

A long-exposure photograph of a city street at night. The street is mostly empty, with long, horizontal light trails from cars and streetlights. In the background, several tall buildings are lit up, and their lights create a grid-like pattern. The sky is dark blue. The overall scene is a vibrant, modern urban environment.


CARRIER2

Cloud Reseller Platform
& Portal guide

Functions within the Cloud Reseller Platform

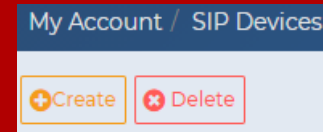
- Create customers
- Add and manage SIP-Devices
- Create Ring Groups
- Create Queues
- Upload a recording
- Create conference calls
- Reports
- Add DIDs
- Time conditions
- IVRs
- Set up Fax2Mail/Fax over IP

Create Customers

- To create a customer, go to “Account” > “Customers” > “Customers”. Here you will see a list of all your customers.
- To create a new customer, click “Create Customer”. A rectangular button with a yellow border and a yellow background. It contains a yellow plus sign icon followed by the text "Create Customer" in a dark blue font.
- Fill in all the details of your customer, such as their name and company details. Also you can determine the rates at the “Rate Group” section.
- When you’re done
- It’s also possible to import customers. Press “Import Customers”. You can upload a csv file that has the following information: Account Number, Password, First Name, Last Name, Company, Phone, Mobile, Email, Address, city, Province/State, Zip/Postal Code, Number Translation, Out Callerid Translation, In Callerid Translation, Concurrent Calls, CPS, Balance, Credit Limit, SIP Username, SIP Password

Add and configure SIP devices

- To add SIP Account, go to “My Account “and press “SIP devices”.
- Here you can find all the data of the SIP Account. Also, you can find the option to set up a Voicemail for this device. Always enter the desired phone number at the “Caller number” section. That’s the phone number the customer calls with. Press “Save” to create the SIP Device.
- The best way to set up SIP accounts is to log in via a PC to the IP address of the device. Navigate to the IP address through your browser. Now a login screen will appear. The correct login details can be required from the VoIP provider.
- When you’ve entered all the data, click on “Confirm” at the bottom to confirm and save all data. The account is now registered with your VoIP provider. When you see “registered” at the top of the page, that means that the registration was succesfull and your customers can call.



Account	Account1	
Register Status	Registered	
Line Active	Enabled	
Label		
Display Name	133657	
Register Name	133657	
User Name	133657	
Password	*****	
SIP Server 1		
Server Host	133657.yoursipcloud.com	Port 5060
Transport	UDP	
Server Expires	3600	
Server Retry Counts	3	

Create Ring Groups

- Go to Inbound > Ring Group and press Create. Name the Ring Group and choose the preferred Ring Strategy: Sequence or Simultaneous.
- When you choose Sequence, the linked devices will ring one by one. You can choose the order and delay between each device. When you choose Simultaneous, all linked devices will ring at the same time.
- Press "add more" to add a device or forwarding phone number. Choose extension and then the desired extension to add a device. At "Timeout" you can decide how many seconds the device can ring before it goes to the next device in the Ring Group.
- At the advanced settings you'll find more options, such as an announcement tape or ring back tone.
- When you're done, hit "Save".

A screenshot of a web-based configuration interface for creating a Ring Group. The interface is divided into two main sections: "Basic Settings" and "Advance Settings".
Basic Settings:

- Name***: A text input field.
- Ring Strategy**: A dropdown menu currently set to "Sequence".
- Account**: A dropdown menu currently set to "default customer(4727985745)".
- Destination Destinations**: A table with columns for "Description", "Delay (Seconds)", "Timeout (Seconds)", and "Prompt". A green "Add More" button is located to the right of the table.

Advance Settings:

- Announcement**: A dropdown menu set to "--Select--".
- Ring Back**: A dropdown menu set to "--Select--".
- CID Name Prefix**: A text input field.
- CID Number Prefix**: A text input field.
- Call Recording**: A dropdown menu set to "Forcefully Enable".
- Skip busy**: A dropdown menu set to "Yes".
- No Answer Call Type**: A dropdown menu set to "--Select--".
- Status**: A dropdown menu set to "Active".

A red circular button with a white plus sign is visible on the right side of the "Advance Settings" section.

Create Queues

- To create a queue, go to "Inbound and select "Queue". Click on "Create" to create a new queue. Now fill in all the details. Name the queue and enter the number of the agent.

Create Queue

Name*	Account
<input type="text"/>	--Select--
Status	Agent Back-Tone
Active	--Select--
Agent Dial Number*	Customer Back-Tone
<input type="text"/>	--Select--
Description	
<input type="text"/>	

Upload a recording

- To upload a recording of, for example, a welcome greeting or music on hold for a queue, go to “Inbound” and “Recording”. Press “Create” to create a new recording. Name the recording and select the account where the recording belongs to.
- Dial 1800 to create a recording, or (for best results) upload a 16bit 8khz/16khz mono WAV file.

The screenshot shows a web form titled "Recording Information". It features a "Name*" label above a text input field. Below this is a section labeled "Select the file" which contains a blue file selection area, a "Select file" button, and a red "Remove" button.

Call reports

- Viewing call reports is very easy. Go to "Reports" and click on "Call Detail Reports". Here you can see which number was called, if the call was inbound or outbound and how long this call was. Via filters it is possible to only see conversations from today or last week, month or year. It's also possible to listen back the conversation, if call recording is turned on. Via "Export" the reports can be downloaded into a csv file to open them in Microsoft Excel.

Date	Caller ID	Called Number	SIP User	Code	Destination	Duration	Debit (EUR)	Cost (EUR)	Disposition [Q.850]	Account	Country	Trunk	Rate Group	Call Type	Direction	Recording
2021-08-04 11:34:30			--			00:59	0.0000	0.0000	NORMAL_CLEARING [16]		NETHERLANDS	--	--	DID	inbound	XX
2021-08-04 11:34:30			--	--	--	00:59	0.0000	0.0000	NORMAL_CLEARING [16]		--	--	--	DID	outbound	XX
2021-08-04 11:30:07			201		Nederland	00:11	0.1260	0.0008	NORMAL_CLEARING [16]		--	MOR	default	STANDARD	outbound	XX
2021-08-04 11:21:29			--			02:18	0.0000	0.0000	NORMAL_CLEARING [16]		NETHERLANDS	--	--	DID	inbound	XX
2021-08-04 11:21:29			--	--	--	02:18	0.0000	0.0000	NORMAL_CLEARING [16]		--	--	--	DID	outbound	XX

- Under "Call Summary Reports" it is also possible to have insight in call reporting. Here you can see, for example, how many call were attempted, how many were accepted and how long the average call lasted. This data can also be exported by pressing "Export".

Account	Attempted Calls	Completed Calls	Duration	ASR	ACD	MCD	Billable	Debit (EUR)	Cost (EUR)	Profit (EUR)
	95	94	12:38	98.95	00:08	00:16	12:38	11.8440	0.0923	11.7517
	1	1	00:43	100	00:43	00:43	00:43	0.1260	0.0057	0.1203
	4	4	19:09	100	04:47	09:22	19:09	1.4220	0.0988	1.3232
	2	2	00:21	100	00:11	00:11	00:21	0.2520	0.0015	0.2505
	2	2	39:15	100	19:38	38:25	39:15	2.3040	0.3178	1.9862

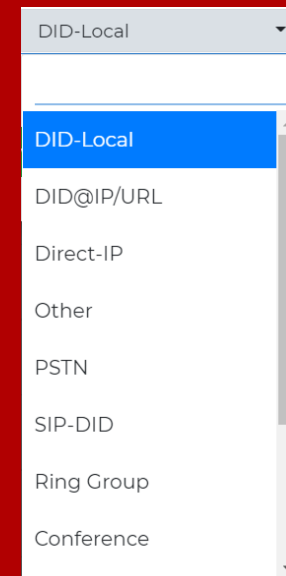
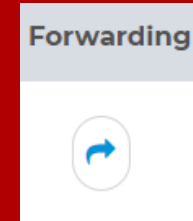
Call reports

- Via "Switch" and "Live calls" you can see all conversations that are taking place at that moment. With "barge-in to live call" it is possible to intervene during a conversation. That call can also be ended immediately by pressing "hangup live call".

Live Calls																
Action	Call Date	CID	Caller IP	Customer	Org. Prefix	Org. Destination	Org. Cost	Term. Trunk	Term. Prefix	Term. Destination	Term. Cost	Destination	Duration	Type	Status	Read / Write codecs
Hang Up			--	--							--	204	00:00:58	--	Answered	PCMA / PCMA

Add and configure DIDs

- To add DIDs, go to "Inbound" and select "DIDs" Now a list of phone numbers appears.
- You can configure DIDs by going to the right side and press "Forwarding".
- A pop-up will now open where you can choose to perform an action. You can choose the following options: DID-local, DID@IP/URL, Direct-IP, PSTN, SIP-DID, Ring Group, Conference, Queue, IVR, Time conditions, FOIP and Other.
- Press "Save", to save the DID.



Set up time conditions

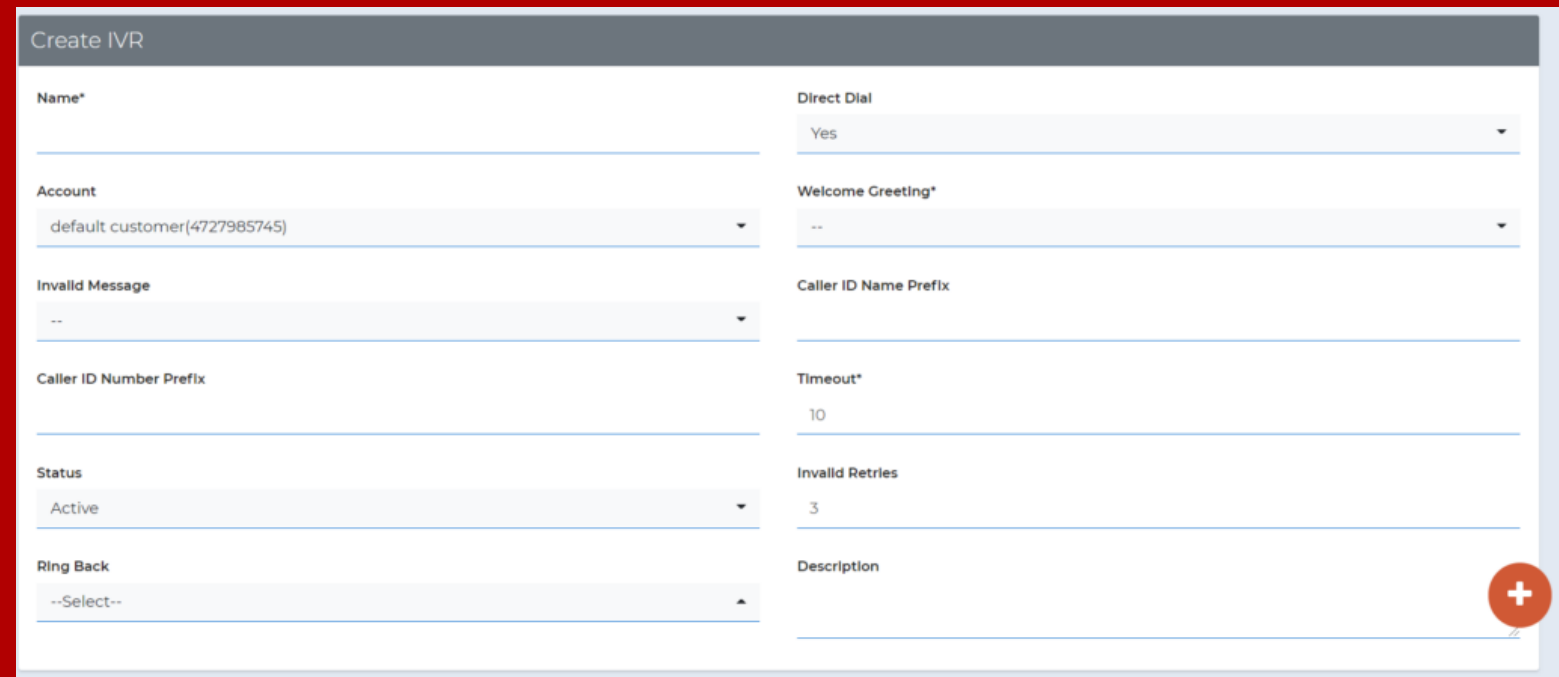
- To create a time condition called, go to "Inbound" and click on "Time conditions". Press "Create" to create a new time condition. Here you can enter all the details.
- Name the time condition and enter the extension call type, this is how the caller will be routed if the call during the set times. The following options are available: PSTN, Ring Group, IVR, Queue, SIP Device or Conference Call. Then enter the phone number of the extension type.
- After that, indicate the specific times of the time condition. This can be, for example, working hours (9 to 5). It is also possible to add multiple time conditions. For instance during the holidays you can
- Give a specific time condition priority if multiple time conditions overlap each other, by entering 1 at "Priority".
- When you're done, press "Save".

The screenshot shows the 'Create Time Conditions' interface. At the top, there's a header 'Create Time Conditions'. Below it, there are several sections:

- Name***: A text input field.
- Account**: A dropdown menu showing 'default customer(4727985745)'.
- Status**: A dropdown menu showing 'Active'.
- Failover Condition**: A section with two columns: 'Extensons Call' (dropdown menu showing 'PSTN') and 'Extensons Destination' (text input field).
- Time Condition**: A section with multiple dropdown menus for: 'Start Hour' (00), 'End Hour' (23), 'Week day' (Sunday, Saturday), 'Month day' (1, 31), 'Month' (Jan, Dec), and 'Year' (2021). There is also a 'Priority' text input field.
- At the bottom right, there is a green 'Add More' button and a red circular button with a white plus sign.

Set up an IVR

- To set up an IVR, go to "Inbound" and then click "IVR". Press "Create" to create a new one. Now you can adjust the IVR however you like. Select a welcome message and invalid message. Also select the timeout in seconds. After that amount of seconds, when the caller didn't make a choice, the tape of choices will repeat itself.
- At the advanced options, you can decide the amount of choices the caller can choose from. For example, if you dial 1 you go to a Ring Group, if you dial 2 you go to a queue.
- It is also possible to create a multi-level IVR. For example: "To go to sales, press 1", and then "To sign a new contract, press 1"
- When you're done, hit "Save".



The screenshot shows a 'Create IVR' form with the following fields and values:

Create IVR	
Name*	Direct Dial
<input type="text"/>	Yes
Account	Welcome Greeting*
default customer(4727985745)	--
Invalid Message	Caller ID Name Prefix
--	<input type="text"/>
Caller ID Number Prefix	Timeout*
<input type="text"/>	10
Status	Invalid Retries
Active	3
Ring Back	Description
--Select--	<input type="text"/>

A red circular button with a white plus sign is located in the bottom right corner of the form.

Set up a Conference call

- To create conference calls, go to "Inbound" and click on "Conference". Press "Create" to create a new one. Name the Conference Call, select a greeting message, and select the Conference Profile.

Create Conference

Name*

Account

default customer(4727985745)

Greeting

Nothing selected

Profile

defaultControls

Pin Number

Status

Active

Description

- You can create a Conference Profile via "Inbound" and "Conference Profile". Create a new Conference Profile by pressing "Create". Within the Conference profile you can adjust all kinds of things, such as adding a soundeffect when someone enters and leaves the conference call or when someone gets muted.
- Conference Controls allow you to assign various actions to certain keys that can be performed during conference calls, such as increasing or decreasing the talk or listening volume, or mute it completely. You can create Conference Controls by going to "Inbound" and "Conference Controls". Create new Conference Controls by pressing "Create".

Set up Fax over IP

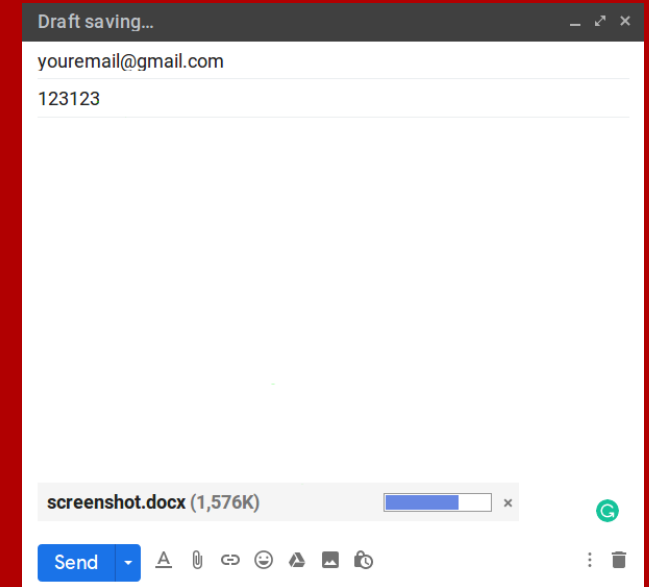
- When it comes to Fax Over IP, there are 3 options: Web2Fax, Fax2Mail and Mail2Fax.
- With the Web2Fax function it is possible to send the fax in different formats from the web portal. Go to “Configuration”, “APFaxer”, “Faxer” and press “Create”.
- Select the device to be used to send faxes. The system uses the selected caller ID and extension name to send the fax. Also enter the Fax number to which the fax is to be sent.
- It is possible to send two types of faxes: Text and File.
- **Text:** Allows you to write your fax content in the text field and the system will convert that text to PDF and send it as a fax.
- **File:** Upload a file in various formats, such as pdf, tiff, doc or docx, and the system sends it as a fax.

Set up Fax over IP

- The Fax2Mail function makes it possible to receive a normal fax and get it in the mailbox as a PDF file. To set this up, go to “Inbound”, “DIDs” and press “Forwarding”.
- Set Call Type to “FOIP” to receive a fax. Enter the e-mail address where the faxes should arrive at “Destination”. It is not possible to enter more than one email address.

Set up Fax over IP

- With the Mail2Fax function it is possible to send e-mails that reach the recipient as a fax. Configure the fax mailbox information from which emails can be sent and the system sends it as a fax.
- To set this up, go to “Configuration”, “Settings” and press “Fax”. In “Fax send Retries”, set how many times an e-mail can be resent before the system shows it as a send error. Indicate at “Fax Email Id” from which e-mail address all e-mails should be sent as faxes, for example fax@.....com. Also enter the password and hostname for this email address. Finally, enter the Fax Server IP.
- To send a fax by e-mail, enter the fax number to which the fax should be sent as subject when sending an e-mail. It is important that this e-mail is sent from the e-mail address indicated earlier, such as fax@.....com.

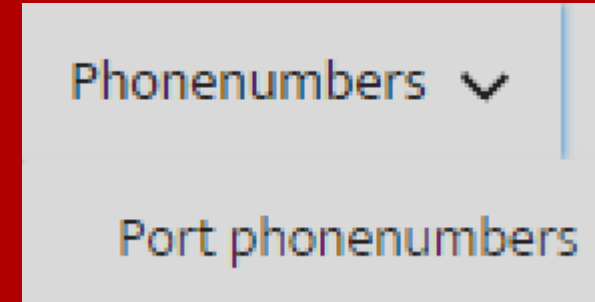


Functions within the Carrier2 portal

- Port phone number
- Simply ask a question and get an answer
- Have insight in your orders and invoices

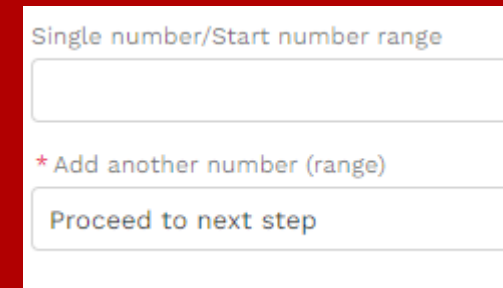
Port phone numbers

- First, log in to the portal via <https://portal.carrier2.network/>
- To port phone numbers, go to Phonenumbers and choose port phonenumbers
- Now, fill in all the company details and select if you want to port a single number or number range. Also select the desired date of porting



Port phone numbers

- Now enter the phone number to be ported or the beginning of the number range
- If you want to port multiple numbers or number ranges, select this option at the “add another number (range) section”. When you’ve entered the desired numbers or number ranges, select “Proceed to next step” and click “Next”



Single number/Start number range

* Add another number (range)

Proceed to next step

The screenshot shows a form with a header "Single number/Start number range" above a text input field. Below this is a red asterisk followed by the text "* Add another number (range)", which is positioned above another text input field. At the bottom of the form is a button labeled "Proceed to next step".

Simply ask a question and get an answer

- If you have any questions about pricing, invoices or a technical question about a service, go to “Cases” and “New case” to create a new ticket. Select the type of question you have and who your contact is. If you have multiple questions, please open multiple cases. In this we’ll make sure all your questions get an appropriate answer.
- Then choose the urgency of the question. Is it a slight problem without consequences or does the problem have a bigger impact?

Select the type of questions you have.

* Type of question

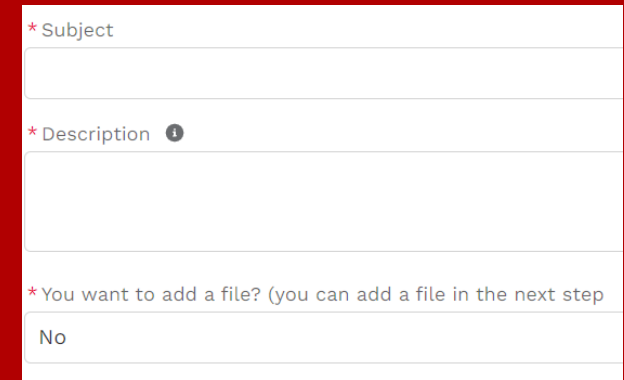
- Technical question about a service
- Question about my invoice / financial details
- Technical question about a service
- Question about pricing**

* What's the priority? ⓘ

- Normal - A question or change is required but services are working
- Low - Non urgent change or question. There is no interruption in the service.**
- Normal - A question or change is required but services are working
- High - (Partial) outage on selected services but no complete outage (can be used with work around or alternative)
- Highest - Complete outage on services with big impact. There's no alternative possible.

Simply ask a question and get an answer

- Finally, give the ticket a name and enter your question. If your question needs an attachment, you can also add it.
- It is also possible to view all open cases by going to “Cases” and select “Open cases”



* Subject

* Description ⓘ

* You want to add a file? (you can add a file in the next step)

No

Have insight in your orders and invoices

- To view your orders, go to “Services”. Here you will see an overview of all your orders
- Click on the reference number to view more details about the order.
- To view all your invoices, click on “Invoices” at the top. You will then see an overview of all your invoices, with invoice number, invoice date and a PDF attachment of the invoice.

CommunityOrders

[MT/2021323058](#)

NL@2021323058 - Opgeleverd

My invoices			
Factuurnummer	Factuurdatum	PDF-bijlage	CDR file
---	1-5-2017	Open factuur	



CARRIER2