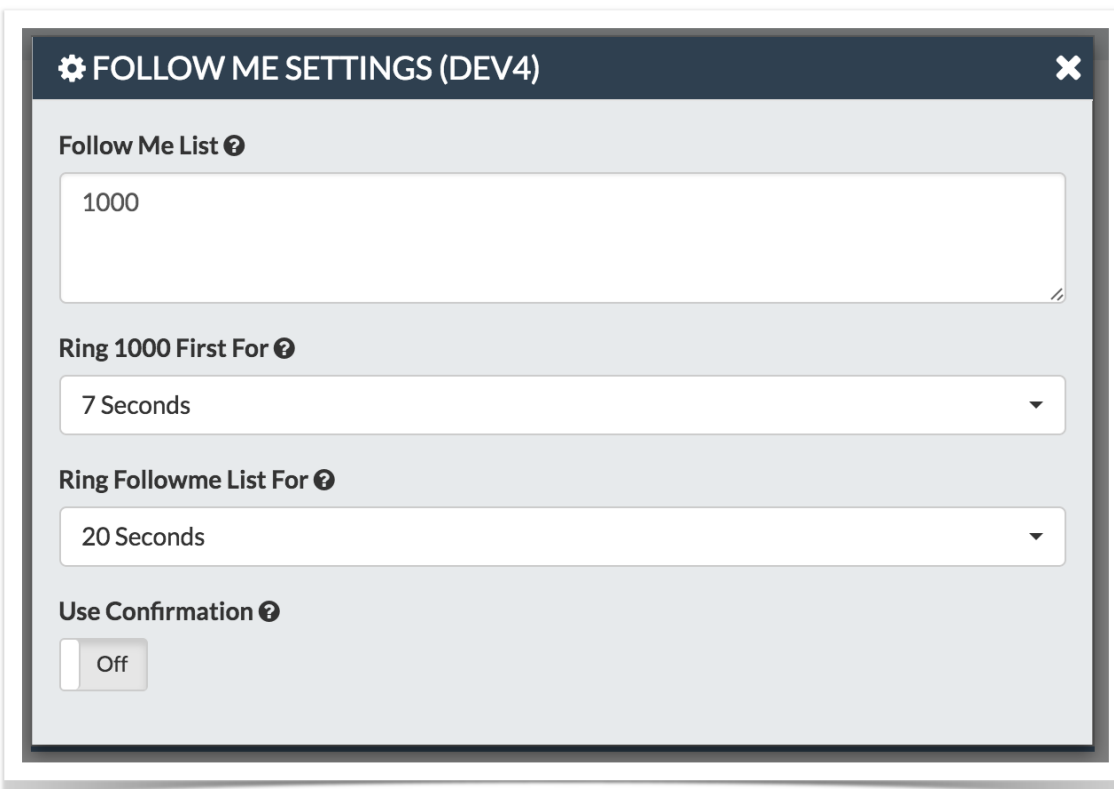
Follow Me enables incoming phone calls to be received at different locations, on different phones.



Settings Window

In this section, you can change settings for the chosen Call Forwarding Extension.

Click the **Settings** button in the widget title bar to continue: 



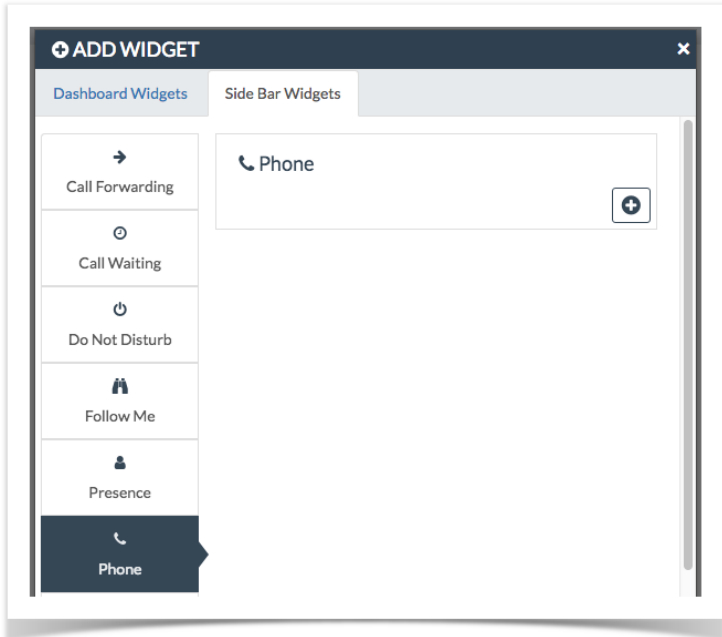
- **Follow Me List:** List extensions to ring, one per line. You can include an extension on a remote system, or an external number by suffixing a number with a pound (#). ex: 2448089# would dial 2448089.
- **Announcement:** Message to be played to the caller before dialing this group.
- **Ring <Exten> First For:** This is the number of seconds to ring the primary extension prior to proceeding to the follow-me list. The extension can also be included in the follow-me list. A 0 setting will bypass this.
- **Ring Followme List For:** Time in seconds that the phones on the follow me list will ring. The number of rings will depend on region. Example: If a phone rings for 1 second then waits 2, each ring is 3 seconds.
- **Use Confirmation:** Enable this if you're calling external numbers that need confirmation - eg, a mobile phone may go to voicemail which will pick up the call. Enabling this requires the remote side push 1 on their phone before the call is put through. Example "Press 1 to accept.

Phone

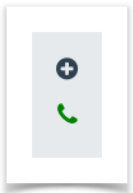
The UCP Phone (formerly WebRTC Phone) is an in-browser phone.

Adding the UCP Phone in UCP

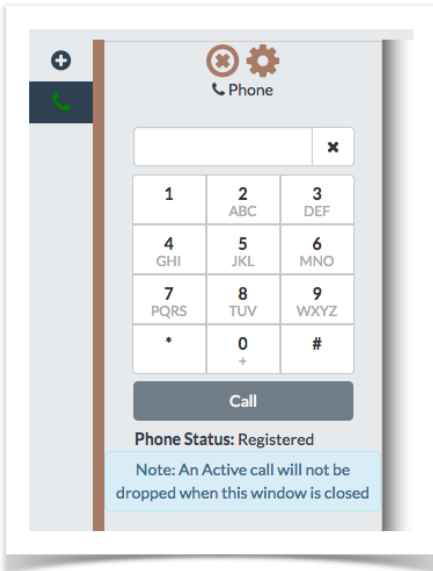
The UCP Phone widget is only available as a Side Bar Widget



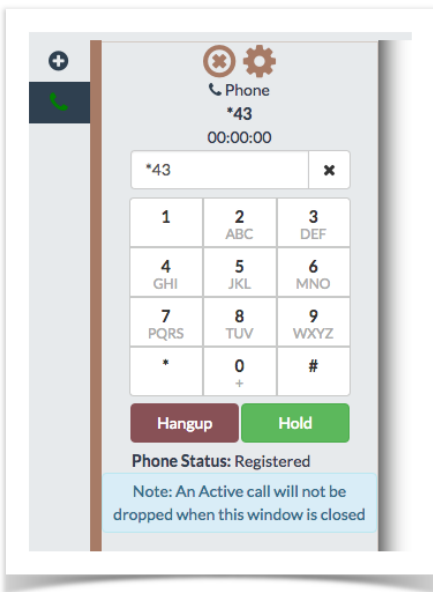
Once added the phone will show up on all dashboards to the left



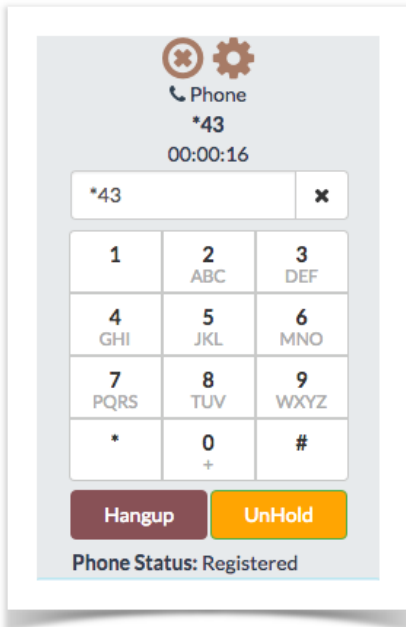
Clicking the phone will bring up the dialpad. You can receive calls even when the dialpad is closed.



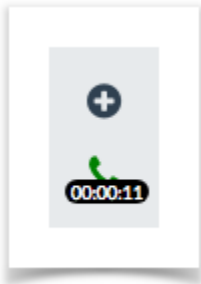
You can type a number into the interface and then click call to place a call.



Calls can be placed on hold by pressing the hold button:

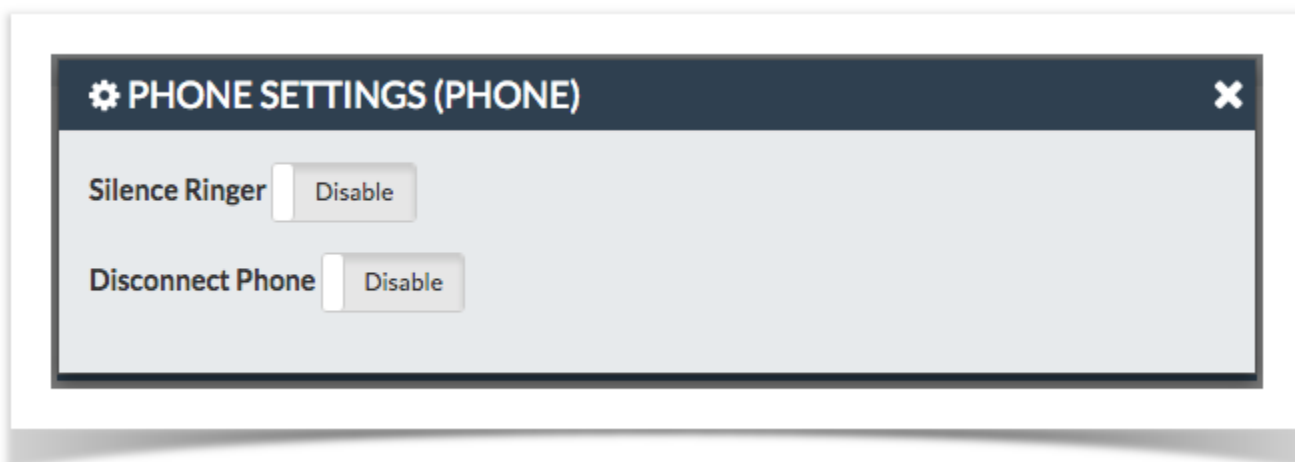


If you close the window while in the middle of a call, the call will stay connected and a timer will be added to the side bar icon:



UCP Phone Settings

You can set specific settings for your phone in UCP by clicking the gear icon:

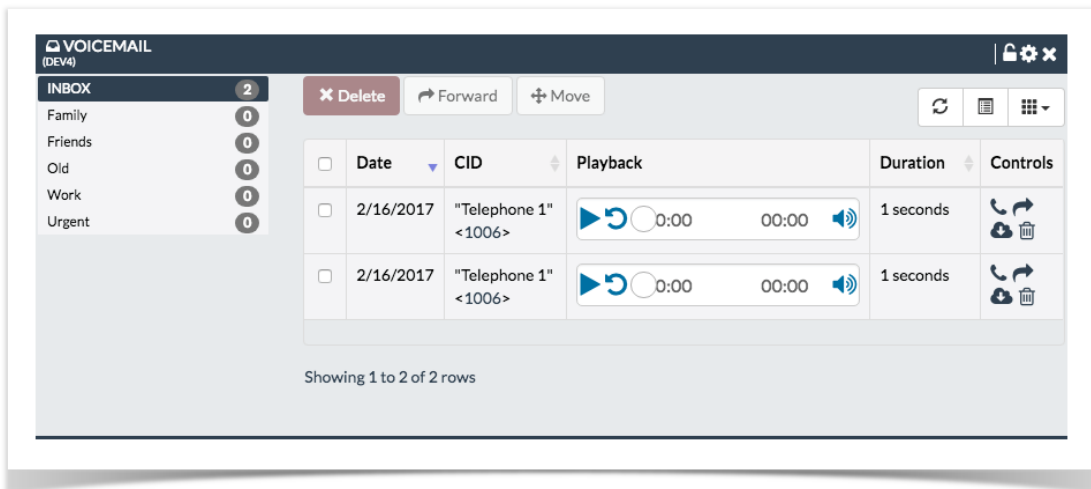


- **Silence Ringer:** Silence the ringer for inbound calls



- **Disconnect Phone:** Disconnect the UCP Phone (appear as offline)



Voicemail

The Voicemail widget allows you to view, listen and manage your voicemail settings.



- For each voicemail we can see the following;
- **Date/Time**- Date/Time voicemail was left
- **CID**- Caller ID of who left the voicemail if supplied
- **Playback** - Ability to playback the recording in the browser
- **Duration**- Length in Mins and Seconds of the message
- **Controls**- For each message we can choose any of the following Controls

ICON	PURPOSE
	<p>Click this icon to have the voicemail call your phone and immediately playback</p> <div data-bbox="570 1171 1481 1472" style="border: 1px solid gray; padding: 5px;"> <p style="text-align: center; margin: 0;">LISTEN TO VOICEMAIL ✕</p> <p>On:</p> <div style="border: 1px solid gray; padding: 2px; margin-bottom: 5px;">1000</div> <p style="text-align: right; margin: 0;">Listen</p> </div>
	<p>Forward this voicemail to another mailbox</p> <div data-bbox="570 1570 1481 1871" style="border: 1px solid gray; padding: 5px;"> <p style="text-align: center; margin: 0;">FORWARD VOICEMAIL ✕</p> <p>To:</p> <div style="border: 1px solid gray; padding: 2px; margin-bottom: 5px;"> <input style="width: 100%; height: 20px;" type="text"/> </div> <p style="text-align: right; margin: 0;">Forward</p> </div>

ICON	PURPOSE
	Download the voicemail message onto your computer
	Delete the voicemail message from the system.

Folders

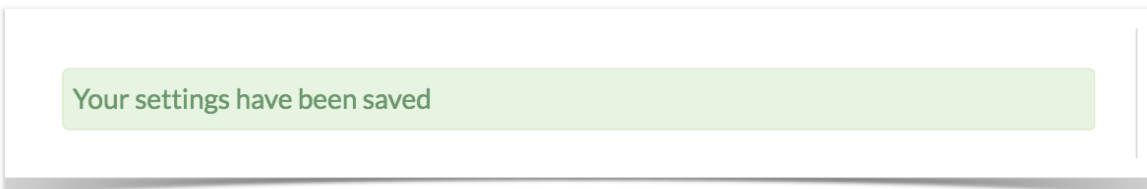
- On the left side are a list of folders that voicemails can be moved to. Clicking on any folder will bring up the voicemails inside that folder. These are standard folder from Asterisk that can not be changed

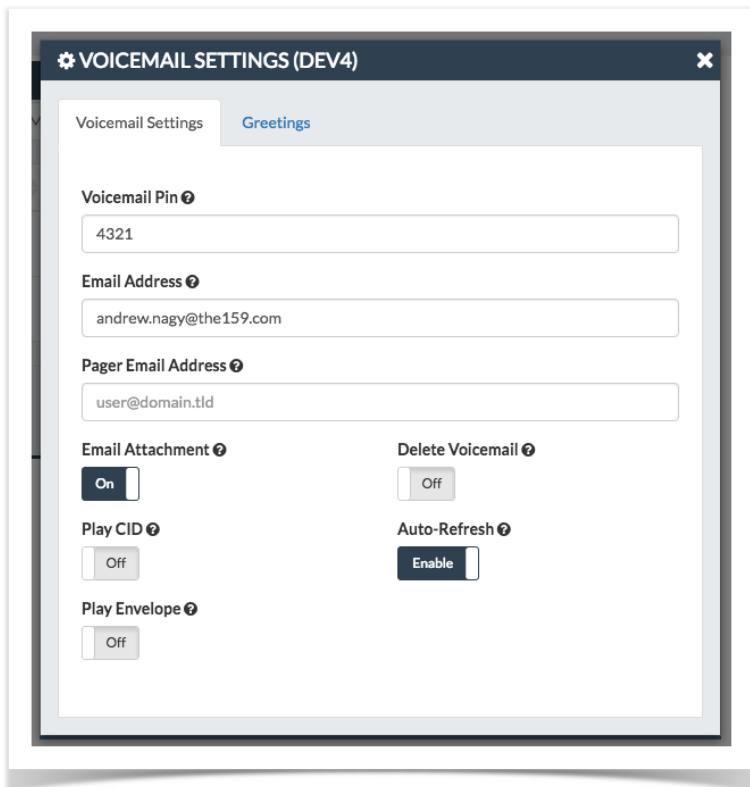


Managing Voicemail Settings

Click the **Settings** button in the widget title bar to continue: 

Anytime you make a change there is no save button. All changes are instant and a green box will show up informing you your changes have been saved



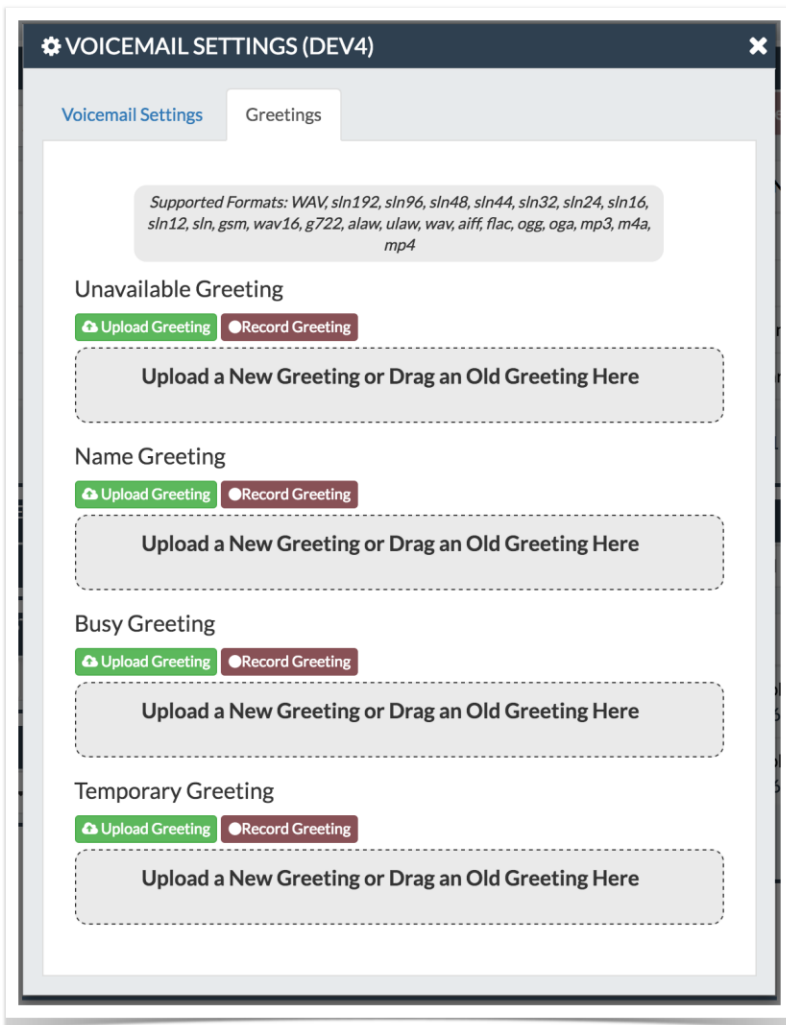


- **Pin/Password:** The password for our voicemail box.
- **Email Address:** Email address if defined where to send voicemails to.
- **Email Attachment:** Using the email address above send the voicemail as an email attachment
- **Play CID:** Play the Caller ID of who left the voicemail anytime you listen to the voicemail
- **Play Envelope:** Play the date and time stamp of when the voicemail was left anytime you listen to the voicemail.
- **Play CID:** Read back caller's telephone number prior to playing the incoming message, and just after announcing the date and time the message was left.
- **Delete Voicemail:** If set to "yes" the message will be deleted from the Voicemail box (after having been emailed). Provides functionality that allows a user to receive their Voicemail via email alone, rather than having the Voicemail able to be retrieved from the Web interface or the Extension handset. CAUTION: MUST HAVE attach Voicemail to email SET TO YES OTHERWISE YOUR MESSAGES WILL BE LOST FOREVER.
- **Auto-Refresh:** Automatically refresh the voicemail table when a new voicemail arrives

Manage Voicemail Greetings

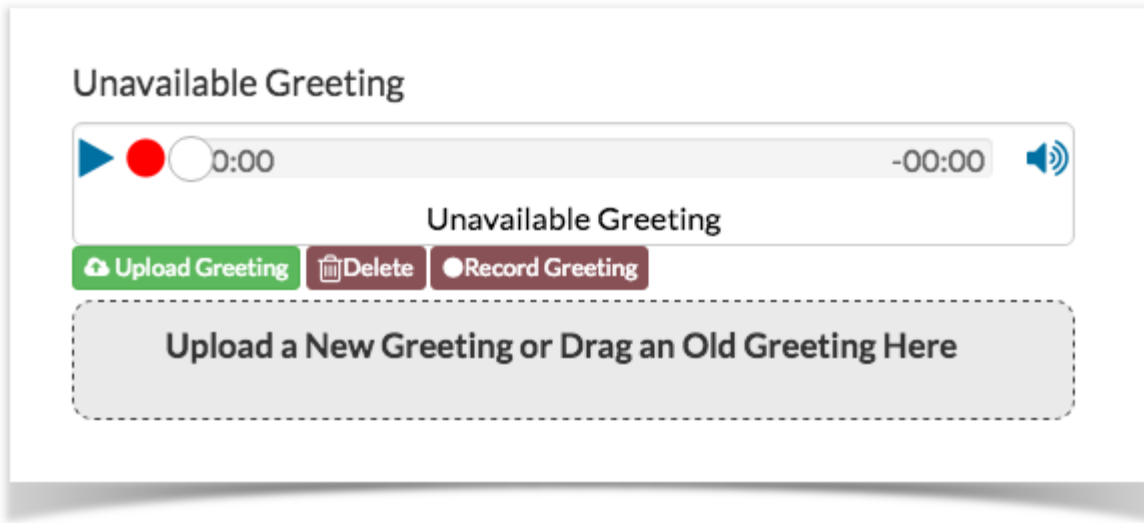
Greetings are where we can control the announcement that is played to callers with our personal message.

Click the **Settings** button in the widget title bar to continue: 



- **Unavailable**- The greeting that is played to callers when you are not available to take their call and they go to your voicemail box.
- **Busy**- The greeting that is played to callers when you are not available to take their call and you are on another call already.
- **Name**- This is a recording of your name and used mainly for things like the Company Directory and other modules.
- **Temp**- A Temp greeting when recorded will be played instead of the Unavailable or Busy greeting. When you delete the greeting your other greetings will be played again.

For each greeting you can press the Play button to listen to the Greeting.



You can press the Green "UPLOAD GREETING" button to upload a new audio file for your greeting or you can drag your audio file from your computer into the "Drag A NEW GREETING HERE" box to upload a new greeting.



Pressing the red "DELETE" button will delete the voicemail greeting.



Pressing the Red "RECORD GREETING" button will prompt you to enable your Mic on your compute and let you record your greeting.

