

Clearspan® OpEasy®

Import Worksheet Definitions

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Clearspan OpEasy Import Worksheet Definitions
Release 22.3 – December 2022

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REVISION HISTORY

| DATE | VERSION | REVISION | DESCRIPTION | AUTHOR |
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1 OVERVIEW

OpEasy allows five types of import which are categorized as Basic, Advanced, System, Enterprise, and Group. Basic and Advanced import allow provisioning of Clearspan users and devices. System, Enterprise, and Group import allow provisioning of system-level, enterprise-level, and group-level features, respectively.

All types of import utilize Microsoft Excel spreadsheets that are specifically formatted for use with the OpEasy application. This document describes the layout and content of all worksheets that comprise the Basic, Advanced, System, Enterprise, and Group spreadsheets.



Note: Additional information on using OpEasy to execute the worksheets is provided in the OpEasy Provisioning Guides.

2 NEW IN THIS RELEASE

Worksheet changes listed by OpEasy release are provided in the 'Worksheet Change Summary' section, the last section in this document.

3 GENERAL WORKSHEET PROCESSING

The following information pertains to worksheet processing in general, regardless of the type of import.

3.1 THE COMMAND COLUMN

The commands that are relevant for a particular worksheet and administrator are provided within each worksheet. When you run an import, each command (row) is processed separately and in sequence. Each row on the worksheet can result in multiple commands being sent to Clearspan. If any failure occurs in a stream of commands, all previous commands for this row are rolled back.

Rows that do not specify a command are simply skipped (except on worksheets where subsequent rows contain list information).

Processing of a worksheet ends when the **Done** command is encountered or after 100 consecutive empty command cells are encountered.

The following example illustrates row processing. When processed, the command in row 9 will execute, row 10 will be skipped (because the command column is empty), row 11 will execute, and processing will end at row 12 (because the 'Done' command is encountered).

| | A | B | C | D | E | F | G | H | I | J | K | L |
|----|--------|-------------|--------------------|------------|-------------------------|-----------------|---|----------------|----------------|---|---|----------------------------|
| 1 | | | | | | | | | | | | |
| 2 | | | | | | Enterprise Name | | | Group Name | | | |
| 3 | | | | | | Maytown | | | Facilities | | | Validate |
| 4 | | Uploaded at | (not yet uploaded) | | | | | | | | | |
| 5 | | | | | | | | | | | | |
| 6 | | | | | | | | | | | | |
| 7 | | | | | | | | | | | | |
| 8 | | | | | | | | | | | | |
| 9 | Status | Command | Last Name | First Name | Email Address | Department | | Phone Number | User Profile | | | Voicemail Account |
| 10 | | Add | Fieweger | Pamela | pam.fieweger@aastra.com | | | 8156382201 | 571_Facilities | | | Voicemail - email delivery |
| 11 | | Add | Chen | Ben | ben.chen@aastra.com | | | 8156382201 | 571_Facilities | | | Voicemail - email delivery |
| 12 | | Add | Elam | Jeremy | jeremy.elam@aastra.com | | | (815) 638-2202 | 571_Facilities | | | Voicemail - email delivery |
| 13 | | Done | | | | | | | | | | |

3.2 THE STATUS AND ERROR COLUMNS

When an import request completes, a Results Spreadsheet is produced by OpEasy. The Status column within the Results Spreadsheet is filled with either **Success** or **Failure** to identify whether the command on each row was successful or not.

Any rows with a Failure status will show information in the Error column, which identifies the reason for failure. The Error column is always the rightmost column on the worksheet.

The Results Spreadsheet can be corrected where failures have been flagged and then used again for import. When a Results worksheet is processed, any rows where Success appears will be skipped and any rows where Failure appears will be processed. Another Results Spreadsheet will be produced at completion of the import to identify whether subsequent attempts to process were successful.

Special Row/Column Information

A screen capture of a Results worksheet follows. Note that for each row that is processed, either a Success or Failure status is provided (see column A for rows 9-11). Also note that when a Failure occurs, text will be provided in the Processing Error column to provide the reason for failure (see row 11, column AD).

| | A | B | C | D | E | F | G | H | I | J | K | L | M | N | AD | AE | AF | AG | AH | AI |
|----|---------|---------|-------------|---------------------|-----------------------|-----------------|--------------|----------------------------|-------------------|---|---|----------|---|---|----|----|----|----|----|----|
| 1 | | | | | | Enterprise Name | | | Group Name | | | Validate | | | | | | | | |
| 2 | | | | | | Maytown | | | Facilities | | | | | | | | | | | |
| 3 | | | | | | | | | | | | | | | | | | | | |
| 4 | | | Uploaded at | 05/13/2015 14:46:33 | | | | | | | | | | | | | | | | |
| 5 | | | | | | | | | | | | | | | | | | | | |
| 6 | | | | | | | | | | | | | | | | | | | | |
| 7 | | | | | | | | | | | | | | | | | | | | |
| 8 | Status | Command | Last Name | First Name | Email Address | Phone Number | User Profile | Voicemail Account | Physical Location | | | | | | | | | | | |
| 9 | Success | Add | Fieweger | Pam | pam.fieweger@mtel.com | 8156362099 | 571_Sales | Voicemail - email delivery | Naperville, IL | | | | | | | | | | | |
| 10 | Success | Add | Chen | Ben | ben.chen@mtel.com | 8156362101 | 571_Sales | Voicemail - email delivery | Bloomington, IL | | | | | | | | | | | |
| 11 | Failure | Add | Elam | Jerry | jerry.elam@mtel.com | (815) 638-2103 | 571_Sales | No voicemail | Westchester, VA | | | | | | | | | | | |
| 12 | | | | | | | | | | | | | | | | | | | | |
| 13 | | | | | | | | | | | | | | | | | | | | |

3.3 THE SKIP KEYWORD

To skip rows of data within a worksheet, you can simply ensure no command exists in the Command column. However, sometimes you might want to maintain the commands in a worksheet but run an import for only a subset of the rows. In this case, the **Skip** keyword is useful. Enter the Skip keyword in the Status column to cause the associated row to be skipped.

The following example illustrates row processing. When processed, the commands in row 9 and 10 will execute, row 11 will be skipped even though a command is provided because the **Skip** command in the Status column overrides this.

| | A | B | C | D | E | F | G | H | I | J | K | L |
|----|--------|---------|-------------|--------------------|-------------------------|-----------------|----------------|----------------|----------------------------|---|---|----------|
| 1 | | | | | | Enterprise Name | | | Group Name | | | |
| 2 | | | | | | Maytown | | | Facilities | | | Validate |
| 3 | | | | | | | | | | | | |
| 4 | | | Uploaded at | (not yet uploaded) | | | | | | | | |
| 5 | | | | | | | | | | | | |
| 6 | | | | | | | | | | | | |
| 7 | | | | | | | | | | | | |
| 8 | Status | Command | Last Name | First Name | Email Address | Department | Phone Number | User Profile | Voicemail Account | | | |
| 9 | Add | Add | Fieweger | Pamela | pam.fieweger@aastra.com | | (815) 638-2001 | 571_Facilities | Voicemail - email delivery | | | |
| 10 | Add | Add | Chen | Ben | ben.chen@aastra.com | | (815) 638-2202 | 571_Facilities | Voicemail - email delivery | | | |
| 11 | skip | Add | Elam | Jeremy | jeremy.elam@aastra.com | | (815) 638-2003 | 571_Facilities | Voicemail - email delivery | | | |
| 12 | | Done | | | | | | | | | | |
| 13 | | | | | | | | | | | | |

4 BASIC IMPORT

The Basic Import provides an easy way to create Clearspan users with their associated devices. Basic Import allows assignment and configuration of the voicemail feature, but it does not allow assignment of any other phone features. For information about Basic Import, refer to the *OpEasy Basic Provisioning Guide*.

5 ADVANCED IMPORT

5.1 DESCRIPTION

The Advanced Import provides a flexible way to create and modify Clearspan users and devices. With flexibility comes additional complexity, so administrators utilizing the Advanced Import worksheets should have a thorough understanding of user provisioning and the phone features that can be assigned to the users.

Advanced Import spreadsheets include a DataHelp tab that provides useful information needed to fill certain columns (e.g. Group, Department, User Profile, etc.). Also, the Users worksheet allows specification of a User Profile which simplifies the user and device creation process. If a User Profile is used, but you want to override any of the fields derived by the User Profile, the field can simply be overwritten and the overwritten value is accepted.



Note: In an exported worksheet, many columns can contain “(Unspecified)” to indicate the settings have yet to be configured in OpEasy Provisioning. When importing an exported worksheet, the entry of “(Unspecified)” in affected columns is treated as if the column value was empty (i.e., the “(Unspecified)” value is ignored).

All columns for all worksheets are explained in detail in the next section of this document. The commands that can be issued with each worksheet are listed at the bottom of the worksheet.

5.2 WORKSHEET DETAILS FOR ADVANCED

5.2.1 SPECIAL ROW/COLUMN INFORMATION

| Row | Column | Information |
|-----|-------------|--|
| 1 | A | Contains header 'Enterprise:' |
| 1 | B | Contains the enterprise that was selected when issuing the 'Get Worksheet' command. This spreadsheet is enterprise specific and cannot be used for import to any other enterprise. |
| 2 | A | Contains header 'Date:' |
| 2 | B | This column is blank on a fresh import worksheet but contains the date that an import was issued in the results worksheet. |
| 3 | A | Contains header 'Version:' |
| 3 | B | Contains the version of the worksheet. |
| 5 | All Columns | Provides hints for various purposes such as to inform which columns may be adjusted via the ModifyUser or ModifyDevice commands. |
| 6 | All Columns | Provides comments on what is acceptable input for various fields. |
| 7 | All Columns | Provides color coding to identify columns that pertain to General Information, columns that are derived if a User Profile is used, |

| | | |
|-------------|---|--|
| | | columns that pertain to Device Information or Trunk User Information and columns that contain Optional Information. |
| 8 | | Contains the column labels. The provisioning tool will assume that the next row contains the first row of data, i.e. a valid command. |
| Any after 8 | A | This first column in each worksheet is the Status column. It is updated in the results spreadsheet to either Success or Failure. A 'Skip' in this column will cause the row to be skipped on import. |
| Any after 8 | | The rightmost column in each worksheet is the ErrorResponse column. It is updated in the results spreadsheet for any command that has a status of Failure. |

5.2.2 DATAHELP WORKSHEET

The DataHelp tab (shown below) provides information for the Enterprise that was selected when the 'Get Worksheet' was issued. Data from this worksheet may be cut and pasted to the other worksheets. For example, most commands on the Users tab require that the row contain an entry in the Group column, so the administrator could come to this tab to view the available Groups and then cut the appropriate Group Name from the cell to paste into the Users worksheet.

The screenshot shows the DataHelp worksheet with the following data:

| Valid information for the selected enterprise | | | | | | | |
|---|---|--|-----------------------------------|---------------------|-----------|---------------------|---------|
| Group IDs | Group Names (corresponding Group IDs in previous column) | Departments (Group ID/Name & Level) | User Profiles (Group ID/Name) | Network Server Site | Languages | Time Zones | State |
| Hershey | Hershey | Hershey/Facilities (Group) | Hershey/6757i Internal | DFLT_SITE | English | America/St_Johns | Alab |
| Relyks | Relyks | Relyks/Daniels (Group) | Relyks/6869i Testers | | German | America/Halifax | Alas |
| | | | Hershey/Communicator Skype Plugin | | SpanishLA | America/Montreal | Alber |
| | | | Hershey/Moorehouse Audiocodes | | | America/New_York | Ariz |
| | | | Hershey/Moorehouse testing | | | America/Indianapo | Ark |
| | | | Hershey/PLCM410 | | | America/Winnipeg | Britis |
| | | | Relyks/test for UG | | | America/Chicago | Calif |
| | | | | | | America/Edmonton | Color |
| | | | | | | America/Denver | Conn |
| | | | | | | America/Phoenix | D.C. |
| | | | | | | America/Vancouver | Delaw |
| | | | | | | America/Los_Angeles | Florid |
| | | | | | | America/Anchorage | Georg |
| | | | | | | Pacific/Honolulu | Hawa |
| | | | | | | | Idaho |
| | | | | | | | Illinoi |

Note that more columns exist in this worksheet than are displayed per the screen capture. Note too that some columns (e.g., Departments, User Profiles, etc.) contain the "Group/Name". This is useful because it tells the administrator to which group the listed Department, User Profile, etc. belongs. However, when pasting these cells into the other worksheets, the Group name (and the slash) must be removed or an error will result when processing occurs.

Each column on the DataHelp tab is contained in the table that follows.

| Column Name | Column | Contents |
|-------------|--------|---|
| Group IDs | B | Provides all Group IDs within this enterprise. Groups are identified using the Group ID. Use on Users tab, column C. |

| Column Name | Column | Contents |
|---|--------|--|
| Group Names | C | Names of all groups within the enterprise. These names coorespond to the Group IDs in the previous column. Group Names are not used in any of the import columns. They are only displayed to help identify the cooresponding Group IDs. |
| Departments (Group ID/Name & Level) | D | Provides all Departments per group. Use on Users tab, column G. Level of the department is provided. |
| User Profiles (Group ID/Name) | E | Provides all User Profiles per group. Use on Users tab, column N. |
| Network Server Site | F | Provides all Network Server Sites. Use on Users tab, column Q. |
| Languages | G | Provides all Languages supported. Use on Users tab, column AP. |
| Time Zones | H | Provides all Time Zones. Use on Users tab, column AQ. |
| State/Provinces | I | Provides all States/Provinces. Use on Users tab, column BE. |
| Enterprise Time Schedules | J | Provides Time Schedules for this enterprise. Use on Priority Alert tab, column G. |
| Group Time Schedules (Group ID/Name) | K | Provides Time Schedules per group. Use on Priority Alert tab, column G. |
| Enterprise Holiday Schedules | L | Provides Holiday Schedules for this enterprise. Use on Priority Alert tab, column I. |
| Group Holiday Schedules (Group ID/Name) | M | Provides Holiday Schedules per group. Use on Priority Alert tab, column I. |
| Trunk Groups (Group ID/Name) | N | Provides Trunk Groups. Use on Users tab, column AK. |
| Enterprise Trunks | O | Provides Enterprise Trunk Groups for this enterprise. Use on Users tab, column AO. |
| Call Centers (Group ID/Name) | P | Provides Call Centers per group. |
| Agent Threshold Profiles | Q | Provides Agent Threshold Profile Names. |
| ACD States | R | Provides valid ACD states. |
| Services | S | Provides a list of Services. |

| Column Name | Column | Contents |
|---|--------|---|
| Group Speed Dial 8 Lists (Group ID/Name) | T | Provides a list of the Speed Dial 8 Lists per group. |
| Group Speed Dial 100 Lists (Group ID/Name) | U | Provides a list of the Speed Dial 100 Lists per group. |
| Music On Hold Profiles | V | Provides Music On Hold Profile names. |
| Device Types | W | Provides a list of valid Device Types. |
| Device Templates (Phone Manufacturer/ Level/ Group ID/ Device Type/ Template Name) | X | Provides a list of valid Device Templates. |
| User Defined Field Names | Y | Lists the User Defined Fields that are configured for the enterprise. |
| User Billing Types | Z | Lists the User Billing Types. |
| User Billing Bundle Names | AA | Lists the available Billing Bundle Names. |
| ERS ERL Record Names | AB | Lists the ERS ERL Record Names that are available for assignment |
| ERS ERL Record Information | AC | Lists information about the ERL record names to help the administrator identify the appropriate ERL Record Name to use. |

5.2.3 USERS WORKSHEET

The commands available for use with the Users worksheet allow creation, deletion, and modification of users, devices, as well as Service Packs, Communication Barring Authorization Codes (CBACs), Call Pickup Groups (CPGs), Hunt Groups (HGs), and the Activation/Deactivation of phone numbers and re-ordering of users on a device.



Note: Some commands might not be available, depending on the administrator's privileges.

The following table lists each command, a description of the command, and the columns that are mandatory to successfully execute the command.

| Command | Description / Tips | Mandatory Columns |
|----------------------|---|--|
| AddUser | Add a new user. A User Profile may be used with this command. If used, the columns marked are derived and so are not mandatory.* | (C) Group ID (D) Last Name (E) First Name (O) User Password (U) UserId* (AG) Calling LineId Last Name* (AH) Calling LineId First Name* |
| ModifyUser | Modify the user information. Any columns on the worksheet that contain the hint 'ModifyUser' may be used with this command. | (U) UserId |
| DeleteUser | Delete the user. | (U) UserId |
| DeleteUserAndDevices | Deletes the user and its associated devices | (U) UserId |

| Command | Description / Tips | Mandatory Columns |
|---------------------|--|---|
| AddUserDevice | <p>Add a new user and a new device and assign the device.</p> <p>* A User Profile may be used with this command. If used, the columns marked are derived and so are not mandatory.</p> <p>MAC Address is mandatory when Device Configuration Mode is set to 'Custom' or 'Default' (vs. 'Manual').</p> <p>Device Template and Template Level are mandatory when Device Configuration Mode is set to 'Custom' (vs. 'Default' or 'Manual').</p> | (C) Group ID (D) Last Name (E) First Name (O) User Password (U) UserId* (AB) Device Name* (AD) Device Type* (AE) Device LinePort* (AF) MAC Address* (AG) Calling LineId Last Name* (AH) Calling LineId First Name* (AJ) Auth Name* (AK) Auth Password* (AR) Device Template* (AS) Template Level* |
| AddUserAssignDevice | <p>Add a new user and assign an existing device.</p> <p>The Device Name for the existing device must be provided.</p> <p>A User Profile may be used with this command. If used, the columns marked are derived and so are not mandatory.</p> | (C) Group ID (D) Last Name (E) First Name (O) User Password (U) UserId* (AB) Device Name (AG) Calling LineId Last Name* (AH) Calling LineId First Name* (AJ) Auth Name* (AK) Auth Password* |
| AddMigDeviceUser | <p>Add a new user and a new device without assigning the phone number.</p> <p>Subsequent use of the 'MigrateTrunkUser' worksheet migrates a trunk user to this device user.</p> | (C) Group ID (D) Last Name (E) First Name (H) Phone Number (T) User Profile |

| Command | Description / Tips | Mandatory Columns |
|----------------|---|--|
| AddDevice | <p>Add a new device.</p> <p>* A User Profile may be used with this command. If used, the columns marked are derived and so are not mandatory.</p> <p>MAC Address is mandatory when Device Configuration Mode is set to 'Custom' or 'Default' (vs. 'Manual').</p> <p>Device Template and Template Level are mandatory when Device Configuration Mode is set to 'Custom' (vs. 'Default' or 'Manual').</p> | (C) Group ID (AB) Device Name* (AD) Device Type* (AF) MAC Address* (AR) Device Template* (AS) Template Level* |
| ModifyDevice | <p>Modify device information.</p> <p>Any columns on the worksheet that contain the hint 'ModifyDevice' may be used with this command.</p> | (C) Group ID (AB) Device Name |
| ReplaceDevice | <p>Prepare database to replace a physical Phone Device with another phone of an identical Model and Functionality.</p> | (C) Group ID (AB) Device Name (AC) Device Level |
| DeleteDevice | <p>Delete the device.</p> | (C) Group ID (AB) Device Name |
| AssignDevice | <p>Assign a device to the specified user.</p> | (C) Group ID (U) UserId (AB) Device Name (AE) Device LinePort |
| UnassignDevice | <p>Unassign a device from the specified user.</p> | (C) Group ID (U) UserId (AB) Device Name |
| ModifyUserId | <p>Change the UserId.</p> <p>Place the original UserId in column P and the new UserId in column Q.</p> | (U) UserId (V) Extension |
| AssignSP | <p>Assign one or more service packs.</p> <p>Separate SPs with ALT-ENTER.</p> | (U) UserId (Z) Service Packs |
| ReplaceSP | <p>Replace all user service packs with those specified.</p> <p>Separate SPs with ALT-ENTER.</p> | (U) UserId (Z) Service Packs |
| DeleteSP | <p>Delete one or more service packs.</p> <p>Separate SPs with ALT-ENTER.</p> | (U) UserId (Z) Service Packs |
| DeleteAllSP | <p>Delete all service packs for this user.</p> | (U) UserId |
| AddCBAC | <p>Add the specified communication barring authorization code.</p> <p>Specify one Auth Code per command.</p> | (U) UserId (BE) Comm Barring Auth Code |

| Command | Description / Tips | Mandatory Columns |
|--------------|--|---|
| DeleteCBAC | Delete the specified communication barring authorization code. Specify one Auth Code per command. | (U) UserId (BE) Comm Barring Auth Code |
| AssignCPG | Add the user to the specified Call Pickup Group. | (U) UserId (BF) Call Pickup Group |
| DeleteCPG | Delete the user from the specified Call Pickup Group. | (U) UserId (BF) Call Pickup Group |
| AssignHG | Assign the user to the specified Hunt Groups. | (U) UserId (BG) Hunt Group |
| DeleteHG | Remove the user from the specified Hunt Groups. | (U) UserId (BG) Hunt Group |
| ReorderUsers | Reorder the users on the specified device. First row contains the Command, Group, first UserId entry, and Device Name, subsequent rows may contain additional UserIds. Position column is only used by AudioCodes devices, which use Static Ordering. | (C) Group ID (U) UserId (AA) Position (AB) Device Name |
| Done | Ends processing of the worksheet. | |

Each column on the Users tab is contained in the table that follows.

| Column Name | Column | Field Requirements |
|----------------------------|--------|---|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | The available commands and the mandatory columns for each command are described in the preceding table. |
| Group ID | C | Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab. |
| Last Name | D | Up to 30 characters. May be modified via 'ModifyUser'. |
| First Name | E | Up to 30 characters. May be modified via 'ModifyUser'. |

| Column Name | Column | Field Requirements |
|-------------------------|--------|---|
| Email Address | F | Up to 80 characters. Format: xxx@yyy.com (or .org, .net, etc.) xxx must be at least 6 characters yyy.com must be known by the system May be modified via 'ModifyUser'. NULL value will remove the Email Address. |
| Department | G | Must match the name of an existing Department. Valid departments per the group are available via the DataHelp tab; strip the Group Name if doing a copy & paste from DataHelp. May be modified via 'ModifyUser'. |
| Phone Number (Primary) | H | Enter the primary phone number, up to 23 characters. E.164 format is supported. Must exist and be assigned to the Enterprise/Group. May be modified via 'Modify User'. 'NULL' value will remove a phone number from an existing user. |
| Phone Number Activation | I | Values: Activate Deactivate When Phone Number Activation is disabled in Clearspan, this column is ignored, regardless of whether it is empty or contains any value. |
| Physical Location | J | Up to 1024 characters. Identifies the user's location. May be modified via 'Modify Device'. |
| VLAN ID | K | Identifies a VLAN Id. May be modified via 'Modify Device'. |
| User ERL Record Name | L | Enter the ERL Record Name for the User only if the device is an AudioCodes MediaPack or Media 5. Up to 50 characters. May be modified via 'Modify User'. Must follow the format set forth by the Emergency Gateway System. |
| Automatic Call Address | M | Enter the Automatic Call Target Address (only if the device is a Media 5 device) |
| Voice Portal Passcode | N | Enter digits. Passcode security rules are defined on Clearspan. Sets the passcode for this user. May be modified via 'Modify User'. |

| Column Name | Column | Field Requirements |
|---|--------|---|
| User Password | O | Enter characters. Password rules are defined on Clearspan. Sets the user password for this user. May be modified via 'Modify User'. |
| Endpoint Type | P | Values: DeviceUser TrunkUser |
| Use Organization ID | Q | Indicates that the user's account ID is to be configured based on the Account ID assigned to the enterprise. True False |
| Account ID | R | Up to 50 characters. May be modified via 'ModifyUser'. NULL value will remove the Account ID. |
| Device ERL Record Name | S | Up to 50 characters. May be modified via 'Modify Device'. Must follow the format set forth by the Emergency Gateway System. |
| User Profile | T | Specification of a User Profile is optional in Advanced Provisioning. Valid User Profiles are available via the DataHelp tab. User Profile name only is needed so strip the Group if doing a copy & paste from DataHelp. |
| May be Derived if User Profile is selected (otherwise complete manually) <i>*Columns in this section will be derived by OpEasy if a User Profile has been specified. If using a User Profile and you wish to override the OpEasy derived value for any of these columns, make a manual entry in the desired columns.</i> <i>If a User Profile is not specified, no columns will be automatically filled and manual entries must be made.</i> | | |
| UserId* | U | UserID must be unique within the system. Format: xxx@yyy.com (or .org, .net, etc.) xxx must be at least 6 characters yyy.com must be known by the system May be modified via 'ModifyUserId' by entering the replacement UserId in the Extension column. |
| Extension (Primary)* | V | Enter the primary extension, up to 20 characters. May be modified via 'ModifyUser'. NULL value will remove the Extension. |
| Network Server Site* | W | Valid Network Server Sites are available via the DataHelp tab. |

| Column Name | Column | Field Requirements |
|---------------------------|--------|---|
| VM Transcription (Mutare) | X | Enable Voice Mail transcription (speech to text). |
| Voicemail Account* | Y | Associated with Unified Messaging. Values: NoNotification EmailNotification EmailDelivery No entry means Unified Messaging voicemail will not be enabled. |
| Mail Server Password | Z | Password for the mail server User Id. This column is not used if User Settings Password Option is set to 'Automatic' in Provisioning User General Settings. |
| Service Packs* | AA | Must match the name of an existing Service Pack. If multiple Service Packs are needed, separate the entries using ALT-ENTER. May be manipulated via 'AssignSP', 'ReplaceSP', 'DeleteSP' and 'DeleteAllSP' commands. |
| Position* | AB | Enter a value for position of the user on the device. This field is used by AudioCodes devices, with are configured with Static Line/Port Ordering. May be manipulated via 'ReorderUsers' command. |
| MS Teams XSI Plugin* | AC | Enables XSI Plugin capability for a Microsoft Teams Device Values: True False May be updated via the ModifyUser command. |
| Device Name* | AD | Must be unique within the system. Up to 80 characters. |
| Device Level* | AE | Most devices are Group level. Values: System – System-level devices cannot be created Enterprise Group |
| Device Type* | AF | Must match the name of an existing Device Type. |
| Device LinePort* | AG | Must be unique within the system. Up to 161 characters. Format: xxx@yyy.com (or .org, .net, etc.) xxx must be at least 6 characters yyy.com must be known by the system |

| Column Name | Column | Field Requirements |
|---|--------|--|
| MAC Address* | AH | May be blank if the device type uses Device Management with device access credentials. Up to 12 characters. This field is used by the Auto Install application used by a phone or AudioCodes device to match installer input at the phone or AudioCodes device. May be modified via 'ModifyDevice'. |
| Calling Lineld Last Name* | AI | Up to 30 characters. May be modified via 'ModifyUser'. |
| Calling Lineld First Name* | AJ | Up to 30 characters. May be modified via 'ModifyUser'. |
| Calling Lineld Phone Number* | AK | Up to 23 characters. May be modified via 'ModifyUser'. |
| Auth Name* | AL | Up to 80 characters. May be modified via 'ModifyUser'. |
| Auth Password * | AM | Up to 20 characters. May be modified via 'ModifyUser'. |
| Network Class of Service* | AN | Must match the name of an existing Network Class of Service. |
| User Billing Type* | AO | Enter a User Billing Type, or enter UseDefault to use the Enterprise Default value. Valid User Billing Types are available on the DataHelp tab. May be modified via 'ModifyUser'. |
| Additional Device Information <i>*Columns will be derived by OpEasy if a User Profile has been specified. If using a User Profile and you wish to override the OpEasy derived value for any of these columns, make a manual entry in the desired columns.</i> <i>If a User Profile is not specified, the columns will not be automatically filled and manual entries must be made.</i> | | |
| User Billing Bundle Name | AP | Enter a User Billing Bundle Name. Valid User Billing Bundle names are available via the DataHelp tab. |
| Device Contact | AQ | Up to 1024 characters. |
| Device Host Name/IP Address | AR | Up to 80 characters. May be modified via 'ModifyDevice'. |
| Device Description | AS | Up to 80 characters. May be modified via 'ModifyDevice'. |

| Column Name | Column | Field Requirements |
|--|--------|--|
| Device Access User Name | AT | Used when configuration mode for the device is via Device Management using Device Credentials. Must be unique within the system. May be modified via 'ModifyDevice'. NULL value will remove Access User Name from an existing device. |
| Device Access Password | AU | Used when configuration mode for the device is via Device Management using Device Credentials. May be modified via 'ModifyDevice'. NULL value will remove Access Password from an existing device. |
| Device Template* | AV | Value will be derived if a User Profile is specified. Must match the name of an existing template. May be modified via 'ModifyDevice'. |
| Template Level* | AW | Value will be derived if a User Profile is specified. Values: Enterprise Group May be modified via 'ModifyDevice'. |
| Device Billing Type | AX | Enter a Device Billing Type, or enter UseOrgBillingType to use the organization default value (set for the Group or Enterprise). Valid Device Billing Types are available on the DataHelp tab. |
| Ping Client <i>Settings related to the Clearspan Ping Client</i> | | |
| Ping Username | AY | Ping Client Username. Can be from 1 to 256 characters in length. Valid Characters are a-z, 0-9, or special characters: '= _ - . / " } |
| Ping User Password | AZ | Ping Client Password |
| DECT 112 Information <i>Settings related to the Mitel DECT 112 Phone</i> | | |
| Handset IPEI Number (Handset Registration Code) | BA | List of IPEI number (AC Code) values separated by alt-enter of the DECT handset. |
| Repeater IPEI Number | BB | List of IPEI numbers of the DECT repeaters. Maximum of 3. Separated by alt-enter. |
| AudioCodes Device Settings <i>Settings related to Stand Alone Service (SAS).</i> | | |
| SAS Registrar | BC | Value of the FQDN of the SAS Registrar. |

| Column Name | Column | Field Requirements |
|--|--------|--|
| SAS Registrar Port | BD | Port associated with the SAS Registrar. |
| SAS Default Gateway | BE | Value of the FQDN of the SAS Default Gateway. |
| SAS Default Gateway Port | BF | Port associated with the SAS Default Gateway. |
| Trunk User Information <i>*Columns will be derived by OpEasy if a User Profile has been specified. If using a User Profile and you wish to override the OpEasy derived value for any of these columns, make a manual entry in the desired columns.</i> <i>If a User Profile is not specified, the columns will not be automatically filled and manual entries must be made.</i> | | |
| Trunk Group* | BG | Value will be derived if a User Profile is specified. If this is a trunk user, enter the trunk group to assign this user to. Valid trunk group names are available via the DataHelp tab. May be modified via 'ModifyUser'. |
| Trunk LinePort* | BH | Value will be derived if a User Profile is specified. If this is a trunk user, enter the user's line, port number or SIP address, depending on the identity/device profile assigned to the selected trunk group. May be modified via 'ModifyUser'. |
| Trunk Contact | BI | Enter up to five contact addresses for the user. Only available for identity/device profile types that allow static registration. May be modified via 'ModifyUser'. |
| Alternate Trunk ID | BJ | If the terminating subscriber has an alternate trunk identity, then the Application Server uses this identity instead of the subscriber's DN to form the URI for the To header. May be modified via 'ModifyUser'. |
| Enterprise Trunk* | BK | Value will be derived if a User Profile is specified. Enter the enterprise trunk to assign to this user. Valid trunk group names are available via the DataHelp tab. May be modified via 'ModifyUser'. |
| User Services | | |
| Comm Barring Auth Code | BL | Enter digits that represent the authorization code. May be manipulated via 'AddCBAC' and 'DeleteCBAC' commands. |
| Call Pickup Group | BM | Must match the name of an existing Call Pickup Group. May be manipulated via 'AssignCPG' and 'DeleteCPG' commands. |
| Hunt Group | BN | Must match the name of an existing Hunt Group. May be manipulated via 'AssignHG' and 'DeleteHG' commands. |

| Column Name | Column | Field Requirements |
|-----------------------------|--------|---|
| Optional Information | | |
| Language | BO | Optional. Valid languages for the selected enterprise/group are available via the DataHelp tab. |
| Time Zone | BP | Optional. Valid Time Zones for the selected enterprise/group are available via the DataHelp tab. |
| Alternate User IDs | BQ | Optional. Enter up to 4 Alternate User IDs or Alternate User ID/Description, separated by Alt-Enter. Example: newuser@somecompany.com/New user |
| Alias1 | BR | Up to 161 characters. Format: xxx@yyy.com (or .org, .net, etc.) xxx must be at least 6 characters yyy.com must be known by the system May be modified via 'ModifyUser'. NULL value will remove Alias1. |
| Alias2 | BS | Up to 161 characters. Format: xxx@yyy.com (or .org, .net, etc.) xxx must be at least 6 characters yyy.com must be known by the system May be modified via 'ModifyUser'. NULL value will remove Alias2. |
| Alias3 | BT | Up to 161 characters. Format: xxx@yyy.com (or .org, .net, etc.) xxx must be at least 6 characters yyy.com must be known by the system May be modified via 'ModifyUser'. NULL value will remove Alias3. |
| Title | BU | Up to 50 characters. May be modified via 'ModifyUser'. NULL value will remove the Title. |
| Pager Number | BV | Up to 17 digits. May be modified via 'ModifyUser'. NULL value will remove the Page Number. |
| Mobile Number | BW | Up to 17 digits. May be modified via 'ModifyUser'. NULL value will remove the Mobile Number. |

| Column Name | Column | Field Requirements |
|---|--------|---|
| Address Location | BX | Up to 80 characters. May be modified via 'ModifyUser'. NULL value will remove the Address Location. |
| Address Line 1 | BY | Up to 80 characters. May be modified via 'ModifyUser'. NULL value will remove Address Line 1. |
| Address Line 2 | BZ | Up to 80 characters. May be modified via 'ModifyUser'. NULL value will remove Address Line 2. |
| City | CA | Up to 50 characters. May be modified via 'ModifyUser'. NULL value will remove the City. |
| State/Province | CB | Up to 50 characters. May be modified via 'ModifyUser'. NULL value will remove the State/Province. |
| Zip/Postal Code | CC | Up to 50 characters. May be modified via 'ModifyUser'. NULL value will remove the Zip/Postal Code. |
| Country | CD | Up to 50 characters. May be modified via 'ModifyUser'. NULL value will remove the Country. |
| <i>The rightmost column is used for error reporting.</i> | | |
| Error Response | CE | Used to provide detail of a failure in the Results Worksheet. |

5.2.4 ALTERNATENUMBERS WORKSHEET


The AlternateNumbers worksheet adds the ability to add, modify, or remove the Alternate Numbers for existing users and Auto Attendants.

The commands are as follows:

| Command | Function |
|-----------|---|
| Modify | Adds, changes, or removes Alternate Numbers defined for the specified user or Auto Attendant. |
| DeleteAll | Removes all Alternate Numbers for the specified user or Auto Attendant. |

Each column on the AlternateNumbers tab is contained in the table that follows.

| Column Name | Col | Field Requirements |
|---|-----|---|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Modify Delete Done |
| UserId / AutoAttendant ID | C | User ID of an existing user or AutoAttendant ID of an existing AutoAttendant. |
| Distinctive Ring | D | Enables distinctive ringing for Alternate Numbers of users. Distinctive Ring is not used by Auto Attendants. Values: True False |
| Alternate Number 1 to Alternate Number 10 Ten sets of Alternate Number settings exist, one for each of the possible Alternate Numbers. | | |
| Phone Number | x | Alternate phone number for Alternate Number x. Enter NULL to remove Alternate Number x. |
| Phone Number Activation | x | Activate or deactivate the alternate phone number. Values: Activate Deactivate |
| Extension | x | Extension for the alternate phone number. Enter NULL to remove the extension. |

| Column Name | Col | Field Requirements |
|---|-----|--|
| Ring Pattern | x | <p>Ring pattern used when calling this alternate phone number of users. Ring Patterns are not used by Auto Attendants. Values:</p> <p>Normal Long-Long Short-Short-Long Short-Long-Short</p> <hr/> <p> Note: The phone must support the ring pattern.</p> |
| Description | x | <p>Optionally enter a description for this alternate phone number. Enter up to 40 characters.</p> <p>Enter NULL to delete any existing description.</p> |
| <i>The rightmost column is used for error reporting.</i> | | |
| Error Response | BC | Used to provide detail of a failure in the Results Worksheet. |

5.2.5 ANNOUNCEMENTS WORKSHEET

The commands that are associated with the Announcement Repository for users and auto attendants are presented within the Announcements worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

| Commands | | |
|----------|------------------------|---|
| Add | Add a new announcement | Or add multiple announcements to the same repository with specification of only Announcement Name and Announcement File Name on subsequent rows |
| Modify | Modify an announcement | Or modify multiple announcements in the same repository with specification of only New Announcement Name and/or Announcement File Name on subsequent rows |
| | | To replace an announcement, specify Announcement Name and Announcement File Name |
| | | To rename an announcement, specify Announcement Name, New Announcement Name and Announcement File Type |
| Delete | Delete an announcement | To delete multiple announcements, specify the 'Delete' command on each row |
| Done | Done (end processing) | |

Each column on the Announcements tab is contained in the table that follows.

| Column Name | Co I | Field Requirements |
|----------------------------|------|---|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Add Modify Delete Done |
| Repository Type | C | Type of announcement repository. (Export Only) |
| UserId / AutoAttendant ID | D | Enter the ID of an existing user or Auto Attendant. |
| Announcement Name | E | Enter the name of the Announcement. Do not include extension. |
| New Announcement Name | F | Enter the new name of the announcement when renaming, during Modify operation only. Do not include extension. |
| Announcement File Name | G | File Name of media file to upload. The file name is case sensitive and must include the path (if any) to the file in the uploaded zip file. |
| Announcement File Type | H | File type. Valid values include: WAV WMA MOV 3GP |
| | | |
| File Size (KB) | I | Size of the announcement file, in KiloBytes (KB). (Export Only) |

Announcements Worksheet

| Column Name | Co l | Field Requirements |
|---|---------|---|
| Last Upload | J | Date/time the announcement file was uploaded. (Export Only) |
| <i>The rightmost column is used for error reporting.</i> | | |
| Error Response | K | Used to provide detail of a failure in the Results Worksheet. |

5.2.6 AUTOATTENDANT WORKSHEET

The commands that are associated with auto attendants are presented within the AutoAttendant worksheet.

Only administrators with the “Provisioning: Virtual Users” privilege enabled use the AutoAttendant tab. When getting an empty worksheet for administrators without that privilege, the AutoAttendant tab is not provided.

The following screen capture from the worksheet lists the commands and a description of their function.

| Command | Description |
|---------------------|--|
| Add | Add Auto Attendant (First row for each user contains the command, settings, and first phone number, subsequent rows contain additional definition.) |
| Modify | Modify Auto Attendant (First row for each user contains the command, settings, and first phone number, subsequent rows may contain additional phone numbers) |
| Delete | Delete Auto Attendant |
| Delete SubMenu | Delete a sub-menu without deleting the auto-attendant. |
| Assign Services | Assign one or more Services (separate service names with ALT-ENTER and/or "," in the worksheet) |
| Unassign Services | Remove one or more Services (separate service names with ALT-ENTER and/or "," in the worksheet) |
| Delete All Services | Delete all Services for the user |
| Replace Services | Replace all user Services with those specified (separate service packs with ALT-ENTER and/or "," in the worksheet) |

Each column on the AutoAttendant tab is contained in the table that follows.

| Column Name | Col | Field Requirements |
|---|-----|---|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Attendant Information (1st line of the attendant only) | | |
| Command | B | One of the following commands: Add Modify Delete Delete SubMenu Assign Services Unassign Services Delete All Services Replace Services Done |
| AutoAttendant ID | C | Enter an AutoAttendant ID for the Auto Attendant. |
| AutoAttendant Type | D | Values: Basic Standard |

| Column Name | Col | Field Requirements |
|-------------------------|-----|--|
| Active | E | Determines the status of the Auto Attendant. Values: True False |
| Enable Video | F | Determines if video is enabled. Requires the group has the Auto Attendant video service assigned. Values: True False |
| AutoAttendant Name | G | Enter a name for the Auto Attendant. |
| Group ID | H | Enter the Group ID of the group associated with this Auto Attendant. Valid groups are available via the DataHelp tab. |
| Department | I | Enter the name of the Department associated with this Auto Attendant. When empty, the Auto Attendant belongs to the group. Valid departments are available via the DataHelp tab. |
| Phone Number | J | Enter the Auto Attendant's phone number. |
| Phone Number Activation | K | Values: Activate Deactivate |
| Extension | L | Enter the Auto Attendant's extension. |
| Network Server Site | M | Enter a Network Server Site (NSS) to use for the phone number. Valid Network Server Sites are available via the DataHelp tab. |
| Extension Dial Scope | N | Specify whether extension dialing applies across the department, group, or enterprise. Values: Enterprise Group Department |
| Name Dial Scope | O | Specify whether name dialing applies across the department, group, or enterprise. Values: Enterprise Group Department |

| Column Name | Col | Field Requirements |
|-------------------------------|-----|--|
| Name Dial Order | P | Define how a caller should say the name of the person they want to reach. Values: LastFirst (where caller must say last name, then first name) EitherFirst (where caller can say last, first in either order) |
| Time Zone | Q | Enter a time zone for the auto attendant. Valid time zones are available via the DataHelp tab. |
| Calling LineId Last Name | R | Enter the last name to be displayed on lines with Caller ID. |
| Calling LineId First Name | S | Enter the first name to be displayed on lines with Caller ID. |
| Calling LineId Phone Number | T | Enter the phone number to use for calling line ID services. |
| Language | U | Enter the language in which messages are played. Valid languages are available via the DataHelp tab. |
| Alias1 | V | Up to 161 characters. |
| Alias2 | W | Up to 161 characters. |
| Alias3 | X | Up to 161 characters. |
| Services | Y | Possible services are provided in the notes section of this worksheet. Separate services with Alt/Enter keys. Services selected must be assigned to the group. |
| Voice Portal Passcode | Z | Enter digits. Passcode security rules are defined on Clearspan. Sets the Clearspan password for this user. |
| Business Hours Schedule | AA | Enter the name of the Time Schedule used for Business Hours. Enter NULL to remove any existing Business Hours Schedule. Valid Enterprise and Group Time Schedules are available via the DataHelp tab. |
| Business Hours Schedule Level | AB | Values: Enterprise Group Department |
| Holiday Schedule | AC | Enter the name of the Holiday Schedule. Enter NULL to remove any existing Holiday Schedule. Valid Enterprise and Group Holiday Schedules are available via the DataHelp tab. |

| Column Name | Col | Field Requirements |
|---|-----|--|
| Holiday Schedule Level | AD | Values: Enterprise Group Department |
| Menu Definition (1st line of each menu only) | | |
| Menu Type | AE | Values: BusinessHours AfterHours Holiday (available when Auto Attendant is type 'Standard') Submenu (available when Auto Attendant is type 'Standard') |
| Sub-menu Name | AF | Enter the Sub-menu name. |
| New Sub-menu Name | AG | Enter only to rename the Sub-menu. |
| First Level Ext. Dial | AH | Convenient if callers know the extension of the person they want to reach. Values: Enable Disable |
| Ann. Type | AI | Announcement Type. Values: Default (to play a generic message) Personal (to play a custom recording) |
| Audio Announcement | AJ | Enter the name of the audio announcement to play if Ann. Type is Personal . |
| Audio Repository Type | AK | Repository Type for Audio Announcement. Use Group for Group Repository Type, or leave blank for AutoAttendant Repository Type. |
| Video Announcement | AL | If your Auto Attendant has video support enabled, you may enter the name of a video announcement along with your greeting. |
| Video Repository Type | AM | Repository Type for Video Announcement. Use Group for Group Repository Type, or leave blank for AutoAttendant Repository Type. |
| Menu Item Definitions (every line) | | |
| Key | AN | The key on the telephone keypad to which you assign an action. Values include 0-9, * and #. |
| Description | AO | Optional. Enter a description of the menu option. |
| Action | AP | The action to perform when the key is pressed by the caller. Values are provided in the notes section of the worksheet under the Action column. NULL will delete. |
| Phone Number | AQ | Enter a phone number if the preceding Action requires this. |
| Sub-menu ID | AR | Enter a sub-menu if the preceding Action requires this. |

| Column Name | Col | Field Requirements |
|---|-----|---|
| Audio Announcement | AS | Enter the name of the audio announcement to play if the preceding Action requires it. |
| Audio Repository Type | AT | Repository Type for Audio Announcement. Use Group for Group Repository Type, or leave blank for AutoAttendant Repository Type. |
| Video Announcement | AU | If the preceding action requires an audio announcement and video support is enabled, you may enter the name of a video announcement. |
| Video Repository Type | AV | Repository Type for Video Announcement. Use Group for Group Repository Type, or leave blank for AutoAttendant Repository Type. |
| <i>The rightmost column is used for error reporting.</i> | | |
| Error Response | AW | Used to provide detail of a failure in the Results Worksheet. |

5.2.7 BLF WORKSHEET

The commands that are associated with busy lamp fields are presented within the BLF worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.


| Commands | | | | | |
|------------|--|--|--|--|--|
| Modify | Add or modify BLF info (first row for each user contains the command, URI, and first UserID entry, subsequent rows may contain additional entries) | | | | |
| DeleteList | Delete the BLF UserID list | | | | |
| Done | Done (end processing) | | | | |

Each column on the BLF tab is contained in the table that follows.

| Column Name | Col | Field Requirements |
|--|-----|---|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Modify DeleteList Done |
| UserId | C | Enter the User ID of an existing user. |
| BLF List URI | D | Enter the name of the list. Format: xxx@yyy.com (or .org, .net, etc.) xxx must be at least 6 characters yyy.com must be known by the system Enter NULL to remove a BLF list from a user. |
| Entry UserId | E | Enter the name of an existing User Id that you wish to monitor. Subsequent User Ids must be entered on separate lines. The order of BLF entries on the phone is determined by the order you enter users into the worksheet. |
| The rightmost column is used for error reporting. | | |
| Error Response | F | Used to provide detail of a failure in the Results Worksheet. |

BLF Worksheet

The following BLF worksheet is provided to illustrate that the Command, User ID and BLF List URI columns are not repeated for subsequent Entry User Id entries.

| | A | B | C | D | E | F |
|----|-----------------|---------|------------------------------|----------------------------------|---|----------------|
| 1 | Enterprise: | Maytown | | |  | |
| 2 | Date: | | | | | |
| 3 | Version: | A242 | | | | |
| 4 | | | | | | |
| 5 | Modify Command: | | | Modify (NULL will delete) | Modify | |
| 6 | | | | | | |
| 7 | | | | | | |
| 8 | Status | Command | UserId | BLF List URI | Entry UserId | Error Response |
| 9 | | Modify | 8156382052@maytown.mitel.com | 8156382052_BLF@maytown.mitel.com | 8156382059@maytown.mitel.com | |
| 10 | | | | | 8156382058@maytown.mitel.com | |
| 11 | | | | | 8156382054@maytown.mitel.com | |
| 12 | | Modify | 8156382053@maytown.mitel.com | 8156382053_BLF@maytown.mitel.com | 8156382054@maytown.mitel.com | |
| 13 | | | | | 8156382052@maytown.mitel.com | |
| 14 | | Done | | | | |
| 15 | | | | | | |

5.2.8 CALLCENTERAGENT WORKSHEET

The commands that are associated with the call center agent feature are presented within the CallCenterAgent worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

| Command | Description | | |
|---------|---|--|--|
| Assign | Assign an agent to one or more Call Centers. | | |
| Modify | Modify the settings for an agent. Also assign supervisors to agent. | | |
| Remove | Remove an agent from one or more Call Centers. | | |
| Done | Done (end processing) | | |

Each column on the CallCenterAgent tab is contained in the table that follows.

| Column Name | Col | Field Requirements |
|-----------------------------|-----|---|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Assign Modify Remove Done |
| Group ID | C | Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab. |
| Agent Id | D | Enter the Agent Id (which is the UserID) that is to be manipulated. |
| Call Center | E | Enter the Call Center associated with this Agent. Valid Call Center Names are available via the DataHelp tab. |
| Join | F | Identifies whether the agent is joined to the Call Center. Values: True False |
| Skill Level | G | Needs to be entered only for Premium call centers. Values: 1-20 |
| Supervisor Id | H | Enter the Supervisor Ids that are to be manipulated. Separate the Supervisor Ids by ALT-ENTER. |
| Optional Information | | |

| Column Name | Col | Field Requirements |
|---|-----|--|
| ACD State | I | Valid ACD States are available via the DataHelp tab. |
| Threshold Profile | J | Valid Agent Threshold Profiles are available via the DataHelp tab. |
| Outgoing Calls DNIS | K | Enter NULL to delete any existing Outgoing Calls DNIS. |
| Guard Timer Setting | L | Enable guard timer for the given number of seconds. Values: 1 to 25 Enter NULL to set guard timer to default value. |
| Use Default Unavailable Settings | M | Identifies where to use default or user defined settings. Values include: True False |
| Force to Unavailable on DND activation | N | Applies if "Use Default Unavailable Setting" is set to "false". Values include: True False |
| Force to Unavailable on Personal calls | O | Applies if "Use Default Unavailable Setting" is set to "false". Values: True False |
| Force to Unavailable after Bounced calls | P | Applies if "Use Default Unavailable Setting" is set to "false". Values: True False |
| Consecutive bounced calls threshold | Q | Applies if "Force to Unavailable after Bounced calls" is set to "true". Values: 1-5 |
| Force to unavailable on not reachable | R | Applies if "Use Default Unavailable Setting" is set to "false". Values: True False |
| <i>The rightmost column is used for error reporting.</i> | | |
| Error Response | S | Used to provide detail of a failure in the Results worksheet. |

5.2.9 CALLCENTERSUPERVISOR WORKSHEET

The commands that are associated with the call center supervisor feature are presented within the CallCenterSupervisor worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

| Command | Description | | |
|--------------------|---|--|--|
| Assign | Assign a supervisor to one or more Call Centers. Also assigns agents to the call center supervisor. | | |
| AssignAgent | Assign one or more agents to a supervisor for monitoring. | | |
| AssignAllAgents | Assign all agents to a supervisor for monitoring. | | |
| AssignAllAgentList | Replace all agents to a supervisor for monitoring. | | |
| RemoveAgent | Remove one or more agents from monitoring by a supervisor. | | |
| RemoveAllAgents | Remove all agents from monitoring by a supervisor. | | |
| Remove | Remove a supervisor from one or more Call Centers. | | |
| Done | Done (end processing) | | |

Each column on the CallCenterSupervisor tab is contained in the table that follows.

| Column Name | Col | Field Requirements |
|----------------------------|-----|--|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Assign AssignAgent AssignAllAgents AssignAllAgentList RemoveAgent RemoveAllAgents Remove Done |
| Group ID | C | Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab. |
| Supervisor Id | D | Assign supervisor ID to call center. |
| Call Center | E | Enter the Call Center associated with this Agent. Valid Call Center Names are available via the DataHelp tab. |
| Join | F | Identifies whether the supervisor is joined as an agent to the Call Center. Values: True False |

| Column Name | Col | Field Requirements |
|---|-----|--|
| Skill Level | G | Needs to be entered only for Premium Call Centers. Values: 1-20 |
| Agent Id | H | Assign Agent IDs for monitoring by the Supervisor ID. Separate the Agent IDs by ALT-ENTER. |
| <i>The rightmost column is used for error reporting.</i> | | |
| Error Response | I | Used to provide detail of a failure in the Results worksheet. |

5.2.10 CALLFORWARDING WORKSHEET

The commands that are associated with the call forwarding feature are presented within the CallForwarding worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

| Commands | |
|----------|--|
| Modify | Modify Call Forwarding settings for the user |
| Done | Done (end processing) |

Each column on the CallForwarding tab is contained in the table that follows.

| Column Name | Col | Field Requirements |
|----------------------------|-----|---|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Modify Done |
| UserId | C | Enter the User ID of an existing user. |
| CFWD All Active | D | Values: True (to forward all calls to the CFWD All destination) False |
| CFWD All Number | E | Enter the phone number or SIP_URI where calls should forward when CFWD All is enabled. |
| CFWD All Play Reminder | F | Values: True (to emit a short ring burst from the primary phone when a call is forwarded via CFWD All) False |
| CFWD Busy Active | G | Values: True (to forward calls if the phone is currently busy) False |
| CFWD Busy Number | H | Enter the phone number or SIP-URI where calls should forward when CFWD Busy is enabled. |
| CFWD No Answer Active | I | Values: True (to forward calls when the phone is not answered) False |
| CFWD No Answer Number | J | Enter the phone number or SIP-URI where calls should forward when CFWD No Answer is active. |

| Column Name | Col | Field Requirements |
|---|-----|--|
| CFWD No Answer Rings | K | Number of rings before forwarding to the Call Forward No Answer destination. Values: 0 (for None) 2-20 This column is also used to determine number of rings before a call is forwarded to voice mail. |
| CFWD Not Reachable Active | L | Values: True (to forward calls when the device is not accessible by Clearspan) False |
| CFWD Not Reachable Number | M | Enter the phone number or SIP-URI where calls should forward when a CFWD Not Reachable condition exists. |
| <i>The rightmost column is used for error reporting.</i> | | |
| Error Response | N | Used to provide detail of a failure in the Results Worksheet. |

5.2.11 CALLFORWARDINGSELECTIVE WORKSHEET

The commands that are associated with the call forwarding selective feature are presented within the CallForwardingSelective worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

| Commands | Description | | | | | | | |
|------------|--|--|--|--|--|--|--|--|
| Add | Modify Call Forwarding Selective settings (First row) and Add Forwarding Criteria for the user (First row for each user contains the command, settings, and first phone number, subsequent rows may contain additional phone numbers) | | | | | | | |
| Modify | Modify Call Forwarding Selective settings (First row) and Modify Forwarding Criteria for the user (First row for each user contains the command, settings, and first phone number, subsequent rows may contain additional phone numbers) | | | | | | | |
| Delete | Modify Call Forwarding Selective settings (First row) and Delete the specified Forwarding Criteria Name | | | | | | | |
| DeleteList | Modify Call Forwarding Selective settings (First row) and Delete the Phone Number list for the specified Forwarding Criteria Name | | | | | | | |
| Done | Done (end processing) | | | | | | | |

Each column on the CallForwardingSelective tab is contained in the table that follows.

| Column Name | Col | Field Requirements |
|--|-----|---|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Add Modify Delete DeleteList Done |
| UserId | C | Enter the User ID of an existing user. |
| CFWD Selective Active | D | Values: True False |
| Default Forward-To Number | E | Enter the default Call Forward-To number. |
| Play Ring Reminder | F | Values: True False |
| Forwarding Criteria - Multiple forwarding criteria entries may be entered | | |
| Forwarding Criteria Name | G | Name of the Call Forwarding Selective entry. |
| New Name | H | Used to rename the Forwarding Criteria Name when in modify mode. |
| Forwarding Criteria Active | I | Values: True False |

| Column Name | Col | Field Requirements |
|--|-----|--|
| Forward-To Number | J | Values: Phone number to forward to Default None |
| Time Schedule Name | K | Enter the name of the Time schedule. Enter NULL to delete any existing Time Schedule Name. Valid Enterprise and Group Time Schedules are available via the DataHelp tab. |
| Time Schedule Level | L | Values: Enterprise Group User |
| Holiday Schedule Name | M | Enter the name of the Holiday schedule. Enter NULL to delete any existing Holiday Schedule Name. Valid Enterprise and Group Holiday Schedules are available via the DataHelp tab. |
| Holiday Schedule Level | N | Values: Enterprise Group User |
| Forwarding Criteria: Calls From - Multiple phone numbers may be entered per criteria Enter each Calls From phone number on a separate row, with the first phone number entered on the same row as the Criteria. | | |
| Use Phone List | O | Values: True False |
| Any Private Number | P | Values: True False |
| Any Unavailable Number | Q | Values: True False |
| Phone Number | R | Enter up to 12 specific phone numbers that you wish to apply forwarding criteria against. |
| Forwarding Criteria: Calls To - Multiple entries may be entered per criteria Enter each Calls To entry (user number) on a separate row, with the first user number entered on the same row as the Forwarding Criteria. | | |

| Column Name | Col | Field Requirements |
|---|-----|--|
| Number Type | S | <p>To use this Forwarding Criteria only for calls to some of the user's numbers, identify the user numbers that apply. Enter each user number on a separate row, with the first user number entered on the same row as the Forwarding Criteria.</p> <p>Values:</p> <p>Primary</p> <p>Alternate1</p> <p>Alternate2</p> <p>Alternate3</p> <p>Alternate4</p> <p>Alternate5</p> <p>Alternate6</p> <p>Alternate7</p> <p>Alternate8</p> <p>Alternate9</p> <p>Alternate10</p> <p>Enter NULL to delete this Number Type.</p> |
| Phone Number | T | Identifies the phone number (if any) for the specified Number Type of the user. This column is only exported. It is ignored on import. |
| Extension | U | <p>Identifies the extension (if any) for the specified Number Type of the user.</p> <p>This column is only exported. It is ignored on import.</p> |
| <i>The rightmost column is used for error reporting.</i> | | |
| Error Response | V | Used to provide detail of a failure in the Results Worksheet. |

5.2.12 CALLRECORDING WORKSHEET

The commands that are associated with configuring Call Recording for a user are presented within the CallRecording worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

| Commands | Description |
|----------|---|
| Modify | Modify Call Recording settings for the user |
| Done | Done (end processing) |

Each column on the CallRecording tab is contained in the table that follows.

| Column Name | Co I | Field Requirements |
|---|------|---|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Modify Done |
| UserId | C | Must match existing UserId. |
| Record Call | D | Sets when and how the user's calls are recorded. Values: Never Always AlwaysWithPauseResume OnDemand OnDemandWithUserInitiatedStart |
| Play Call Recording Start/Stop Announcement | E | Sets whether to play an announcement when call recording is started or stopped. Values: True False |
| Record Voice Messaging | F | Sets whether to record calls that go to Voice Mail. Values: True False |
| Pause/Resume Notification | G | Sets whether to play a notification when call recording is paused or resumed. Values: None Beep PlayAnnouncement |
| Repeat Record Call Warning Tone | H | Sets whether to repeat a periodic tone to the caller, to indicate that the call is being recorded. Values: True False |
| Repeat Record Call Warning Tone Time (Seconds) | I | Configures the time between periodic warning tones when Repeat Record Call Warning Tone is set to True. Value ranges from 10 to 1800 seconds. |
| <i>The rightmost column is used for error reporting.</i> | | |
| Error Response | J | Used to provide detail of a failure in the Results Worksheet. |



5.2.13 CLEARSPANANYWHERE WORKSHEET


The commands that are associated with the Clearspan Anywhere service are presented within the ClearspanAnywhere worksheet. The ClearspanAnywhere worksheet adds the ability to modify the general Clearspan Anywhere settings, add, modify, or delete associated Clearspan Anywhere Phone Numbers, and to add, modify, or delete Selective Criteria associated with each Clearspan Anywhere Phone Number.

The commands are as follows:

| Command | Function |
|------------------------|---|
| Modify | Modify Clearspan Anywhere settings (General Information) for the user. |
| AddPhoneNumbers | Modify Clearspan Anywhere settings (General Information) for the user. Add the Clearspan Anywhere phone numbers, including associated Selective Criteria. |
| ModifyPhoneNumbers | Modify Clearspan Anywhere settings (General Information) for the user. Modify the Clearspan Anywhere phone numbers, including associated Selective Criteria. |
| ReplacePhoneNumbers | Modify Clearspan Anywhere settings (General Information) for the user. Replace the specified Clearspan Anywhere phone numbers, including the criteria. |
| ReplaceAllPhoneNumbers | Modify Clearspan Anywhere settings (General Information) for the user. Replace all existing Clearspan Anywhere phone numbers with the specified phone numbers, including the criteria. |
| DeletePhoneNumbers | Remove the specified Clearspan Anywhere phone numbers from the user. |
| DeleteAllPhoneNumbers | Remove all Clearspan Anywhere phone numbers for the user. |
| AddCriteria | Add the Selective Criteria to a specified Clearspan Anywhere phone number. |
| ModifyCriteria | Modify the Selective Criteria for a specified Clearspan Anywhere phone number. |
| ReplaceCriteria | Replace the specified Selective Criteria for a Clearspan Anywhere phone number. |
| ReplaceAllCriteria | Replace all existing Selective Criteria for a Clearspan Anywhere phone number. |
| DeleteCriteria | Remove the specified Selective Criteria from a Clearspan Anywhere phone number. |
| DeleteAllCriteria | Remove all Selective Criteria from a Clearspan Anywhere phone number. |
| Done | Done (end processing) |

Each column on the ClearspanAnywhere tab is contained in the table that follows.

| Column Name | Col | Field Requirements |
|--|-----|--|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Modify AddPhoneNumbers ModifyPhoneNumbers ReplacePhoneNumbers ReplaceAllPhoneNumbers DeletePhoneNumbers DeleteAllPhoneNumbers AddCriteria ModifyCriteria ReplaceCriteria ReplaceAllCriteria DeleteCriteria DeleteAllCriteria Done |
| UserId | C | User ID of an existing user.  Note: For an exported worksheet, a "+" in this column indicates continuation of the UserId entry on multiple rows. |
| Alert All: Click-to-Dial Calls | D | Choice to alert all locations for Click-to-Dial calls. Values: True False |
| Alert All: Group Paging Calls | E | Choice to alert all locations for Group Paging calls. Values: True False |
| Clearspan Anywhere Phone Number - Multiple phone numbers may be entered Enter each Clearspan Anywhere Phone Number on a separate row, with the first phone number starting on the same row as the UserId and related General Information settings. For each Phone Number, fill in the Clearspan Anywhere Phone Number settings, and the first Selective Criteria (if any). Enter any remaining Selective Criteria, including Phone Numbers, on subsequent rows. | | |
| Phone Number | F | Fixed or mobile phone number you would like to link to this user.  Note: For an exported worksheet, a "+" in this column indicates continuation of the Clearspan Anywhere Phone Number entry rows. |

| Column Name | Col | Field Requirements |
|---|-----|--|
| New Phone Number | G | New phone number when replacing the phone number. Only used by the ModifyPhoneNumbers command. |
| Phone Number Enabled | H | Enable the phone number location for Clearspan Anywhere. Values: True False |
| Description | I | Optionally enter a description of the phone number location. Enter up to 80 characters. Enter NULL to delete any existing description. |
| Outbound Alternate Phone Number / SIP URI | J | Optionally enter an outbound alternate phone number or SIP URI. Enter NULL to delete any existing phone number or SIP URI. |
| Enable Diversion Inhibitor | K | Enable diversion inhibitor. Values: True False |
| Require Answer Confirmation | L | Require answer confirmation. Values: True False |
| Use Clearspan Call Control | M | Use Clearspan-based call control services. Values: True False |
| Selective Criteria - Multiple criteria entries may be entered Enter each Selective Criteria on a separate row, with the first Selective Criteria starting on the same row as the Clearspan Anywhere Phone Number settings. For each Selective Criteria, enter the Selective Criteria settings, including the first Call From Phone Number (if any) and first Call To Number Type (if any), on the same row. Enter any remaining Call From Phone Numbers and Call To Number Types on subsequent rows. For each of the rows, when both the Call From Phone Numbers and Call To Number Types exist, they both can be entered on the same row. | | |
| Selective Criteria Name / Description | N | Name/description of the Selective Criteria entry.  Note: For an exported worksheet, a "+" in this column indicates continuation of the Selective Criteria entry on multiple rows. |
| New Selective Criteria Name / Description | O | New name/description of the Selective Criteria entry when renaming the criteria. Only used by the ModifyPhoneNumbers and ModifyCriteria commands. |
| Selective Criteria Active | P | Activate or deactivate the Selective Criteria entry. Values: True False |
| Use Clearspan Anywhere | Q | Use the Selective Criteria entry for Clearspan Anywhere. Values: True False |

| Column Name | Col | Field Requirements |
|--|-----|--|
| Time Schedule Name | R | Name of the Time Schedule that determines when the Selective Criteria is to be used. Enter NULL to delete any existing Time Schedule Name. Valid Enterprise and Group Time Schedules are available via the DataHelp tab. |
| Time Schedule Level | S | Level of the Time Schedule. Values: Enterprise Group User |
| Holiday Schedule Name | T | Name of the Holiday Schedule that determines when the Selective Criteria is to be used. Enter NULL to delete any existing Holiday Schedule Name. Valid Enterprise and Group Holiday Schedules are available via the DataHelp tab. |
| Holiday Schedule Level | U | Level of the Holiday Schedule. Values: Enterprise Group User |
| Selective Criteria: Calls From - Multiple phone numbers may be entered per criteria Enter each Calls From phone number on a separate row, with the first phone number entered on the same row as the Selective Criteria. | | |
| Use Phone List | V | Use the Selective Criteria only for calls from private numbers, unavailable numbers, and/or up to 12 specific phone numbers provided in the Phone Number column (True). Otherwise, the Selective Criteria is used for calls from any phone number (False). Values: True False |
| Any Private Number | W | When the Selective Criteria only applies to some phone numbers (Use Phone List column is True), indicate whether calls from private numbers are included for this Selective Criteria. Values: True False |
| Any Unavailable Number | X | When the Selective Criteria only applies to some phone numbers (Use Phone List column is True), indicate whether calls from unavailable numbers are included for this Selective Criteria. Values: True False |
| Phone Number | Y | Enter up to 12 specific phone numbers that are to use this Selective Criteria. Enter each phone number on a separate row, with the first phone number entered on the same row as the Selective Criteria. |

| Column Name | Col | Field Requirements |
|--|-----|--|
| Selective Criteria: Calls To - Multiple entries may be entered per criteria Enter each Calls To entry (user number) on a separate row, with the first user number entered on the same row as the Selective Criteria. | | |
| Number Type | Z | To use this Selective Criteria only for calls to some of the user's numbers, identify the user numbers that apply. Enter each user number on a separate row, with the first user number entered on the same row as the Selective Criteria. Values: Primary Alternate1 Alternate2 Alternate3 Alternate4 Alternate5 Alternate6 Alternate7 Alternate8 Alternate9 Alternate10 |
| Phone Number | AA | Identifies the phone number (if any) for the specified Number Type of the user. This column is only exported. It is ignored on import. |
| Extension | AB | Identifies the extension (if any) for the specified Number Type of the user. This column is only exported. It is ignored on import. |
| <i>The rightmost column is used for error reporting.</i> | | |
| Error Response | AC | Used to provide detail of a failure in the Results Worksheet. |

5.2.14 CUSTOMRING WORKSHEET

The commands that are associated with the Custom Ring feature are presented within the CustomRing worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

| | |
|---------|---|
| Set | Enable custom rings and set all ring tones. (First row for each Device contains the command and the ring tone settings for a line; subsequent rows may define ring tone settings for additional lines. Any lines not entered are set to the template ring tone for that line.) |
| Modify | Enable custom rings and modify ring tones. (The first row for each Device contains the command and the ring tone settings for a line; subsequent rows containing only Line Position, User ID, and Ring Name may define ring tone settings for additional lines. Any lines not entered leave ring tone unchanged.) |
| Disable | Disable custom rings. Phone will use template ring tones. |
| Done | Done (end processing) |

Each column on the CustomRing tab is contained in the table that follows.

| Column Name | Col | Field Requirements |
|--|-----|---|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Set Modify Disable Done |
| Group ID | C | Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab. |
| Device Name | D | Device Name of the device to set for Custom Ring. |
| Device Level | E | Level of the device to set for Custom Ring: System Enterprise Group |
| Custom Ring Definition - Multiple ring definitions may be entered | | |
| Clearspan Line Position | F | Position in line ordering as defined in the phone template. Ignored if Line User ID is present. |
| Line User ID | G | User ID of user assigned to the Line Position. It is used to determine the Clearspan Line Position (overrides the column above). If not specified, the Clearspan Line Position column must be present. |

| Column Name | Col | Field Requirements |
|---|-----|---|
| Ring Name | H | Select the Ring Name, which are defined at the bottom of the column. Ring number "X" may be entered as "Ring X", "X", or by the Ring Name. |
| <i>The rightmost column is used for error reporting.</i> | | |
| Error Response | I | Used to provide detail of a failure in the Results Worksheet. |

5.2.15 DEVICETYPECONVERSION WORKSHEET

The commands that are associated with converting a Mitel (Aastra) phone device from its current Device Type to a different Device Type are presented within the DeviceTypeConversion worksheet. Note the following requirements for using this worksheet:

- Both the Device Type of the phone and the Device Type being converted to must use Device Management.
- Both Device Types must be for the same Mitel (Aastra) phone model.
- Only Super Users (SUs) and System Administrators (SAs) use the DeviceTypeConversion tab. When getting an empty worksheet for other administrators, the DeviceTypeConversion tab is not provided.
- Contact Clearspan support for guidance when using this worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

| Command | |
|---------------|--|
| ConvertDevice | Convert a Mitel (Aastra) phone device to a different Device Type |
| Done | Done (end processing) |

Each column on the DeviceTypeConversion tab is contained in the table that follows.

| Column Name | Col | Field Requirements |
|----------------------------|-----|---|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: ConvertDevice Done |
| Group ID | C | Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab. |
| Device Name | D | Device Name of a Mitel (Aastra) phone device to convert. The device must be using a Device Management Device Type. |
| Device Level | E | Select the level of the Mitel phone device being converted: System Enterprise Group If not specified, the level defaults to Group . |
| Device Type | F | (Exported Only) Identifies the Device Type currently assigned the device being converted. This column is only exported. It is ignored on import. |

| Column Name | Col | Field Requirements |
|--------------------------|-----|--|
| New Device Type | G | Enter an existing Device Type to convert the phone device to. The Device Type must be using Device Management. Valid Device Types are available via the DataHelp tab. |
| New Device Name | H | Enter the Device Name to use for the converted device. If not specified, a name derived from the existing Device Name is used, by replacing the Device Type in the name. |
| New Device Level | I | Enter the level of the converted device: System Enterprise Group If not specified, the existing Device Level is used. |
| New Template Name | J | Enter the template name to use for the converted device. If not specified, the existing template name is used. If a new template with the New Template Name does not exist under the New Device Type, the existing template is copied to the New Device Type. Otherwise, a template with the New Template Name that already exists must exactly match the phone's existing template, except the template description can be different. However, the templates do not need to match if Allow Different Template column is True. |
| New Template Level | K | Enter the level of the template to use for the converted device: Enterprise Group If not specified, the existing template level is used, unless the existing template level is below the level of the new device (such as a Group level template below an Enterprise level New Device), in which case the level of the new device is used instead. |
| Allow Different Template | L | Indicate whether an existing template in the New Device Type, using the New Template Name and New Template Level, can be different than the phone's existing template: True – Existing and new templates can be the same or different. False – Existing and new templates must exactly match, but the new template can have a different description. An error is returned if the templates are different. If not specified, defaults to False . |
| Restart Phone | M | Restart the phone immediately to begin the conversion process: True – Restart the phone immediately and begin the conversion. False – Conversion starts the next time the phone checks for a configuration change, typically the following early morning. If not specified, defaults to False . |

| Column Name | Col | Field Requirements |
|--|-----|---|
| Cancel Conversion on Restart Failure | N | Indicates whether the conversion should be canceled if the phone fails to restart (when restarting the phone immediately because Restart Phone is True): True False If not specified, defaults to False . |
| <i>The rightmost column is used for error reporting.</i> | | |
| Error Response | O | Used to provide detail of a failure in the Results Worksheet. |

5.2.16 FAXMESSAGING WORKSHEET

The commands that are associated with the Fax Messaging feature are presented within the FaxMessaging worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

| Commands | |
|----------|--|
| Modify | Modify Fax Messaging settings for the user |
| Done | Done (end processing) |

This tab allows configuration of Fax Messaging. Each column on the tab is contained in the table that follows.

| Column Name | Col | Field Requirements |
|---|-----|--|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Modify Done |
| UserId | C | Enter the User ID of an existing user. |
| User Profile | D | Specification of a User Profile is optional in Advanced Provisioning. Valid User Profiles are available via the DataHelp tab. |
| Enable Fax Messaging | E | Values: True (to activate fax messaging for the user) False |
| May be Derived if User Profile is selected (otherwise complete manually) | | |
| Phone Number | F | Phone number assigned for fax messaging. Must be valid existing phone number. If the column is left blank and no phone number is currently assigned, and a User Profile is specified, then the Phone Number is automatically selected based on the rules configured in the User Profile. Required if Fax Messaging is enabled. |
| Phone Number Activation | G | Optionally activate or deactivate the phone number enabled for fax messaging: Activate Deactivate When Phone Number Activation is disabled in Clearspan, this column is ignored, regardless of whether it is empty or contains any value. |

| Column Name | Col | Field Requirements |
|---|-----|--|
| Extension | H | Optional. Enter the Extension for fax messaging. If the column is left blank and no phone number is currently assigned, and a User Profile is specified, then the Extension is automatically selected based on the rules configured in the User Profile. |
| Optional Information | | |
| Alias 1 | I | Optional. SIP URI alias. |
| Alias 2 | J | Optional. SIP URI alias. |
| Alias 3 | K | Optional. SIP URI alias. |
| <i>The rightmost column is used for error reporting.</i> | | |
| Error Response | L | Used to provide detail of a failure in the Results Worksheet. |

5.2.17 FLEXSEATINGGUEST WORKSHEET

The commands that are associated with the Flexible Seating Guest feature are presented within the FlexSeatingGuest worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

| Commands | |
|---------------|---|
| Modify | Modify Flexible Seating settings |
| AssociateHost | Associate Flexible Seating Host to the User |
| ReleaseHost | Release Flexible Seating Host Association |
| Done | Done (end processing) |

This tab allows configuration of Flexible Seating Guest functionality. Each column on the tab is contained in the table that follows.

| Column Name | Col | Field Requirements |
|----------------------------|-----|---|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Modify AssociateHost ReleaseHost Done |
| UserId | C | Enter the User ID of an existing user. |
| Flexible Seating Host ID | D | Must match the Flexible Seating Host ID of an existing host. |
| Guest Information | | |
| Guest Active | E | Indicates whether this guest has an active association with a Flexible Seating Host: True False |
| Enforce Association Limit | F | Specify whether an association time limit is enforced: True False |
| Association Limit | G | Enter the maximum number of hours (1-999) to limit the amount of time that the association is active once activated. |

| Column Name | Col | Field Requirements |
|---|-----|---|
| Unlock Phone PIN | H | Enter the PIN code (4-10 digits) this is required to associate the user with the host phone. Enter NULL to delete any existing PIN. |
| Device Name | I | Name of the phone device. Enter NULL to delete any existing device name. |
| Device Level | J | Level of the phone device. Most devices are Group level. Values: System Enterprise Group |
| Device Type | K | Type of phone device. Must match the name of an existing Device Type. |
| Line/Port | L | Enter the line/port for this guest. |
| <i>The rightmost column is used for error reporting.</i> | | |
| Error Response | M | Used to provide detail of a failure in the Results Worksheet. |

5.2.18 HOTELING WORKSHEET

The commands that are associated with the Hoteling feature are presented within the Hoteling worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

| Commands | |
|----------|---------------------------------------|
| Modify | Modify Hoteling settings for the user |
| Done | Done (end processing) |

This tab allows configuration of Hoteling Guests. The Hoteling Host must be created and have a phone number and device before the Guest can be configured.

Each column on the Hoteling tab is contained in the table that follows.

| Column Name | Col | Field Requirements |
|---|-----|---|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Modify Done |
| UserId | C | Enter the User ID of an existing user. |
| Guest Active | D | Values: True (to activate the user as a hoteling guest) False |
| Guest Host UserId | E | Enter the User Id of the Hoteling Host (who must be designated as such prior to setup of the guests). |
| Host Active | F | Values: True (to activate the user as a hoteling host) False |
| Host Level | G | Selects the level of access for the host: Enterprise Group |
| <i>The rightmost column is used for error reporting.</i> | | |
| Error Response | H | Used to provide detail of a failure in the Results Worksheet. |

5.2.19 INTEGRATEDIM&P WORKSHEET

The commands that are associated with the Integrated IM&P feature are presented within the IntegratedIM&P worksheet. This tab allows you to disable or enable IM&P for users with the Integrated IM&P service.

The following screen capture from the worksheet lists the commands and a description of their function.

| Commands | |
|----------|---|
| Modify | Modify Integrated IMP settings for the user |
| Done | Done (end processing) |

Each column on the IntegratedIM&P tab is contained in the table that follows.

| Column Name | Col | Field Requirements |
|---|-----|---|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Modify Done |
| UserId | C | User ID of an existing user that has the Integrated IM&P service assigned. |
| Enable IM&P | D | Select whether to activate the Integrated IM&P service for the user: True – Activate Integrated IM&P False – Deactivate Integrated IM&P |
| <i>The rightmost column is used for error reporting.</i> | | |
| Error Response | E | Used to provide detail of a failure in the Results Worksheet. |

5.2.20 MIGRATETRUNKUSER WORKSHEET

The commands that are associated with the Migrate Trunk User utility are presented within the MigrateTrunkUser worksheet.

NOTE: When a trunk user is migrated to a device user the voicemail greetings of the destination device user are reset to default values. Any recorded personal greetings of the trunk user are lost when the trunk user is migrated.

The following screen capture from the worksheet lists the commands and a description of their function.

| Commands | |
|------------------|--|
| MigrateTrunkUser | Migrate a trunk user to a device user. |
| Done | Done (end processing) |

Each column on the MigrateTrunkUser tab is contained in the table that follows.

| Column Name | Col | Field Requirements |
|--|-----|---|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: MigrateTrunkUser Done |
| Trunk User | | |
| UserId | C | Enter the User ID of an existing Trunk User. |
| Device User | | |
| UserId | D | Enter the User ID the Device User to be created. |
| Network Server Site | E | Enter a Network Server Site (NSS) to use for the phone number. Valid Network Server Sites are available via the DataHelp tab. If not specified, defaults to the Trunk User's NSS. |
| Clearspan Voice Mail Server Password | F | Password for the mail server. |
| The rightmost column is used for error reporting. | | |
| Error Response | G | Used to provide detail of a failure in the Results Worksheet. |

5.2.21 MUSICONHOLD WORKSHEET

The commands that are associated with the Music On Hold feature for users are presented within the MusicOnHold worksheet. This tab allows you to configure Music On Hold for users.

The following screen capture from the worksheet lists the commands and a description of their function.

| | | |
|-----------------|--|--|
| Commands | | |
| Modify | | Modify Music On Hold settings for the user |
| Done | | Done (end processing) |

Each column on the MusicOnHold tab is contained in the table that follows.

| Column Name | Col | Field Requirements |
|----------------------------|-----|--|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Modify Done |
| UserId | C | User ID of an existing user that has the Music On Hold User service assigned. |
| Music On Hold Profile | D | Optionally enter a Music On Hold Profile for a user. When a profile is entered, those settings are used. The remaining columns do not need to be entered except for columns where a different setting is desired, which overrides the profile setting. Valid Music On Hold Profiles are available via the DataHelp tab. |
| Enable Music On Hold | E | Enable Music On Hold for the user: True False |
| General Settings | | |
| Source | F | Select the music source: Group – Use the music selected for the group Custom |
| Audio Announcement Name | G | Name of audio announcement to use if Source is Custom . The specified announcement name must refer to an announcement in the user's announcement repository. |
| Video Announcement Name | H | Name of video announcement to use if Source is Custom . The specified announcement name must refer to an announcement in the user's announcement repository. |

| Column Name | Col | Field Requirements |
|---|-----|---|
| Internal Call Settings | | |
| Use Alternate Source | I | Indicates whether a music source other than the music source defined in the General Settings section above is to be used for internal calls: True - The remaining settings in the Internal Call Settings section identify the music source for internal calls. False - The remaining settings in the Internal Call Settings section are ignored as they are not used for internal calls. |
| Source | J | Select the music source for internal calls: Group – Use the music selected for the group Custom |
| Audio Announcement Name | K | Name of audio announcement to use for internal calls if Source is Custom . The specified announcement name must refer to an announcement in the user's announcement repository. |
| Video Announcement Name | L | Name of video announcement to use for internal calls if Source is Custom . The specified announcement name must refer to an announcement in the user's announcement repository. |
| <i>The rightmost column is used for error reporting.</i> | | |
| Error Response | M | Used to provide detail of a failure in the Results Worksheet. |

5.2.22 PRIORITYALERT WORKSHEET

The commands that are associated with the Priority Alert feature are presented within the PriorityAlert worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

| Commands | | | | | | | |
|------------|--|--|--|--|--|--|--|
| Add | Add Priority Alert (First row for each user contains the command, settings, and first phone number, subsequent rows may contain additional phone numbers) | | | | | | |
| Modify | Modify Priority Alert (First row for each user contains the command, settings, and first phone number, subsequent rows may contain additional phone numbers) | | | | | | |
| Delete | Delete a Priority Alert criteria | | | | | | |
| DeleteList | Delete the Phone Number list for the specified Priority Alert criteria | | | | | | |
| Done | Done (end processing) | | | | | | |

Each column on the PriorityAlert tab is contained in the table that follows.

| Column Name | Col | Field Requirements |
|----------------------------|-----|--|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Add Modify Delete DeleteList Done |
| UserID | C | Enter the User ID of an existing user. |
| Priority Alert Name | D | Specify the name for this priority alert criteria. |
| New Name | E | Specify a new name if the criteria is being renamed. |
| Active | F | Values: True (to enable this priority alert criteria) False |
| Time Schedule Name | G | Enter the name of the time schedule to use for this criteria. Enter NULL to delete any existing Time Schedule Name. Valid Enterprise and Group Time Schedules are available via the DataHelp tab. |
| Time Schedule Level | H | Enter the time schedule level to use for this criteria: Enterprise Group User |

| Column Name | Col | Field Requirements |
|---|-----|---|
| Holiday Schedule Name | I | Enter the name of the holiday schedule to use for this criteria. Enter NULL to delete any existing Holiday Schedule Name. Valid Enterprise and Group Holiday Schedules are available via the DataHelp tab. |
| Holiday Schedule Level | J | Enter the holiday schedule level to use for this criteria: Enterprise Group User |
| Criteria: Calls From - Multiple phone numbers may be entered per criteria Enter each Calls From phone number on a separate row, with the first phone number entered on the same row as the Criteria. | | |
| Use Phone List | K | Values: True (to indicate the phone number list should be used) False |
| Any Private Num | L | Values: True (to enable priority alert on any private number) False |
| Any Unavailable Num | M | Values: True (to enable priority alert on any unavailable number) False |
| Phone Number | N | Enter the phone number where priority alert is to apply. Subsequent phone numbers, for a total of 12 phone numbers, are entered on separate rows. |
| Criteria: Calls To - Multiple entries may be entered per criteria Enter each Calls To entry (user number) on a separate row, with the first user number entered on the same row as the Forwarding Criteria. | | |

PriorityAlert Worksheet

| Column Name | Col | Field Requirements |
|--|-----|--|
| Number Type | O | <p>To use this Criteria only for calls to some of the user's numbers, identify the user numbers that apply. Enter each user number on a separate row, with the first user number entered on the same row as the Criteria.</p> <p>Values:</p> <p>Primary</p> <p>Alternate1</p> <p>Alternate2</p> <p>Alternate3</p> <p>Alternate4</p> <p>Alternate5</p> <p>Alternate6</p> <p>Alternate7</p> <p>Alternate8</p> <p>Alternate9</p> <p>Alternate10</p> <p>Enter NULL to delete this Number Type.</p> |
| Phone Number | P | Identifies the phone number (if any) for the specified Number Type of the user. This column is only exported. It is ignored on import. |
| Extension | Q | <p>Identifies the extension (if any) for the specified Number Type of the user.</p> <p>This column is only exported. It is ignored on import.</p> |
| The rightmost column is used for error reporting. | | |
| Error Response | R | Used to provide detail of a failure in the Results Worksheet. |

The PriorityAlert worksheet below is provided to illustrate that the Command and User ID columns (etc. through column M) are not repeated for subsequent Phone Number entries.

| | | | | | | | | | | | | | | | | | | | | | |
|----|-----------------|------------------|-----------------|----------------|--------|--------------------|---------------------------|--------------------|---------------------------|--------------|---------------|--------------|------------------|----------------------------|------------------|---|----------------|-------------|-----------------|--------------|---------------|
| | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | | | | | | |
| 1 | Enterprise: | Maytown | | | | | | | | | | | | | | | | | | | |
| 2 | Date: | | | | | | | | | | | | | | | | | | | | |
| 3 | Version: | A242 | | | | | | | | | | | | | | | | | | | |
| 4 | Modify Command: | | | Modify | Modify | Modify | Modify | Modify | Modify | Modify | Modify | Modify | Modify | Modify | | | | | | | |
| 5 | | | | (true/false) | | (NULL will delete) | Enterprise, Group or User | (NULL will delete) | Enterprise, Group or User | (true/false) | (true/false) | (true/false) | (true/false) | (Up to 12 numbers allowed) | | | | | | | |
| 6 | | | | | | | | | | | | | | | | | | | | | |
| 7 | | | | | | | | | | | | | | | | | | | | | |
| 8 | Status | Comma | UserID | Priority Alert | N | New | Na | Active | Time Schedule | N | Time Schedule | L | Holiday Schedule | N | Holiday Schedule | L | Use Phone List | Any Private | Any Unavailable | Phone Number | Error Respons |
| 9 | Add | 9763331001@mayto | Alert for Test1 | | TRUE | GraveYard | Enterprise | Memorial Day | Enterprise | TRUE | | | | | | | | | | 4633651002 | |
| 10 | | | | | | | | | | | | | | | | | | | | 4633651012 | |
| 11 | | | | | | | | | | | | | | | | | | | | 4633651020 | |
| 12 | Add | 9763331002@maytc | Alert for Test2 | | TRUE | FirstShift | Group | Independence | Enterprise | FALSE | | | | | | | | | | 8156362002 | |
| 13 | | | | | | | | | | | | | | | | | | | | 8156362141 | |
| 14 | Done | | | | | | | | | | | | | | | | | | | | |
| 15 | | | | | | | | | | | | | | | | | | | | | |
| 16 | | | | | | | | | | | | | | | | | | | | | |

5.2.23 PRIVACY WORKSHEET

The commands that are associated with the Privacy feature are presented within the Privacy worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.


| Commands | | | | |
|------------|--|--|--|--|
| Modify | Modify Privacy settings (First row for each user contains the command, subsequent rows may contain additional permitted users) | | | |
| DeleteList | Delete the Permitted UserId list | | | |
| Done | Done (end processing) | | | |

Each column on the Privacy tab is contained in the table that follows.

| Column Name | Col | Field Requirements |
|--|-----|---|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Modify DeleteList Done |
| UserID | C | Enter the User ID of an existing user. |
| Directory Privacy | D | Values: True (to enable phone status privacy) False |
| Auto Att Ext Dialing Privacy | E | Values: True (to exclude the user from Auto Attendant extension dialing) False |
| Auto Att Name Dialing Privacy | F | Values: True (to exclude the user from Auto Attendant name dialing) False |
| Phone Status Privacy | G | Values: True (to exclude the user from Phone Status monitoring) False |
| Permitted UserId | H | Enter the User Id who is allowed to monitor the phone status. Subsequent User Ids must be entered on separate lines. To remove the list, enter NULL on the first line of the User Id list. |
| The rightmost column is used for error reporting. | | |
| Error Response | I | Used to provide detail of a failure in the Results Worksheet. |

Privacy Worksheet

The Privacy worksheet below is provided to illustrate that the Command and User ID columns (etc. through column G) are not repeated for subsequent Permitted User Id entries.

| | A | B | C | D | E | F | G | H |
|----|-----------------|---------|-------------------------------|-------------------|--------------|--|---------------|-------------------------------|
| 1 | Enterprise: | Maytown | | | |  | | |
| 2 | Date: | | | | | | | |
| 3 | Version: | A242 | | | | | | |
| 4 | | | | | | | | |
| 5 | Modify Command: | | | Modify | Modify | Modify | Modify | Modify |
| 6 | | | | (true/false) | (true/false) | (true/false) | (true/false) | |
| 7 | | | | | | | | |
| 8 | Status | Command | UserID | Directory Privacy | Auto Att Ext | Dialing Privacy | Auto Att Name | Dialing Privacy |
| 9 | | Modify | 8156382052@maytown.aastra.com | TRUE | TRUE | TRUE | TRUE | 8156382060@maytown.aastra.com |
| 10 | | | | | | | | 8156382065@maytown.aastra.com |
| 11 | | | | | | | | 8156382067@maytown.aastra.com |
| 12 | | Modify | 8156382054@maytown.aastra.com | TRUE | TRUE | TRUE | TRUE | 8156382068@maytown.aastra.com |
| 13 | | | | | | | | 8156382069@maytown.aastra.com |
| 14 | | | | | | | | 8156382070@maytown.aastra.com |
| 15 | | Done | | | | | | |
| 16 | | | | | | | | |

5.2.24 SCA WORKSHEET

The commands that are associated with shared call appearances are presented within the SCA worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

| Commands | | | | | |
|-----------------|---|--|--|--|--|
| Assign | Assign a Shared Call Appearance for the user | | | | |
| AddDeviceAssign | Add a new device and assign a Shared Call Appearance for the user | | | | |
| ModifySCAInfo | Modify Shared Call Appearance data - Active, Allow Origination, Allow Termination | | | | |
| ModifyUserInfo | Modify Shared Call Appearance Users data - Alert All for Click To Dial, Allow Bridging, Allow Call Retrieve, Multiple Call Arrangement, Bridge Warning Tone | | | | |
| Delete | Delete a Shared Call Appearance | | | | |
| Done | Done (end processing) | | | | |



Note: Some commands might not be available, depending on the administrator's privileges.

Each column on the SCA tab is contained in the table that follows.

| Column Name | Col | Field Requirements |
|----------------------------|-----|---|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Assign AddDeviceAssign Delete Done |
| UserId | C | Enter the User ID of an existing user. |
| User Profile | D | Specification of a User Profile is optional but if specified the Device LinePort and certain device related columns* will be derived. Valid User Profile names are available via the DataHelp tab. |
| Alert All Click to Dial | E | Values: True (to alert all appearances for Click to Dial calls) False |
| Allow Bridging | F | Values: True (to allow bridging between locations) False |
| Allow Call Retrieve | G | Values: True (to allow retrieve from another location) False |

| Column Name | Col | Field Requirements |
|---|-----|---|
| Multiple Call Arrangement | H | Values: True False |
| Bridge Warning Tone | I | Values: Bargeln BargelnRepeat |
| User SCA Settings | | |
| Active | J | Values: True (enable this location) False |
| Allow Origination | K | Values: True (allow origination from this location) False |
| Allow Termination | L | Values: True (allow termination to this location) False |
| <p>May be Derived if User Profile is selected (otherwise complete manually)</p> <p>This section will be derived by OpEasy if a User Profile has been specified. If using a User Profile and you wish to override the OpEasy derived value for any of these columns, manually enter a value in the desired columns.</p> <p>If a User Profile is not specified, no columns will be automatically filled and manual entries must be made.</p> | | |
| MS Teams XSI Plugin* | M | Enables XSI Plugin capability for a Microsoft Teams Device Values: True False May be updated via the ModifySCAInfo command. |
| Device Name* | N | Enter the device name where this user's line is to be shared. |
| Device Level* | O | Most devices are Group level. Values: System – System-level devices cannot be created Enterprise Group |
| Device Type* | P | Must match the name of an existing Device Type. |
| Device LinePort* | Q | This value is derived if a User Profile is specified in column D. If not using a User Profile, enter a name for the line/port for this SCA (suggestion is to use the user's id + 'scaxx' where xx is '01' for the first SCA built for this user, '02 is for the second SCA, etc.). |

| Column Name | Col | Field Requirements |
|--|-----|---|
| MAC Address* | R | May be blank if the device uses Device Management with device access credentials. Up to 12 characters. This field is used by the Auto Install application used by a phone or AudioCodes device to match installer input at the phone or AudioCodes device. Enter NULL to delete any existing MAC address. |
| Ping Client | | |
| Ping Username | S | Ping Client Username. Can be from 1 to 256 characters in length. Valid Characters are a-z, 0-9, or special characters: '= _ . / " } |
| Ping Password | T | Ping Client Password |
| Additional Device Information | | |
| Device Contact | U | Up to 1024 characters. |
| Device Host Name/IP Address | V | Up to 80 characters. |
| Device Description | W | Up to 80 characters. |
| Device Access UserName | X | Used when configuration mode for the device is via Device Management using Device Credentials. Must be unique within the system. Enter NULL to delete any existing Device Access UserName from an existing device. |
| Device Access Password | Y | Used when configuration mode for the device is via Device Management using Device Credentials. Enter NULL to delete any existing Device Access Password from an existing device |
| Device Template* | Z | Must match the name of an existing template. |
| Template Level* | AA | Values: Enterprise Group |
| Device Billing Type | AB | Enter a Device Billing Type, or enter UseOrgBillingType to use the organization default value (set for the Group or Enterprise). Valid Device Billing Types are available on the DataHelp tab. |
| Physical Location | AC | Up to 1024 characters. Identifies the user's location. |
| VLAN ID | AD | Identifies the VLAN Id. |
| ERL Record Name | AE | Up to 50 characters. Must follow the format set forth by the Emergency Gateway System. |
| The rightmost column is used for error reporting. | | |
| Error Response | AF | Used to provide detail of a failure in the Results Worksheet. |

5.2.25 SEQUENTIAL RING WORKSHEET

The commands that are associated with the Sequential Ring feature are presented within the Sequential Ring worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

| Commands | Description |
|------------|---|
| Add | Modify Sequential Ring settings (First row) and Add Sequential Ring Criteria for the user (First row for each user contains the command, settings, and first 'call' from phone number, subsequent rows may contain additional 'call from' phone numbers) |
| Modify | Modify Sequential Ring settings (First row) and Modify Sequential Ring Criteria for the user (First row for each user contains the command, settings, and first 'call from' phone number, subsequent rows may contain additional 'call from' phone numbers) |
| Delete | Modify Sequential Ring settings (First row) and Delete the specified Sequential Ring Criteria Name |
| DeleteList | Modify Sequential Ring settings (First row) and Delete the Calls From Phone Number list for the specified Sequential Ring Criteria Name |
| Done | Done (end processing) |

Each column on the Privacy tab is contained in the table that follows.

| Column Name | Col | Field Requirements |
|---|-----|---|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Modify DeleteList Done |
| UserID | C | Enter the User ID of an existing user. |
| Use Base Location First | D | Values: True (to enable Simultaneous Ring) False |
| No. of Rings for Base Location | E | Values 2 – 20 or None are allowed. Separate values with ALT-ENTER or ", ". Enter NULL to delete entire list |
| Continue Search if Base Location is Busy | F | Values: True False |
| Allow Caller to Skip Search Process | G | Values: True False |
| Phone Number (Answer Confirmation) No. of Rings | H | Up to 5 entries allowed. Separate entries with ALT-ENTER or ", ". Enter NULL to delete entire list |
| Sequential Ring Criteria | | |
| Seq. Ring Criteria Name | I | Enter the Criteria Name being added or modified |

Sequential Ring Worksheet

| Column Name | Col | Field Requirements |
|--|-----|---|
| New Name | J | Enter the new Criteria Name |
| Seq. Ring Criteria Active | K | Values: True (to enable Sequential Ring) False |
| Use Seq. Ring | L | Values: True False |
| Time Schedule Name | M | Enter the name of the Time Schedule to be used. |
| Time Schedule Level | N | Select the level of the Time Schedule: System Enterprise Group |
| Holiday Schedule Name | O | Enter the name of the Holiday Schedule to be used. |
| Holiday Schedule Level | P | Select the level of the Holiday Schedule: System Enterprise Group |
| Sequential Ring Criteria: Calls From | | |
| Use Phone List | Q | Values: True (Simultaneous Ring for calls from) False |
| Any Private Number | R | Values: True (Simultaneous Ring from any Private Number) False |
| Any Unavailable Number | S | Values: True (Simultaneous Ring from any Unavailable Number) False |
| Phone Number | T | Enter a phone number for which Simultaneous Ring is used. Up to 12 phone numbers can be specified, each on a subsequent line. |
| The rightmost column is used for error reporting. | | |
| Error Response | U | Used to provide detail of a failure in the Results Worksheet. |

The Sequential Ring worksheet below is provided to illustrate that the Command, User ID, Use Base Location First, No. of Rings for Base Location, Continue Search if Base Location is Busy, Allow Caller to Skip Search Process, and Phone Number columns are not repeated for subsequent Sequential Ring Criteria.

5.2.26 SIMULTANEOUS RING WORKSHEET

The commands that are associated with the Simultaneous Ring feature are presented within the Simultaneous Ring worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

| Commands | Description |
|------------|---|
| Add | Modify Simultaneous Ring settings (First row) and Add Simultaneous Ring Criteria for the user |
| Modify | Modify Simultaneous Ring settings (First row) and Modify Simultaneous Ring Criteria for the user |
| Delete | Modify Simultaneous Ring settings (First row) and Delete the specified Simultaneous Ring Criteria Name |
| DeleteList | Modify Simultaneous Ring settings (First row) and Delete the Calls From Phone Number list for the specified Simultaneous Ring Criteria Name |
| Done | Done (end processing) |

Each column on the Privacy tab is contained in the table that follows.

| Column Name | Col | Field Requirements |
|-----------------------------------|-----|---|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Modify DeleteList Done |
| UserID | C | Enter the User ID of an existing user. |
| Sim. Ring Active | D | Values: True (to enable Simultaneous Ring) False |
| Do not Ring if on Call | E | Values: True False |
| Phone Number(Answer confirmation) | F | Enter a list of up to 10 phone numbers with answer confirmation indicated in parenthesis. Each phone number must be separated by ALT-ENTER or ','. [e.g. 4693653000(true), 4693653001(false), 4693653002(true)] Enter NULL to delete any existing phone number list. |
| Simultaneous Ring Criteria | | |
| Sim. Ring Criteria Name | G | Enter the Criteria Name being added or modified |
| New Name | H | Enter the new Criteria Name |

| Column Name | Col | Field Requirements |
|--|-----|---|
| Sim. Ring Criteria Active | I | Values: True (to enable Simultaneous Ring) False |
| Use Sim. Ring | J | Values: True False |
| Time Schedule Name | K | Enter the name of the Time Schedule to be used. |
| Time Schedule Level | L | Select the level of the Time Schedule: System Enterprise Group |
| Holiday Schedule Name | M | Enter the name of the Holiday Schedule to be used. |
| Holiday Schedule Level | N | Select the level of the Holiday Schedule: System Enterprise Group |
| Simultaneous Ring Criteria: Calls From | | |
| Use Phone List | O | Values: True (Simultaneous Ring for calls from) False |
| Any Private Number | P | Values: True (Simultaneous Ring from any Private Number) False |
| Any Unavailable Number | Q | Values: True (Simultaneous Ring from any Unavailable Number) False |
| Phone Number | R | Enter a phone number for which Simultaneous Ring is used. Up to 12 phone numbers can be specified, each on a subsequent line. |
| The rightmost column is used for error reporting. | | |
| Error Response | S | Used to provide detail of a failure in the Results Worksheet. |

The Simultaneous Ring worksheet below is provided to illustrate that the Command, User ID, Sim Ring Active, Do not Ring if on Call, and Phone Number columns are not repeated for subsequent Simultaneous Ring Criteria.

Simultaneous Ring Worksheet

| | | | | | | | | | | | | | | | | |
|----|--|----------------------|-------------|------------------|------------------------|---|-------------------------|----------|---------------------------|------------------------------------|--|--|--|--|--|--|
| | A | B | C | D | E | F | G | H | I | J | | | | | | |
| 1 | Enterprise: Mtel – Mtel Enterprise | | | | | | | | | | | | | | | |
| 2 | Date: 03/29/2019 12:21:32 | | | | | | | | | | | | | | | |
| 3 | Version: A277 | | | | | | | | | | | | | | | |
| 4 | | | | | | | | | | | | | | | | |
| 5 | Modify Command: | | | Modify | Modify | Modify | Modify | Modify | Modify | Modify | | | | | | |
| 6 | | | | (true/false) | (true/false) | Up to 10 entries allowed. Separate with ALT+ENTER and/or . NULL will delete entire list | | | (true/false) | (Entered number, Default, or None) | | | | | | |
| 7 | General Information | | | | | | | | | | | | | | | |
| 8 | Status | Command | User ID | Sim. Ring Active | Do not Ring if on Call | Phone Number (Answer confirmation) | Sim. Ring Criteria Name | New Name | Sim. Ring Criteria Active | Use Sim. Ring | | | | | | |
| 9 | | user.0005@aastra.com | | False | True | 2142443967(“false”) | test | | True | True | | | | | | |
| 10 | | user.0005@aastra.com | | | | 2142443080(“false”) | test2 | | True | True | | | | | | |
| 11 | | + | | | | | + | | | | | | | | | |
| 12 | Done | | | | | | | | | | | | | | | |
| 13 | | Command | Description | | | | | | | | | | | | | |
| 14 | Add Modify Simultaneous Ring settings (First row) and Add Simultaneous Ring Criteria for the user (First row for each user contains the command, settings, and first ‘call from’ phone number, subsequent rows may contain additional ‘call from’ phone numbers) | | | | | | | | | | | | | | | |
| 15 | Modify Modify Simultaneous Ring settings (First row) and Modify Simultaneous Ring Criteria for the user (First row for each user contains the command, settings, and first ‘call from’ phone number, subsequent rows may contain additional ‘call from’ phone numbers) | | | | | | | | | | | | | | | |
| 16 | Delete Modify Simultaneous Ring settings (First row) and Delete the specified Simultaneous Ring Criteria Name | | | | | | | | | | | | | | | |
| 17 | DeleteList Modify Simultaneous Ring settings (First row) and Delete the Calls From Phone Number list for the specified Simultaneous Ring Criteria Name | | | | | | | | | | | | | | | |

| K | L | M | N | O | P | Q | R | S |
|----------------------------------|------------------------------|----------------------------------|------------------------------|---|----------------|--------------------|----------------------------|--------------|
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| Modify | Modify | Modify | Modify | Modify | Modify | Modify | Modify | |
| (See DataHelp; NULL will delete) | (Enterprise, Group, or User) | (See DataHelp; NULL will delete) | (Enterprise, Group, or User) | (true/false) | (true/false) | (true/false) | (Up to 12 numbers allowed) | |
| Time Schedule Name | Time Schedule Level | Holiday Schedule Name | Holiday Schedule Level | Sim. Ring Criteria: Calls From - Multiple phone numbers may be entered per criteria | Use Phone List | Any Private Number | Any Unavailable Number | Phone Number |
| | | | | False | False | False | | |
| | | | | True | True | True | | 2145551000 |
| | | | | | | | | 2145552000 |
| | | | | | | | | |
| s numbers) | | | | | | | | |
| one numbers) | | | | | | | | |

5.2.27 SPEEDDIAL WORKSHEET

The commands that are associated with the Speed Dial feature are presented within the SpeedDial worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

| Commands | | | | | |
|----------------|---|--|--|--|--|
| Add | Add Entries (Speed Dial 100 Only) (First row for each user contains the command, subsequent rows may contain additional entries to add) | | | | |
| Modify | Modify Entries (First row for each user contains the command, subsequent rows may contain additional entries to modify) | | | | |
| DeleteEntries | Delete Entries (First row for each user contains the command, subsequent rows may contain additional entries to delete) | | | | |
| DeleteList | Delete the entire speed dial list for the provided user | | | | |
| InitializeList | Initialize the Speed Dial list for a user with the contents of the specified Group Speed Dial List | | | | |
| Done | Done (end processing) | | | | |

Each column on the SpeedDial tab is contained in the table that follows.

| Column Name | Col | Field Requirements |
|----------------------------|-----|---|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Add Modify DeleteEntries DeleteList InitializeList Done |
| UserID | C | Enter the User ID of an existing user. |
| Speed Dial Type | D | Select the speed dial type: 8 (for Speed Dial 8 feature) 100 (for Speed Dial 100 feature) |
| Speed Dial Code | E | Enter the speed dial code: 2 to 9 (for Speed Dial 8 feature) 00 to 99 (for Speed Dial 100 feature) |
| Phone Number | F | Enter the phone number or SIP URI that will be dialed for this speed dial code. |
| Description | G | Enter text that describes the speed dial entry. |
| Group Speed Dial List | H | Must match the name of an existing Group Speed Dial List to initialize the list. Valid Group Speed Dial 8 Lists and Group Speed Dial 100 Lists are available via the DataHelp tab. |

| Column Name | Col | Field Requirements |
|---|-----|---|
| Group ID | I | Enter the Group ID of a group associated with the users when the UserID column is set to “ All Users ”. Valid groups are available via the DataHelp tab. |
| <i>The rightmost column is used for error reporting.</i> | | |
| Error Response | J | Used to provide detail of a failure in the Results Worksheet. |

5.2.28 USERDEFINEDFIELDS WORKSHEET

The commands associated with the modification of User Defined Fields for a user or Auto Attendant are presented within the UserDefinedFields worksheet.

The following lists the commands and a description of their function:

| Commands | |
|----------|---|
| Modify | Change the value of a User Defined Field for a User. If the value is deleted, the default value for the Enterprise is used. |
| Done | Done (end processing) |

Each column on the UserDefinedFields tab is contained in the following table:

| Column Name | Col | Field Requirements |
|---|-----|--|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Modify Done |
| User ID | C | User ID of a user or Auto Attendant whose User Defined Fields will be modified |
| User Defined Field Name | D | Must match the name of a User Defined Field defined for the enterprise. Valid User Defined Field names are available via the DataHelp tab. |
| User Defined Field Value | E | Enter the value to assign to the User Defined Field for the user or Auto Attendant, or enter one of the following: NULL - Use an empty value. UseDefault - Use the Enterprise Default value. |
| <i>The rightmost column is used for error reporting.</i> | | |
| Error Response | F | Used to provide detail of a failure in the Results Worksheet. |

5.2.30 VMDISTRIBUTION WORKSHEET

The commands that are associated with the VM Distribution feature are presented within the VMDistribution worksheet.


The following screen capture from the worksheet lists the commands and a description of their function.

| Commands | |
|-----------|---|
| Modify | Modify Distribution List info (First row for each user contains the command, ListId, Description, and first phone number, subsequent rows may contain additional phone numbers) |
| Delete | Delete the specified distribution list from the user |
| DeleteAll | Delete all distribution lists from the user |
| Done | Done (end processing) |

Each column on the VMDistribution tab is contained in the table that follows.

| Column Name | Col | Field Requirements |
|--|-----|---|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Modify Delete DeleteAll Done |
| UserId | C | Enter the User ID of an existing user. |
| Distribution List Number | D | Values: 0-14 (to identify one of the 15 available distribution lists) |
| Description | E | Enter text to describe the specified list. Enter NULL to delete any existing Description. |
| Phone Number | F | Enter the phone number or SIP-URL where voice messages will be sent. Subsequent phone numbers are entered on separate rows. |
| The rightmost column is used for error reporting. | | |
| Error Response | G | Used to provide detail of a failure in the Results Worksheet. |

The following VMDistribution worksheet is provided to illustrate that the Command and User ID columns (etc. through column E) are not repeated for subsequent Phone Number entries.

| | A | B | C | D | E | F | G |
|--|-----------------|---------|----------------------------|---------------------|--------------------|---|----------------|
| 1 | Enterprise: | Maytown | | | |  | |
| 2 | Date: | | | | | | |
| 3 | Version: | A242 | | | | | |
| 4 | | | | | | | |
| 5 | Modify Command: | | | | Modify | Modify | |
| 6 | | | | (0-14) | (NULL will delete) | | |
| 7 | | | | | | | |
| 8 | Status | Command | UserId | Distribution ListId | Description | Phone Number | Error Response |
| 9 | | Modify | 9722221001@maytown.mitel.c | | 1 Dist_List_1 | 1002 | |
| 10 | | | | | | 1003 | |
| 11 | | | | | | 1004 | |
| 12 | | | | | | 1005 | |
| 13 | | Modify | 9722221001@maytown.mitel.c | | 2 Dist_List_2 | 1011 | |
| 14 | | | | | | 1012 | |
| 15 | | Modify | 9722221002@maytown.mitel.c | | 7 Dist_List_7 | 1012 | |
| 16 | | | | | | 1013 | |
| 17 | | | | | | 1014 | |
| 18 | | Done | | | | | |
| <div> PriorityAlert Privacy SpeedDial VMDistribution MigrateTrunkUser DeviceTypeCon </div> | | | | | | | |

5.2.32 VOICEMAIL WORKSHEET

The commands that are associated with voice mail are presented within the Voicemail worksheet.

For Users, the voicemail feature may be configured via the Users worksheet. If the Users worksheet is not used to configure voicemail, the Voicemail worksheet may be used to manually configure it. Use of this worksheet may be required when the default settings provided via the Users worksheet are not desired.

The following screen capture from the worksheet lists the commands and a description of their function.

| Commands | |
|-----------------|------------------------------------|
| Modify | Add or modify voicemail info |
| DeleteSurgeMail | Delete or reset surge mail account |
| Done | Done (end processing) |

Each column on the Voicemail tab is contained in the table that follows.

| Column Name | Col | Field Requirements |
|--|-----|---|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Modify DeleteSurgeMail Done |
| UserId / AutoAttendant ID | C | Enter the ID of an existing user or AutoAttendant. |
| Surgemail Account | D | Values: True (to build a mailbox on Surgemail) False (if Surgemail mailbox is not needed) Delete (to delete the surge mailbox) Reset (to rebuild the surge mailbox) |
| May be derived if Voicemail Account has been selected (otherwise complete manually) | | |
| Voicemail Server Type | E | May be derived if Voicemail Account was selected on the Users tab (otherwise make a manual entry). |
| Active | F | May be derived if Voicemail Account was selected on the Users tab (otherwise make a manual entry). Values: True (to enable Voice Messaging) False (to disable Voice Messaging) |

| Column Name | Col | Field Requirements |
|--|-----|--|
| Redirect All | G | May be derived if Voicemail Account was selected on the Users tab (otherwise make a manual entry). Values: True (to send all calls to voicemail) False |
| Redirect Busy | H | May be derived if Voicemail Account was selected on the Users tab (otherwise make a manual entry). Values: True (to send busy calls to voicemail) False |
| Redirect No Answer | I | May be derived if Voicemail Account was selected on the Users tab (otherwise make a manual entry). Values: True (to send unanswered calls to voicemail) False |
| Redirect Out of Zone | J | May be derived if Voicemail Account was selected on the Users tab (otherwise make a manual entry). Values: True False |
| Greetings – Busy | | |
| Busy Greeting Source | K | Values: System Personal |
| Personal Busy Greeting Audio | L | Name of file in the repository. |
| Personal Busy Greeting Audio Repository Type | M | Repository type for Busy Greeting Audio. Use Group for Group Repository Type, or leave blank. |
| Personal Busy Greeting Video | N | Name of file in the repository. |
| Personal Busy Greeting Video Repository Type | O | Repository type for Busy Greeting Video. Use Group for Group Repository Type, or leave blank. |
| Greetings - No Answer | | |
| Rings No Answer | P | Values (default 3): 0 2-20 |
| No Answer Greeting Type | Q | Selects whether to use the Extended Away Greeting or use the Normal No Answer Greeting. Values: ExtendedAway NoAnswerGreeting |
| Greetings Extended Away Settings | | |

| Column Name | Col | Field Requirements |
|---|-----|---|
| Disable Message Deposit | R | If "true" then the caller is not permitted to leave a message. Values: true false |
| Extended Away Greeting Audio | S | Audio announcement name used for the Extended Away Greeting. |
| Extended Away Greeting Audio Repository Type | T | Repository type for Busy Greeting Audio. Use Group for Group Repository Type, or leave blank. |
| Extended Away Greeting Video | U | Video announcement name used for the Extended Away Greeting. |
| Extended Away Greeting Video Repository Type | V | Repository type for Busy Greeting Video. Use Group for Group Repository Type, or leave blank. |
| Greetings Normal No Answer | | |
| No Answer Greeting Source | W | Select the source to use when Normal No Answer Greeting is used as the No Answer Greeting Type. Values: System Unavailable Alternate1 Alternate2 Alternate3 |
| Unavailable Greeting Settings | | |
| Unavailable Greeting Audio | X | Audio announcement name used for the Unavailable Greeting. |
| Unavailable Greeting Audio Repository Type | Y | Repository type for Unavailable Greeting Audio. Use Group for Group Repository Type, or leave blank. |
| Unavailable Greeting Video | Z | Video announcement name used for the Unavailable Greeting. |
| Unavailable Greeting Video Repository Type | AA | Repository type for Unavailable Greeting Video. Use Group for Group Repository Type, or leave blank. |
| Alternate No Answer Greeting #1 Settings | | |
| Alternate Greeting 1 Name | AB | Descriptive name for Alternate Greeting #1. |
| Alternate Greeting 1 Audio | AC | Audio announcement name used for the Alternate Greeting #1. |
| Alternate Greeting 1 Audio Repository Type | AD | Repository type for Alternate Greeting #1 Audio. Use Group for Group Repository Type, or leave blank. |
| Alternate Greeting 1 Video | AE | Video announcement name used for the Alternate Greeting #1. |
| Alternate Greeting 1 Video Repository Type | AF | Repository type for Alternate Greeting #1 Video. Use Group for Group Repository Type, or leave blank. |
| Alternate No Answer Greeting #2 Settings | | |
| Alternate Greeting 2 Name | AG | Descriptive name for Alternate Greeting #2. |

| Column Name | Col | Field Requirements |
|---|-----|---|
| Alternate Greeting 2 Audio | AH | Audio announcement name used for the Alternate Greeting #2. |
| Alternate Greeting 2 Audio Repository Type | AI | Repository type for Alternate Greeting #2 Audio. Use Group for Group Repository Type, or leave blank. |
| Alternate Greeting 2 Video | AJ | Video announcement name used for the Alternate Greeting #2. |
| Alternate Greeting 2 Video Repository Type | AK | Repository type for Alternate Greeting #2 Video. Use Group for Group Repository Type, or leave blank. |
| Alternate No Answer Greeting #3 Settings | | |
| Alternate Greeting 3 Name | AL | Descriptive name for Alternate Greeting #3. |
| Alternate Greeting 3 Audio | AM | Audio announcement name used for the Alternate Greeting #3. |
| Alternate Greeting 3 Audio Repository Type | AN | Repository type for Alternate Greeting #3 Audio. Use Group for Group Repository Type, or leave blank. |
| Alternate Greeting 3 Video | AO | Video announcement name used for the Alternate Greeting #3. |
| Alternate Greeting 3 Video Repository Type | AP | Repository type for Alternate Greeting #3 Video. Use Group for Group Repository Type, or leave blank. |
| Clearspan Internal Voicemail | | |
| Message Processing | AQ | Values: UnifiedVoiceAndEmail EmailOnly |
| Delivery Email Address | AR | Email address for message delivery. Only applies when Message Processing is set to 'EmailOnly'. |
| Use Msg Waiting Indicator | AS | Values: True (to use the Phone Message Waiting Indicator) False |
| Send Notify Email | AT | Values: True (to notify by email of the new message) False |
| Msg Notify Email Address | AU | Email address for message delivery. |
| Send CC Email | AV | Values: True (to send a carbon copy of the new message via email) False |
| CC Email Address | AW | Email address for carbon copy delivery. |
| Transfer on Zero to Phone | AX | Values: True (to transfer on '0' to phone number) False |
| Transfer on Zero Phone Number | AY | Phone number where transfer on zero directs. |

| Column Name | Col | Field Requirements |
|---|-----|---|
| After Playing Greeting | AZ | Values: RecordMessage DisconnectCall ForwardCall |
| After Greeting Forward to Phone | BA | Phone number where call forwards to if 'After Playing Greeting' is set to 'ForwardCall'. Enter NULL to delete any After Greeting Forward to Phone. |
| Mail Server Type | BB | Values: Group (to store voice messages on the Group's Mail Server) Personal (to store voice messages on a Personal Mail Server) |
| Clearspan Internal Group Server <i>This section applies when Mail Server Type is 'Group'.</i> | | |
| Mail Server Email Address | BC | Email address to be built on the Group Mail Server (e.g. on Surgemail). |
| Mail Server UserId | BD | User Id for the mail server (typically this is the local portion of the email address entered in Column U). |
| Mail Server Password | BE | Password for the mail server user ID |
| Use Default Mailbox Limit | BF | Values: True (to use the mailbox limit set at the group level) False |
| Mailbox Limit | BG | Values: 0 (to use the limit set at the group level) 10, 20, 30, 40, 50, 60, 70, 80, 90, 100, 200, 300, 400, 500, 600, 700, 800, 900 (to identify the number of minutes) |
| Clearspan Internal Personal Server <i>This section applies when Mail Server Type is 'Personal'.</i> | | |
| Mail Server IP | BH | IP Address of the mail server. |
| Mail Server Protocol | BI | Values: POP3 IMAP |
| Delete for IMAP | BJ | Values: True (to use the mailbox limit set at the group level) False |
| Mail Server Email Address | BK | Email address to be built on the Personal Mail Server. |
| Mail Server UserId | BL | User Id for the mail server. |
| Mail Server Password | BM | Password for the mail server User Id. |

| Column Name | Col | Field Requirements |
|---|-----|---|
| Third Party Voicemail <i>This section applies when Third Party Voicemail is in use.</i> | | |
| Server Type | BN | Values: GroupServer UserSpecificServer |
| Server URI | BO | Enter the server phone number of URL. |
| Mailbox ID Type | BP | Values: PhoneNumber URL |
| Mailbox ID URL | BQ | Enter the mailbox Id URL for this user. |
| No Ans No of Rings | BR | Enter the count of rings before forward to voicemail. Values: 0 2-20 |
| <i>The rightmost column is used for error reporting.</i> | | |
| Error Response | BS | Used to provide detail of a failure in the Results Worksheet. |

6 SYSTEM IMPORT

6.1 DESCRIPTION

System import allows provisioning of system-level settings. This includes the provisioning of the Account Identification Number (AIN) values defined within Remedy and Account IDs.

Two additional tabs can be exported, OpEasy Administrators and OpEasy Login Rules. The OpEasy Administrators tab lists the OpEasy administrator accounts defined within the system that are managed or viewed by the administrator performing the export. The OpEasy Login Rules tab lists the sets of Login Rules that are managed or viewed by the administrator performing the export.



Note: In an exported worksheet, many columns can contain “(Unspecified)” to indicate the settings have yet to be configured in OpEasy Provisioning. When importing an exported worksheet, the entry of “(Unspecified)” in affected columns is treated as if the column value was empty (i.e., the “(Unspecified)” value is ignored).

All columns for all worksheets are explained in detail in the next section of this document. The commands that may be issued with this worksheet are listed below the ‘Done’ command.

| | A | B | C | D | E | F | G | H |
|----|-----------------|---------|---------------|---|---------------|----------------|----------------|---|
| 1 | Date: | | | | | | | |
| 2 | Version: | S201 | | | | | | |
| 3 | | | | | | | | |
| 4 | | | | | | | | |
| 5 | Modify Command: | | | | Modify | Modify | | |
| 6 | | | | | (5-10 digits) | (max 80 chars) | | |
| 7 | | | | | | | | |
| 8 | Status | Command | Enterprise | Group | AIN List | Description | Error Response | |
| 9 | | | | | | | | |
| 10 | | | | | | | | |
| 11 | | | | | | | | |
| 12 | | | | | | | | |
| 13 | | | | | | | | |
| 14 | | | | | | | | |
| 15 | | | | | | | | |
| 16 | | | | | | | | |
| 17 | | Done | | | | | | |
| 18 | | | Commands: | Description: | | | | |
| 19 | | | Add | A list of new AINs are added to a group (First row of each enterprise and group contains the command, subsequent rows may contain additional entries to add) | | | | |
| 20 | | | DeleteEntries | A list of AINs are removed from a group (First row of each enterprise and group contains the command, subsequent rows may contain additional entries to add) | | | | |
| 21 | | | DeleteList | The entire list of AINs are removed from a group | | | | |
| 22 | | | ReplaceList | The entire list of AINs for a group are replaced with a newly supplied list (First row of each enterprise and group contains the command, subsequent rows may c | | | | |
| 23 | | | | | | | | |
| 24 | | | Done | Done (end processing) | | | | |
| 25 | | | | | | | | |
| 26 | | | | | | | | |

6.2 WORKSHEET DETAILS FOR SYSTEM

6.2.1 SPECIAL ROW/COLUMN INFORMATION

| Row | Column | Information |
|-------------|-------------|--|
| 1 | A | Contains header 'Date:' |
| 1 | B | This column is blank for an Import worksheet but contains the date that an import was issued in the Results worksheet. |
| 2 | A | Contains header 'Version:' |
| 2 | B | Contains the version of the worksheet. |
| 5 | All Columns | Provides comments for various purposes such as to inform which columns may be adjusted via the Modify command. |
| 6 | All Columns | Provides help on what is acceptable input for various fields. |
| 7 | All Columns | Provides color coding to group columns of information into categories. |
| 8 | | Contains the column labels. The provisioning tool will assume that the next row contains the first row of data, i.e. a valid command. |
| Any after 8 | A | This first column in each worksheet is the Status column. It is updated in the results spreadsheet to either Success or Failure. A 'Skip' in this column will cause the row to be skipped on import. |
| Any after 8 | | The rightmost column in each worksheet is the ErrorResponse column. It is updated in the results spreadsheet for any command that has a status of Failure. |

6.2.2 DATAHELP WORKSHEET

The DataHelp tab provides Enterprise and Group information for the System. Data from this worksheet may be cut and pasted to the other worksheets.

| | A | B | C | D |
|----|--|---|---------------------------------------|--|
| 1 | Date: 03/16/2017 08:41:20 | | | |
| 2 | Version: S204 | | | |
| 3 | | | | |
| 4 | | | | |
| 5 | Notes: | | | |
| 6 | 1 You may copy and paste from these columns into cells on the various tabs. However, in some cases, preceding identifier information is provided, that is not to be included | | | |
| 7 | For example, the Group IDs column lists Enterprise ID/Group ID; only copy the Group ID, excluding the preceding identifier information. | | | |
| 8 | | | | |
| 9 | | | | |
| 10 | Valid information | | | |
| 11 | Enterprise IDs | Enterprise Names (corresponding Enterprise IDs in previous column) | Group IDs (Enterprise ID/Group ID) | Group Names (corresponding Group IDs) |
| 12 | Aastra Training | Training Department | Aastra Training/12345 | 123 |
| 13 | AastraCanada | | Aastra Training/Administration Grp | Training Admin Group |
| 14 | Application Development | | Aastra Training/Executive Grp | |
| 15 | Audio Codes | | Aastra Training/Facilities Grps | Facilities |
| 16 | AutoTest | | Aastra Training/Information Services | |

Each column on the System Worksheet's DataHelp tab is contained in the table below.

| Column Name | Col | Contents |
|------------------|-----|---|
| Enterprise IDs | B | Provides a list of all enterprises using the Enterprise ID. |
| Enterprise Names | C | <p>Names of all enterprises. These names coorespond to the Enterprise IDs in the previous column.</p> <p>Enterprise Names are not used in any of the import columns. They are only displayed to help identify the cooresponding Enterprise IDs.</p> |
| Group IDs | D | Provides all groups by Enterprise ID/Group ID. Groups are identified using the Group ID. |
| Group Names | E | <p>Names of all groups. These names coorespond to the Group IDs in the previous column.</p> <p>Group Names are not used in any of the import columns. They are only displayed to help identify the cooresponding Group IDs.</p> |

6.2.3 AINLIST WORKSHEET

The commands associated with provisioning the Account Identification Number (AIN) values defined within Remedy are presented within the AINList worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

| Commands: | Description: | | | |
|---------------|--|--|--|--|
| Add | A list of new AINs are added to a group (First row of each enterprise and group contains the command, subsequent rows may contain additional entries to add) | | | |
| DeleteEntries | A list of AINs are removed from a group (First row of each enterprise and group contains the command, subsequent rows may contain additional entries to add) | | | |
| DeleteList | The entire list of AINs are removed from a group | | | |
| ReplaceList | The entire list of AINs for a group are replaced with a newly supplied list (First row of each enterprise and group contains the command, subsequent rows may contain additional entries to add) | | | |
| Done | Done (end processing) | | | |

Each column on the System Worksheet's AINList tab is contained in the table that follows.

| Column Name | Col | Field Requirements |
|--|-----|--|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Add DeleteEntries DeleteList ReplaceList Done |
| Enterprise ID | C | Must match the Enterprise ID of an existing Enterprise. Valid enterprises are available via the DataHelp tab. |
| Group ID | D | Must match the Group ID of an existing Group. Valid groups are available via the DataHelp tab. |
| AIN List | E | 5 - 15 Digit AIN Number. When entering multiple AINs using a single command, enter all columns on the first line, with the command. On subsequent lines, just enter the AIN and Description values. |
| Description | F | Description of the AIN – 0-80 characters. |
| <i>The right-most column is used for error reporting.</i> | | |
| Error Response | G | Used to provide detail of a failure in the Results Worksheet. |

6.2.4 ACCOUNTIDS WORKSHEET

The commands associated with provisioning account ids at the enterprise, group, and department level are presented within the AccountIDs worksheet.

The following table lists each command and a description of the command.

| Command | Description / Tips |
|---------|---|
| Modify | Assign an Account ID to an enterprise, group or department. |
| Done | Ends processing of the worksheet. |

Each column on the Enterprise Worksheet's PhoneNumbers tab is contained in the table below. Refer to the section for each command for details specific to that command.

| Column Name | Col | Field Requirements |
|----------------------------|-----|--|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Modify Done |
| Enterprise ID | C | [Enterprise ID] – Enterprise ID of an existing enterprise to assign an Account ID to the enterprise, a group, or a department within the group. Blank – Account ID is added only at the enterprise level. |
| Group ID | C | [Group ID] – Group ID of an existing group to assign an Account ID to the group or a department within the group. Blank – Account ID is added only at the enterprise level. |
| Department ID | D | [Department ID] – Department ID of an existing department to assign an Account ID to the department. Blank – Account ID is added only at the enterprise or group level. |

| Column Name | Col | Field Requirements |
|--|-----|--|
| Account ID | E | The Account ID to be assigned to the specified enterprise, group, or department: [Account ID] – the account ID to be assigned to the enterprise, group, or department. NULL – removes the account ID assigned to the specified enterprise, group, or department. |
| <i>The rightmost column is used for error reporting.</i> | | |
| Error Response | F | Used to provide detail of a failure in the Results Worksheet. |

6.2.5 OPEASY ADMINISTRATORS WORKSHEET

The “OpEasy Administrators” tab contains the list of exported OpEasy administrator accounts. This worksheet is only exported. There are no associated import commands.

Each column on the System Worksheet’s OpEasy Administrators tab is contained in the table that follows.

| Column Name | Col | Field Requirements |
|--|-----|---|
| Status | A | Unused because the worksheet is only exported. |
| Administrator | | |
| Command | B | Unused because the worksheet is only exported. |
| Login Name | C | Login Name of the administrator account, which identifies the account. |
| Administrator Name | D | Name of the administrator using the account. |
| Password | | |
| Password Changed Time | E | Date and time the password was last changed, in the following 24-hour format: YYYY/MM/DD HH:MM:SS The above format allows the administrators to be sorted by this date & time field. |
| Password Remaining Time | F | Number of days the password has before it expires, or “Expires Today” for the last day the password remains valid, or “Password Expired” if the password has already expired. When passwords never expire, this column is blank. |
| Change Password Next Login | G | Indicates if the password has been marked to be changed at the next login of the administrator (True/False). |
| E-mail | | |
| E-mail Address | H | Contains the email address of the administrator. |
| E-mail Address for Two-Factor Authentication | I | E-mail address used to send confirmation code for Two-Factor Authentication. |
| Status | | |
| Status | J | One of the following status indications of the administrator account: Logged In: Active Logged In: Inactive Logged Out Locked Disabled |
| Date Account Created | K | Date and time the administrator account was created, in the following 24-hour format: YYYY/MM/DD HH:MM:SS The above format allows the administrators to be sorted by this time field. The column is empty if account creation time is unknown, as would be the case for all administrators created before implementation of this enhancement. |

| Column Name | Col | Field Requirements |
|--|-----|--|
| Locked Remaining Time | L | Remaining amount of time before a locked account is automatically unlocked. The remaining time is in minutes, unless the account is permanently locked, where "Unlimited" then appears in the column. |
| Disabled | M | Administrator account is currently disabled (True/False). |
| Account Active Date | N | Date that this account became active if this is a temporary administrator account. |
| Account Expiry Date | O | Date that this account expires if this is a temporary administrator account. |
| Settings | | |
| Login Level | P | Level of the administrator: Super User System Administrator Solution Reseller Enterprise Administrator Group Administrator Department Administrator |
| Must Login Only Using Single Sign-On (SSO) | Q | Indicates if the administrator has been marked to login only using Single Sign-On (SSO) (True/False). This column is only filled when Single Sign-On has been enabled and configured on OpEasy. |
| Two-Factor Authentication | R | Indicates if the administrator has been marked to login only using Two-Factor Authentication (True/False). |
| Support Administrator | S | Administrator using the account is from Clearspan Support (True/False). Users and devices created via this administrator are so marked so that they are not billed because they are used for support purposes. |
| Pilot Program Administrator | T | OpEasy administrator account is currently used as a part of the Pilot Program (True/False). The ability to create and manage users and devices is limited for such administrators. |
| Enterprise ID | U | Identifies the Enterprise ID of an enterprise or enterprises that a lower-level administrator (EA, GA, or DA) manages. Multiple enterprises are separate by commas (.). Contains "(All Enterprises)" if the administrator manages all enterprises. |
| Group ID | V | Identifies the Group ID of a group or groups that a Group Administrator (GA) or Department Administrator (DA) manages. Multiple groups are separate by commas (.). Contains "(All Groups)" if the administrator manages all groups within an enterprise. |
| Department | W | Identifies the department or departments that a Department Administrator manages. Multiple departments are separate by commas (.). Contains "(All Departments)" if the administrator manages all departments within a group. |
| <i>The right-most column is used for error reporting.</i> | | |
| Error Response | X | Used to provide detail of a failure in the Results Worksheet. |

6.2.6 OPEASY LOGIN RULES WORKSHEET

The “OpEasy Login Rules” tab contains the list of exported Login Rules. This worksheet is only exported. There are no associated import commands.

When the System Login Rules are exported, they always appear in the first row of information. All of the login rules for enterprises are exported in the order of the Enterprise ID.

Each column on the System Worksheet’s OpEasy Login Rules tab is contained in the table that follows.

| Column Name | Col | Field Requirements |
|----------------------------------|-----|---|
| Status | A | Unused because the worksheet is only exported. |
| General Information | | |
| Command | B | Unused because the worksheet is only exported. |
| Login Rules | C | Indicates whether only a single set of System Login Rules are used, or login rules also exist for each enterprise. The values exported are: System Login Rules By Enterprise |
| Enterprise ID | D | For the set of System Login Rules, contains “(System Login Rules)”. Otherwise, identifies the specific enterprise that the set of login rules are defined for. |
| Enterprise Login Rules | E | Indicates whether the login rules for a particular enterprise uses the System Login Rules vs. rules for that enterprise. The values exported are: System Login Rules Enterprise Rules |
| Password Rules | | |
| Minimum Password Length | F | Minimum number of characters that must be in a password. Ranges from 1 to 256. |
| Maximum Password Length | G | Maximum number of characters that can be in a password. Ranges from 1 to 256. |
| Cannot Contain Login Name | H | Indicates a password cannot contain a Login Name or Administrator Name, regardless of character case (True/False). |
| Cannot Be Repeating Patterns | I | Indicates a password cannot be a repeating pattern of characters, regardless of character case (True/False). |
| Number of Previous Passwords | J | Number of previous passwords, including the current password, which are checked using the rules below for a previous password. Ranges from 1 to 24. |
| Cannot Be Previous Password | K | Password cannot be any of the previous passwords, regardless of character case (True/False). |
| Cannot Contain Previous Password | L | Password cannot contain any of the previous passwords, regardless of character case (True/False). |

| Column Name | Col | Field Requirements |
|--|-----|--|
| Cannot Contain Reverse Previous Password | M | Password cannot contain any of the previous passwords in a reverse character order, regardless of character case (True/False). |
| Cannot Contain Previous Password Ignoring Digits | N | Password cannot contain any of the previous passwords after ignoring all digits in both the password and previous passwords, regardless of character case (True/False). |
| Must Contain Numeric Characters | O | Password must contain a minimum number of numeric (0-9) characters (True/False). |
| Minimum Numeric Characters | P | Minimum number of numeric characters. |
| Must Contain Upper Case Characters | Q | Password must contain a minimum number of upper case (A-Z) characters (True/False). |
| Minimum Upper Case Characters | R | Minimum number of upper case characters. |
| Must Contain Lower Case Characters | S | Password must contain a minimum number of lower case (a-z) characters (True/False). |
| Minimum Lower Case Characters | T | Minimum number of lower case characters. |
| Must Contain Non-Alphanumeric Characters | U | Password must contain a minimum number of non-alphanumeric (special) characters (True/False). A non-alphanumeric character is a character other than a number (0-9), upper case character (A-Z), or lower case character (a-z). |
| Minimum Non-Alphanumeric Characters | V | Minimum number of non-alphanumeric (special) characters. |
| Login Rules | | |
| Must Login Using Single Sign-On (SSO) | W | Prevents affected lower-level administrators from logging directly into OpEasy when the Clearspan system has Single Sign-On (SSO) configured (True/False). Instead, these administrators must login via SSO. This setting only applies to the lower-level Enterprise Administrators, Group Administrators, and Department Administrators (EAs, GAs, and DAs). |
| Two-Factor Authentication | X | Require affected lower-level administrators to login to OpEasy using Two-Factor Authentication (True/False). This setting only applies to the lower-level Enterprise Administrators, Group Administrators, and Department Administrators (EAs, GAs, and DAs). |
| Two-Factor Authentication Retries | Y | Number retries allowed for a single confirmation code. The confirmation code is invalidated when the number of retries is exceeded. |

| Column Name | Col | Field Requirements |
|--|-----|--|
| Two-Factor Authentication Timeout (minutes) | Z | Number of minutes that the Two-Factor Authentication Confirmation Code is valid. The Confirmation Code is invalid after the time expires. |
| Must Change Initial Password | AA | Requires the password initially set for a newly created administrator be changed by that new administrator at the first login (True/False). |
| Must Change All Reset Passwords | AB | Requires an administrator to change the password at the next login after a higher-level administrator has reset the password (True/False). |
| Minimum Password Lifetime | AC | Identifies the minimum amount of time that must elapse before an admin may reset their own password. |
| Passwords Expire | AD | Identifies when an OpEasy login password expires. Passwords can either be set to "Never" expire or expire after a set number of days ranging from 1 to 30 days, or monthly thereafter, up to 12 months. |
| Lock Account | AE | Identifies the number of failed login attempts before the administrator account is locked. Ranges from 1 to 20 Failed Attempts, or "Never" when the account is never locked regardless as to the number of failed login attempts. |
| Account Locked Email | AF | Indicates whether an email message is to be sent to provide notification that an administrator account has been locked (True/False). |
| Account Locked Email Address | AG | Contains the email address that is notified when an administrator account is locked. |
| Unlock Account | AH | Identifies the amount of time an administrator's account remains locked (due to failed login attempts) before OpEasy automatically unlocks the account. When the account is locked for a specific duration, the exported duration ranges from 1 minute to 7 days, in increments of from 1 to 60 minutes, 2 to 24 hours, or 2 to 7 days. Contains "Never" when the account is permanently locked (no timing) until a higher-level administrator manually unlocks the account. |
| <i>The right-most column is used for error reporting.</i> | | |
| Error Response | AI | Used to provide detail of a failure in the Results Worksheet. |

7 ENTERPRISE IMPORT

7.1 DESCRIPTION

Enterprise import allows provisioning of enterprise-level features. This includes provisioning of Departments, Enterprise Voice VPN Policies, Phone Numbers, and Account IDs.



Note: In an exported worksheet, many columns can contain “(Unspecified)” to indicate the settings have yet to be configured in OpEasy Provisioning. When importing an exported worksheet, the entry of “(Unspecified)” in affected columns is treated as if the column value was empty (i.e., the “(Unspecified)” value is ignored).

All columns for all worksheets are explained in detail in the next section of this document.

Also note that the commands that may be issued with this worksheet are listed below the ‘Done’ command.

| | | | | | | | | | |
|-----|-------------------------------|---------|-------|-----------------|---------------------|-------------------|---------------------------------|-----------------------------------|----------------|
| 1 | Enterprise: CallCenterTesting | | | | | | | | |
| 2 | Date: | | | | | | | | |
| 3 | Version: E220 | | | | | | | | |
| 4 | Modify Command: | | | | | | | | |
| 5 | | | | | | | | | |
| 6 | | | | | | | | | |
| 7 | | | | | | | | | |
| 8 | Status | Command | Group | Department Name | New Department Name | Parent Department | Department Calling Line ID Name | Department Calling Line ID Number | Error Response |
| 9 | | | | | | | | | |
| 10 | | | | | | | | | |
| 11 | | | | | | | | | |
| 12 | | | | | | | | | |
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7.2 WORKSHEET DETAILS FOR ENTERPRISE

7.2.1 SPECIAL ROW/COLUMN INFORMATION

| Row | Column | Information |
|-------------|-------------|--|
| 1 | A | Contains header 'Enterprise:' |
| 1 | B | Contains the enterprise that was selected when issuing the 'Get Worksheet' command. This worksheet is enterprise specific and cannot be used for import to any other enterprise. |
| 2 | A | Contains header 'Date:' |
| 2 | B | This column is blank for an Import worksheet but contains the date that an import was issued in the Results worksheet. |
| 3 | A | Contains header 'Version:' |
| 3 | B | Contains the version of the worksheet. |
| 5 | All Columns | Provides comments for various purposes such as to inform which columns may be adjusted via the Modify command. |
| 6 | All Columns | Provides help on what is acceptable input for various fields. |
| 7 | All Columns | Provides color coding to group columns of information into categories. Typically, a header is provided at the start of a new color to identify the category. |
| 8 | | Contains the column labels. The provisioning tool will assume that the next row contains the first row of data, i.e. a valid command. |
| Any after 8 | A | This first column in each worksheet is the Status column. It is updated in the results spreadsheet to either Success or Failure. A 'Skip' in this column causes the row to be skipped on import. |
| Any after 8 | | The rightmost column in each worksheet is the ErrorResponse column. It is updated in the results spreadsheet for any command that has a status of Failure. |

7.2.2 DATAHELP WORKSHEET

The DataHelp tab provides information for the Enterprise that was selected when the 'Get Worksheet' was issued.

Data from this worksheet may be cut and pasted to the other worksheets. For example, the EnterpriseVoiceVPNPolicy tab requires an entry for Group in some cases. When needed, the administrator could come to this tab to view the Groups that are available for the enterprise and then cut the appropriate entry from the cell to paste into the EnterpriseVoiceVPNPolicy worksheet.

| | A | B | C | D |
|----|--|---|--|---|
| 1 | Enterprise: | | | |
| 2 | Date: 03/16/2017 08:41:43 | | | |
| 3 | Version: E224 | | | |
| 4 | | | | |
| 5 | Notes: | | | |
| 6 | 1 You may copy and paste from these columns into cells on the various tabs. However, in some cases, preceding identifier information is provided, that is not to be in | | | |
| 7 | For example, the Departments column lists Group ID/Name & Level; only copy the Name & Level, excluding the preceding identifier information. | | | |
| 8 | | | | |
| 9 | | | | |
| 10 | Valid information for the selected enterprise | | | |
| 11 | Group IDs | Group Names (corresponding Group IDs in previous column) | Departments (Group ID/Name & Level) | |
| 12 | Hershey | Hershey | Hershey/Facilities (Group) | |
| 13 | Relyks | Relyks | Relyks/Daniels (Group) | |
| 14 | | | | |
| 15 | | | | |
| 16 | | | | |

Each column on the Enterprise Worksheet's DataHelp tab is contained in the table below.

| Column Name | Col | Contents |
|-------------|-----|--|
| Group IDs | B | Provides all groups within the enterprise. Groups are identified using the Group ID. |
| Group Names | C | Names of all groups within the enterprise. These names coorespond to the Group IDs in the previous column. Group Names are not used in any of the import columns. They are only displayed to help identify the cooresponding Group IDs. |
| Departments | D | Provides all Departments within the group followed by department level |

7.2.3 DEPARTMENTS WORKSHEET

The commands associated with provisioning both enterprise-level and group-level departments are presented within the Departments worksheet.

The following table lists each command and a description of the command.

| Command | Description / Tips |
|-----------------|--|
| AddEntDept | Add a department to an enterprise. |
| ModifyEntDept | Modify an enterprise-level department. |
| DeleteEntDept | Delete an enterprise-level department. |
| | |
| AddGroupDept | Add a department to a group. |
| ModifyGroupDept | Modify a group-level department. |
| DeleteGroupDept | Delete a group-level department. |
| | |
| Done | Ends processing of the worksheet. |

Each column on the Enterprise Worksheet's Departments tab is contained in the table below. Refer to the section for each command for details specific to that command.

| Column Name | Col | Field Requirements |
|----------------------------|-----|---|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: AddEntDept ModifyEntDept DeleteEntDept AddGroupDept ModifyGroupDept DeleteGroupDept Done |
| Group ID | C | Required for group commands. Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab. |
| Department Name | D | Name of the department. 1 to 50 characters. |

| Column Name | Col | Field Requirements |
|---|-----|---|
| New Department Name | E | When modifying, enter a new name to change the department name. 0 to 50 characters. |
| Parent Department | F | Can be the entire parent department path or just the parent department. Indicate an enterprise-level department with "(Enterprise)" and a group-level department with "(Group)" following the department name. Valid departments are available via the DataHelp tab. |
| Department Calling Line ID Name | G | Name displayed when calls from this department are identified on the receiving end. |
| Department Calling Line ID Number | H | Phone number displayed when calls from this department are identified on the receiving end. |
| <i>The rightmost column is used for error reporting.</i> | | |
| Error Response | I | Used to provide detail of a failure in the Results Worksheet. |

7.2.3.1 AddEntDept Command

This command adds a department to an enterprise.

The Departments columns used by this command are in the table below. Required columns are marked and bolded. Columns not appearing in the table are unused.

| Column Name | Col | Field Requirements |
|--|-----|---|
| Status | A | See Section 3.2 for information on the Status column. |
| General Information | | |
| Command | B | (Required) Enter the command: AddEntDept |
| Department Name | D | (Required) Name of the department. 1 to 50 characters. |
| Parent Department | F | Can be the entire parent department path or just the parent department. Indicate an enterprise-level department with "(Enterprise)" following the department name. The Parent Department can only be another enterprise-level department. Valid departments are available via the DataHelp tab. |
| The rightmost column is used for error reporting. | | |
| Error Response | I | Provides detail of a failure in the Results Worksheet. |

7.2.3.2 *ModifyEntDept Command*

This command modifies an enterprise-level department.

The Departments columns used by this command are in the table below. Required columns are marked and bolded. Columns not appearing in the table are unused.

| Column Name | Col | Field Requirements |
|---|-----|---|
| Status | A | <i>See Section 3.2 for information on the Status column.</i> |
| General Information | | |
| Command | B | (Required) Enter the command: ModifyEntDept |
| Department Name | D | (Required) Name of the department. 1 to 50 characters. |
| New Department Name | E | Enter a new name to change the department name. 0 to 50 characters. |
| Parent Department | F | Can be the entire parent department path or just the parent department. Indicate an enterprise-level department with "(Enterprise)" following the department name. The Parent Department can only be another enterprise-level department. Valid departments are available via the DataHelp tab. |
| <i>The rightmost column is used for error reporting.</i> | | |
| Error Response | I | Provides detail of a failure in the Results Worksheet. |

7.2.3.3 *DeleteEntDept Command*

This command deletes an enterprise-level department.

The Departments columns used by this command are in the table below. Required columns are marked and bolded. Columns not appearing in the table are unused.

| Column Name | Col | Field Requirements |
|---|-----|---|
| Status | A | <i>See Section 3.2 for information on the Status column.</i> |
| General Information | | |
| Command | B | (Required) Enter the command: DeleteEntDept |
| Department Name | D | (Required) Name of the department. 1 to 50 characters. |
| <i>The rightmost column is used for error reporting.</i> | | |
| Error Response | I | Provides detail of a failure in the Results Worksheet. |

7.2.3.4 AddGroupDept Command

This command adds a department to a group.

The Departments columns used by this command are in the table below. Required columns are marked and bolded. Columns not appearing in the table are unused.

| Column Name | Col | Field Requirements |
|--|-----|--|
| Status | A | See Section 3.2 for information on the Status column. |
| General Information | | |
| Command | B | (Required) Enter the command: AddGroupDept |
| Group ID | C | (Required) Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab. |
| Department Name | D | (Required) Name of the department. 1 to 50 characters. |
| Parent Department | F | Can be the entire parent department path or just the parent department. Indicate an enterprise-level department with "(Enterprise)" and a group-level department with "(Group)" following the department name. Valid departments are available via the DataHelp tab. |
| Department Calling Line ID Name | G | Name displayed when calls from this department are identified on the receiving end. |
| Department Calling Line ID Number | H | Phone number displayed when calls from this department are identified on the receiving end. |
| The rightmost column is used for error reporting. | | |
| Error Response | I | Provides detail of a failure in the Results Worksheet. |

7.2.3.5 *ModifyGroupDept Command*

This command modifies a group-level department.

The Departments columns used by this command are in the table below. Required columns are marked and bolded. Columns not appearing in the table are unused.

| Column Name | Col | Field Requirements |
|--|-----|--|
| Status | A | See Section 3.2 for information on the Status column. |
| General Information | | |
| Command | B | (Required) Enter the command: ModifyGroupDept |
| Group ID | C | (Required) Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab. |
| Department Name | D | (Required) Name of the department. 1 to 50 characters. |
| New Department Name | E | Enter a new name to change the department name. 0 to 50 characters. |
| Parent Department | F | Can be the entire parent department path or just the parent department. Indicate an enterprise-level department with "(Enterprise)" and a group-level department with "(Group)" following the department name. Valid departments are available via the DataHelp tab. |
| Department Calling Line ID Name | G | Name displayed when calls from this department are identified on the receiving end. |
| Department Calling Line ID Number | H | Phone number displayed when calls from this department are identified on the receiving end. |
| The rightmost column is used for error reporting. | | |
| Error Response | I | Provides detail of a failure in the Results Worksheet. |

7.2.3.6 DeleteGroupDept Command

This command deletes a group-level department.

The Departments columns used by this command are in the table below. Required columns are marked and bolded. Columns not appearing in the table are unused.

| Column Name | Col | Field Requirements |
|--|-----|--|
| Status | A | See Section 3.2 for information on the Status column. |
| General Information | | |
| Command | B | (Required) Enter the command: DeleteGroupDept |
| Group ID | C | (Required) Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab. |
| Department Name | D | (Required) Name of the department. 1 to 50 characters. |
| The rightmost column is used for error reporting. | | |
| Error Response | I | Provides detail of a failure in the Results Worksheet. |

7.2.4 EMERGENCYCALLNOTIFICATION WORKSHEET

The commands associated with provisioning Emergency Call Notification are presented within the EmergencyCallNotification worksheet.

The following table lists each command and a description of the command.

| Command | Description / Tips |
|---------|---|
| Modify | Modify the Enterprise Emergency Call Notification Details |
| Done | Ends processing of the worksheet. |

Each column on the Enterprise Worksheet's Emergency Call Notification tab is contained in the table below. Refer to the section for each command for details specific to that command.

| Column Name | Col | Field Requirements |
|---|-----|---|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Modify Done |
| Send Notification Email | C | Enable the sending of the Notification Email: True False |
| Email Id | D | Destination Email address. 1 to 50 characters. |
| Allow Group Override | E | Allow group setting to override the enterprise setting. True False |
| <i>The rightmost column is used for error reporting.</i> | | |
| Error Response | F | Used to provide detail of a failure in the Results Worksheet. |

7.2.5 ENTERPRISEVOICEVPNPOLICY WORKSHEET

The commands associated with provisioning Voice VPN policies are presented within the EnterpriseVoiceVPNPolicy worksheet.

The following table lists each command and a description of the command.

| Command | Description / Tips |
|-----------|---|
| Add | Add an Enterprise Voice VPN Policy. The first row for each user contains the command, settings, and first digit manipulation operation. |
| Modify | Modify an Enterprise Voice VPN Policy. The first row for each user contains the command, settings, and first digit manipulation operation. |
| Delete | Delete an Enterprise Voice VPN Policy. |
| DeleteAll | Delete all Voice VPN Policies in the enterprise. This command is only available to Super Users (SUs). Other administrators need to contact Clearspan Support. |
| Done | Ends processing of the worksheet. |

Acceptable entries for the **Treatment** column are shown below. They are also provided in the worksheet to the right of the Commands section.

| Treatment | |
|------------------------------|--|
| No Forwarding Address | |
| SIP Format Error | |
| NS Refuse to Process Request | |

Acceptable entries for the **Operation 1** to **Operation 8** columns are shown below. In addition, the requirement for a value in the corresponding **Value 1** to **Value 8** columns are indicated. They are also provided in the worksheet to the right of the Commands section.

| Operation X | Value X |
|-------------|------------------|
| Position | (Value Required) |
| Left Trim | (Value Optional) |
| Append | (Value Optional) |
| Prepend | (Value Optional) |
| Insert | (Value Optional) |
| Delete | (Value Required) |
| Overwrite | (Value Optional) |
| Replace All | (Value Optional) |
| Move | (Value Required) |
| End | (No Value) |

Each column on the Enterprise Worksheet's EnterpriseVoiceVPNPolicy tab is contained in the table below. Refer to the section for each command for details specific to that command.

| Column Name | Col | Field Requirements |
|----------------------------|-----|---|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Add Modify Delete DeleteAll Done |
| Location Code | C | Enter a digit string of up to 22 digits in length. |
| Min Extension Length | D | Enter a value from 0 to 100. |
| Max Extension Length | E | Enter a value from 0 to 100. |
| Description | F | Enter text up to 40 characters in length. |
| Policy Selector | G | Enter one of the policy selectors: Private Public Route Treatment |
| Route Group ID | H | If the Policy Selector is 'Route', enter the Group ID of the group to which you want to assign the Voice VPN policy. |
| Treatment | I | If the Policy Selector is 'Treatment', enter one of the following: No Forwarding Address SIP Format Error NS Refuse to Process Request The Digit Manipulation columns do not apply when a treatment is selected. |
| Digit Manipulation | | |
| Operation 1 | J | Enter a Digit Manipulation operation. Valid operations are listed in a table above (in this section). |
| Value 1 | K | Enter an appropriate value that corresponds to the preceding Digit Manipulation operation. |
| Operation 2 | L | Enter a Digit Manipulation operation. Valid operations are listed in a table above (in this section). |
| Value 2 | M | Enter an appropriate value that corresponds to the preceding Digit Manipulation operation. |

| Column Name | Col | Field Requirements |
|---|-----|---|
| Operation 3 | N | Enter a Digit Manipulation operation. Valid operations are listed in a table above (in this section). |
| Value 3 | O | Enter an appropriate value that corresponds to the preceding Digit Manipulation operation. |
| Operation 4 | P | Enter a Digit Manipulation operation. Valid operations are listed in a table above (in this section). |
| Value 4 | Q | Enter an appropriate value that corresponds to the preceding Digit Manipulation operation. |
| Operation 5 | R | Enter a Digit Manipulation operation. Valid operations are listed in a table above (in this section). |
| Value 5 | S | Enter an appropriate value that corresponds to the preceding Digit Manipulation operation. |
| Operation 6 | T | Enter a Digit Manipulation operation. Valid operations are listed in a table above (in this section). |
| Value 6 | U | Enter an appropriate value that corresponds to the preceding Digit Manipulation operation. |
| Operation 7 | V | Enter a Digit Manipulation operation. Valid operations are listed in a table above (in this section). |
| Value 7 | W | Enter an appropriate value that corresponds to the preceding Digit Manipulation operation. |
| Operation 8 | X | Enter a Digit Manipulation operation. Valid operations are listed in a table above (in this section). |
| Value 8 | Y | Enter an appropriate value that corresponds to the preceding Digit Manipulation operation. |
| <i>The rightmost column is used for error reporting.</i> | | |
| Error Response | Z | Used to provide detail of a failure in the Results Worksheet. |

7.2.5.1 Add Command

This command adds an Enterprise Voice VPN Policy. The first row for each user contains the command, settings, and first digit manipulation operation.

The EnterpriseVoiceVPNPolicy columns used by this command are in the table below. Required columns are marked and bolded. Columns not appearing in the table are unused.

| Column Name | Col | Field Requirements |
|----------------------------|----------|--|
| Status | A | See Section 3.2 for more information on the Status column. |
| General Information | | |
| Command | B | (Required) Enter the command: Add |

| Column Name | Col | Field Requirements |
|---|--------|---|
| Location Code | C | (Required) Enter a digit string of up to 22 digits in length. |
| Min Extension Length | D | (Required) Enter a value from 0 to 100. |
| Max Extension Length | E | (Required) Enter a value from 0 to 100. |
| Description | F | Enter text up to 40 characters in length. |
| Policy Selector | G | (Required) Enter one of the policy selectors: Private Public Route Treatment |
| Route Group ID | H | If the Policy Selector is 'Route', enter the Group ID of the group to which you want to assign the Voice VPN policy. |
| Treatment | I | If the Policy Selector is 'Treatment', enter one of the following: No Forwarding Address SIP Format Error NS Refuse to Process Request The Digit Manipulation columns do not apply when a treatment is selected. |
| Digit Manipulation | | |
| Operation 1 to Operation 8 | J X | Enter a Digit Manipulation operation each of the desired Operation columns (Operation 1 to Operation 8). Valid operations are listed a table in the EnterpriseVoiceVPNPolicy Worksheet section. |
| Value 1 to Value 8 | K Y | Enter an appropriate value that corresponds to the preceding Digit Manipulation operation in the appropriate Value column. |
| <i>The rightmost column is used for error reporting.</i> | | |
| Error Response | Z | Used to provide detail of a failure in the Results Worksheet. |

7.2.5.2 Modify Command

This command modifies an Enterprise Voice VPN Policy. The first row for each user contains the command, settings, and first digit manipulation operation.

The EnterpriseVoiceVPNPolicy columns used by this command are in the table below. Required columns are marked and bolded. Columns not appearing in the table are unused.

| Column Name | Col | Field Requirements |
|--|--------|---|
| Status | A | See Section 3.2 for more information on the Status column. |
| General Information | | |
| Command | B | (Required) Enter the command: Modify |
| Location Code | C | (Required) Enter a digit string of up to 22 digits in length. |
| Min Extension Length | D | Enter a value from 0 to 100. |
| Max Extension Length | E | Enter a value from 0 to 100. |
| Description | F | Enter text up to 40 characters in length. |
| Policy Selector | G | (Required) Enter one of the policy selectors: Private Public Route Treatment |
| Route Group ID | H | If the Policy Selector is 'Route', enter the Group ID of the group to which you want to assign the Voice VPN policy. |
| Treatment | I | If the Policy Selector is 'Treatment', enter one of the following: No Forwarding Address SIP Format Error NS Refuse to Process Request Digit Manipulation columns do not apply when a treatment is selected. |
| Digit Manipulation | | |
| Operation 1 to Operation 8 | J X | Enter a Digit Manipulation operation each of the desired Operation columns (Operation 1 to Operation 8). Valid operations are listed a table in the EnterpriseVoiceVPNPolicy Worksheet section. |
| Value 1 to Value 8 | K Y | Enter an appropriate value that corresponds to the preceding Digit Manipulation operation in the appropriate Value column. |
| The rightmost column is used for error reporting. | | |
| Error Response | Z | Used to provide detail of a failure in the Results Worksheet. |

7.2.5.3 Delete Command

This command delete an Enterprise Voice VPN Policy.

The EnterpriseVoiceVPNPolicy columns used by this command are in the table below. Required columns are marked and bolded. Columns not appearing in the table are unused.

| Column Name | Col | Field Requirements |
|--|-----|--|
| Status | A | See Section 3.2 for more information on the Status column. |
| General Information | | |
| Command | B | (Required) Enter the command: Delete |
| Location Code | C | (Required) Enter a digit string of up to 22 digits in length. |
| The rightmost column is used for error reporting. | | |
| Error Response | Z | Used to provide detail of a failure in the Results Worksheet. |

7.2.5.4 DeleteAll Command

This command deletes all Voice VPN Policies in the enterprise. This command is only available to Super Users (SUs). Other administrators need to contact Clearspan Support.

The EnterpriseVoiceVPNPolicy columns used by this command are in the table below. Required columns are marked and bolded. Columns not appearing in the table are unused.

| Column Name | Col | Field Requirements |
|--|-----|---|
| Status | A | See Section 3.2 for more information on the Status column. |
| General Information | | |
| Command | B | (Required) Enter the command: DeleteAll |
| The rightmost column is used for error reporting. | | |
| Error Response | Z | Used to provide detail of a failure in the Results Worksheet. |

7.2.6 ERLRECORDS

The commands associated with provisioning ERL records at the enterprise level are presented within the ErlRecords worksheet.

The following table lists each command and a description of the command.

| Command | Description / Tips |
|---------|-----------------------------------|
| Add | Add an ERL Record to the ERS |
| Modify | Modify an ERL Record |
| Delete | Delete an ERL Record |
| Done | Ends processing of the worksheet. |

Each column on the Enterprise Worksheet's PhoneNumbers tab is contained in the table below. Refer to the section for each command for details specific to that command.

| Column Name | Col | Field Requirements |
|----------------------------|-----|---|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Add Modify Delete Done |
| ERL Name | C | Name of the ERL. This is the name used to reference the ERL when adding, modifying, or deleting the ERL. This name is also used when assigning an ERL to a device in OpEasy. |
| ERL ID | D | This is the ID assigned to the ERL by the ERS. This is an export only field. |
| House Number | E | The house (building) number of the street address. 1-10 characters |
| Street | F | Name of the street or road. 1-48 characters. |
| City | G | Name of the city or township. 1-32 characters. |
| State | H | 2 digit state abbreviation |
| Zip Code | I | A US or Canada postal zip code. 3-10 characters. |
| Country | J | 2 character country abbreviation. US or CA only |

| Column Name | Col | Field Requirements |
|---|-----|--|
| Location | K | Additional location information such as floor, suite number, area designation, etc... 0-60 characters. |
| Description | L | A description for the location provided by the ERS such as "Main Office", "Downtown Office", "Warehouse", etc...0-120 characters. |
| Delivery Method | M | An ERL-level delivery method that instructs how an emergency call will be routed. Calls can be routed to the local PSAP, a Security Desk, or a conference between the two. Valid values are PSAP , SecurityDesk , or Conference . |
| Custom Callback | N | A 10 digit custom callback DID. |
| Notification Email | O | A list of email addresses or SMS addresses that are to receive notifications of emergency calls for this ERL. A comma-separated list of email addresses. |
| Security Desk DID | P | 10 digit DID of the security desk. |
| Notification Display | Q | Either the original or a remapped phone number that displays at the security desk. Valid values are Original or Remapped . |
| Security Desk Mute | R | Used when the Conference Delivery Method is specified. Determines if the security desk is muted or unmuted during the emergency call. Valid values are Mute or Unmuted . |
| <i>The rightmost column is used for error reporting.</i> | | |
| Error Response | S | Used to provide detail of a failure in the Results Worksheet. |

7.2.7 PHONENUMBERS

The commands associated with provisioning phone numbers at the enterprise level are presented within the PhoneNumbers worksheet.

The following table lists each command and a description of the command.

| Command | Description / Tips |
|----------|---|
| Add | Add an individual phone number or range of phone numbers to the Enterprise. Optionally assign the phone numbers to a specified Group and activates them. |
| Modify | Assign phone numbers to a Group, reassign them to another Group, or unassign them using "None" as the Group to return them to the Enterprise. Activate or deactivate the phone numbers when they are assigned to a Group. |
| Unassign | Unassign phone numbers from a Group to return them to the Enterprise. Phone numbers must not be assigned to users. |
| Delete | Delete the phone numbers from the Enterprise. Phone numbers must not be assigned to users. |
| Done | Ends processing of the worksheet. |

Each column on the Enterprise Worksheet's PhoneNumbers tab is contained in the table below. Refer to the section for each command for details specific to that command.

| Column Name | Col | Field Requirements |
|----------------------------|-----|---|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Add Modify Unassign Delete Done |
| Phone Numbers | C | A single phone number or a range (inclusive) of phone numbers. Ranges are in the form "<Start Phone Number> - <End Phone Number". Note the phone numbers are separated by a space, dash, space (" - "). The spaces are necessary to prevent confusion between the phone number separator and a digit separator between the digits of a phone number. Example: 214-844-6611 - 214-844-6612 |

| Column Name | Col | Field Requirements |
|--|-----|--|
| Group ID | D | <p>When imported with Add command, must contain one of the following:</p> <p>[Group ID] – Group ID of an existing group to assign phones numbers to.</p> <p>None - Phone numbers are only added at the enterprise level.</p> <p>Blank – Phone numbers are only added at the enterprise level.</p> <p>When imported with Modify command, must contain one of the following:</p> <p>[Group ID] – Group ID of an existing group to assign or reassign the phones numbers to.</p> <p>None - Phone numbers are unassigned from any group they are assigned to. They are assigned only to the enterprise.</p> <p>Blank – Phone numbers are not reassigned.</p> <p>When imported with Unassign or Delete command, no group is used. This field is ignored.</p> <p>Valid groups are available via the DataHelp tab.</p> <p>When exported, the Group column contains:</p> <p>[Group ID] – Group ID which the phone numbers are assigned to.</p> <p>(Multiple) – Phone numbers in a range of phone numbers are assigned to multiple groups, or some phone numbers are assigned to a group while others are not.</p> <p>Blank – Phone numbers are not assigned to any group. They are only assigned to the enterprise.</p> |
| Assigned to User | E | <p>(Export Only) Indicates whether the phone numbers are assigned to a user:</p> <p>True – Phone numbers are assigned to a user.</p> <p>False – Phone numbers are not assigned to a user.</p> <p>(Both) – Some phone numbers in a range of phone numbers are assigned to a user and some are not.</p> <p>This column is only exported. It is ignored for an import.</p> |
| Activated | F | <p>Indicates whether the phone numbers must be activated or deactivated.</p> <p>When imported, optionally contains one of the following:</p> <p>True – Phone numbers must be activated.</p> <p>False – Phone numbers must be deactivated.</p> <p>When Phone Number Activation is disabled in Clearspan, this column is ignored, regardless of whether it is empty or contains any value.</p> <p>When exported, the column contains:</p> <p>True – Phone numbers have been activated.</p> <p>False – Phone numbers have not been activated.</p> <p>(Both) – Some phone numbers in a range of phone numbers have been activated and some have not.</p> |
| The rightmost column is used for error reporting. | | |

| Column Name | Col | Field Requirements |
|----------------|-----|---|
| Error Response | G | Used to provide detail of a failure in the Results Worksheet. |

7.2.7.1 Add Command

This command adds an individual phone number or range of phone numbers to the Enterprise. It optionally assigns the phone numbers to a specified Group and activates them.

The PhoneNumbers columns used by this command are in the table below. Required columns are marked and bolded. Columns not appearing in the table are unused.

| Column Name | Col | Field Requirements |
|--|-----|---|
| Status | A | See Section 3.2 for more information on the Status column. |
| General Information | | |
| Command | B | (Required) Enter the command: Add |
| Phone Numbers | C | <p>(Required) A single phone number or a range (inclusive) of phone numbers. Ranges are in the form "<Start Phone Number> - <End Phone Number".</p> <p>Note the phone numbers are separated by a space, dash, space (" - "). The spaces are necessary to prevent confusion between the phone number separator and a digit separator between the digits of a phone number.</p> <p>Example: 214-844-6611 - 214-844-6612</p> |
| Group ID | D | <p>Must contain one of the following:</p> <p>[Group ID] – Group ID of an existing group to assign phones numbers to.</p> <p>None - Phone numbers are only added at the enterprise level.</p> <p>Blank – Phone numbers are only added at the enterprise level.</p> <p>Valid groups are available via the DataHelp tab.</p> |
| Activated | F | <p>Indicates whether the phone numbers must be activated or deactivated.</p> <p>Optionally contains one of the following:</p> <p>True – Phone numbers must be activated.</p> <p>False – Phone numbers must be deactivated.</p> |
| The rightmost column is used for error reporting. | | |
| Error Response | G | Used to provide detail of a failure in the Results Worksheet. |

7.2.7.2 Modify Command

This command assigns phone numbers to a Group, reassigns them to another Group, or unassigns them using "None" as the Group to return them to the Enterprise. The command also can activate or deactivate the phone numbers when they are assigned to a Group.

The PhoneNumbers columns used by this command are in the table below. Required columns are marked and bolded. Columns not appearing in the table are unused.

| Column Name | Col | Field Requirements |
|----------------------------|-----|---|
| Status | A | See Section 3.2 for more information on the Status column. |
| General Information | | |
| Command | B | (Required) Enter the command: Modify |
| Phone Numbers | C | <p>(Required) A single phone number or a range (inclusive) of phone numbers. Ranges are in the form "<Start Phone Number> - <End Phone Number>".</p> <p>Note the phone numbers are separated by a space, dash, space (" - "). The spaces are necessary to prevent confusion between the phone number separator and a digit separator between the digits of a phone number.</p> <p>Example: 214-844-6611 - 214-844-6612</p> |
| Group ID | D | <p>Must contain one of the following:</p> <p>[Group ID] – Group ID of an existing group to assign phones numbers to.</p> <p>None - Phone numbers are only added at the enterprise level.</p> <p>Blank – Phone numbers are only added at the enterprise level.</p> <p>Valid groups are available via the DataHelp tab.</p> <p>When exported, the Group column contains:</p> <p>[Group ID] – Group ID which the phone numbers are assigned to.</p> <p>(Multiple) – Phone numbers in a range of phone numbers are assigned to multiple groups, or some phone numbers are assigned to a group while others are not.</p> <p>Blank – Phone numbers are not assigned to any group. They are only assigned to the enterprise.</p> |
| Assigned to User | E | <p>(Export Only) Indicates whether the phone numbers are assigned to a user:</p> <p>True – Phone numbers are assigned to a user.</p> <p>False – Phone numbers are not assigned to a user.</p> <p>(Both) – Some phone numbers in a range of phone numbers are assigned to a user and some are not.</p> <p>This column is only exported. It is ignored for an import.</p> |

| Column Name | Col | Field Requirements |
|--|-----|--|
| Activated | F | <p>Indicates whether the phone numbers must be activated or deactivated.</p> <p>When imported, optionally contains one of the following:</p> <p>True – Phone numbers must be activated.</p> <p>False – Phone numbers must be deactivated.</p> <p>When exported, the column contains:</p> <p>True – Phone numbers have been activated.</p> <p>False – Phone numbers have not been activated.</p> <p>(Both) – Some phone numbers in a range of phone numbers have been activated and some have not.</p> |
| <i>The rightmost column is used for error reporting.</i> | | |
| Error Response | G | Used to provide detail of a failure in the Results Worksheet. |

7.2.7.3 Unassign Command

This command unassigns phone numbers from a Group to return them to the Enterprise. Phone numbers must not be assigned to users.

The PhoneNumbers columns used by this command are in the table below. Required columns are marked and bolded. Columns not appearing in the table are unused.

| Column Name | Col | Field Requirements |
|--|-----|---|
| Status | A | See Section 3.2 for more information on the Status column. |
| General Information | | |
| Command | B | (Required) Enter the command: Unassign |
| Phone Numbers | C | <p>(Required) A single phone number or a range (inclusive) of phone numbers. Ranges are in the form "<Start Phone Number> - <End Phone Number".</p> <p>Note the phone numbers are separated by a space, dash, space (" - "). The spaces are necessary to prevent confusion between the phone number separator and a digit separator between the digits of a phone number.</p> <p>Example: 214-844-6611 - 214-844-6612</p> |
| The rightmost column is used for error reporting. | | |
| Error Response | G | Used to provide detail of a failure in the Results Worksheet. |

7.2.7.4 Delete Command

This command deletes phone numbers from the Enterprise. Phone numbers must not be assigned to users.

The PhoneNumbers columns used by this command are in the table below. Required columns are marked and bolded. Columns not appearing in the table are unused.

| Column Name | Col | Field Requirements |
|--|-----|---|
| Status | A | See Section 3.2 for more information on the Status column. |
| General Information | | |
| Command | B | (Required) Enter the command: Delete |
| Phone Numbers | C | <p>(Required) A single phone number or a range (inclusive) of phone numbers. Ranges are in the form "<Start Phone Number> - <End Phone Number".</p> <p>Note the phone numbers are separated by a space, dash, space (" - "). The spaces are necessary to prevent confusion between the phone number separator and a digit separator between the digits of a phone number.</p> <p>Example: 214-844-6611 - 214-844-6612</p> |
| The rightmost column is used for error reporting. | | |
| Error Response | G | Used to provide detail of a failure in the Results Worksheet. |

7.2.8 ACCOUNTIDS WORKSHEET

The commands associated with provisioning account ids at the enterprise, group, and department level are presented within the AccountIDs worksheet.

The following table lists each command and a description of the command.

| Command | Description / Tips |
|---------|---|
| Modify | Assign an Account ID to an enterprise, group or department. |
| Done | Ends processing of the worksheet. |

Each column on the Enterprise Worksheet's PhoneNumbers tab is contained in the table below. Refer to the section for each command for details specific to that command.

| Column Name | Col | Field Requirements |
|--|-----|--|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Modify Done |
| Group ID | C | [Group ID] – Group ID of an existing group to assign an Account ID to the group or a department within the group. Blank – Account ID is added only at the enterprise level. |
| Department ID | D | [Department ID] – Department ID of an existing department to assign an Account ID to the department. Blank – Account ID is added only at the enterprise or group level. |
| Account ID | E | The Account ID to be assigned to the specified enterprise, group, or department: [Account ID] – the account ID to be assigned to the enterprise, group, or department. NULL – removes the account ID assigned to the specified enterprise, group, or department. |
| The rightmost column is used for error reporting. | | |
| Error Response | F | Used to provide detail of a failure in the Results Worksheet. |

8 GROUP IMPORT

8.1 DESCRIPTION

Group import allows provisioning of group-level features. This includes provisioning of Authorization Codes, Call Pickup Groups, Departments, Global Settings, Hunt Groups (including voicemail and call forwarding for Hunt Groups), Managing Groups, Music-on-Hold, Phone Numbers, Speed Dial 8, Speed Dial 100, User Profiles, Voice Portals, and more.



Note: In an exported worksheet, many columns can contain “(Unspecified)” to indicate the settings have yet to be configured in OpEasy Provisioning. When importing an exported worksheet, the entry of “(Unspecified)” in affected columns is treated as if the column value was empty (i.e., the “(Unspecified)” value is ignored).

All columns for all worksheets are explained in detail in the next section of this document. Also note that the commands that may be issued with this worksheet are listed below the ‘Done’ command.

| | A | B | C | D | E | F |
|----|------------------------|---------|----------------|---|-------------|----------------|
| 1 | Enterprise: Moorehouse | | | | | |
| 2 | Date: | | | | | |
| 3 | Version: G232 | | | | | |
| 4 | Modify Command: | | | | Modify | |
| 5 | | | (See DataHelp) | | | |
| 6 | | | | | | |
| 7 | | | | | | |
| 8 | Status | Command | Group | Authorization Code | Description | Error Response |
| 12 | | | | | | |
| 13 | | | | | | |
| 14 | | | | | | |
| 15 | | | | | | |
| 16 | | | | | | |
| 17 | | | | | | |
| 18 | | Done | | | | |
| 19 | | | Commands | Description | | |
| 20 | | | Add | Add Group Communication Barring Authorization Code | | |
| 21 | | | Modify | Modify the description of an existing Authorization Code - only the description may be modified | | |
| 22 | | | Delete | Delete a Communication Barring Authorization Code | | |
| 23 | | | Done | Done (end processing) | | |
| 24 | | | | | | |
| 25 | | | | | | |
| 26 | | | | | | |

8.2 WORKSHEET DETAILS FOR GROUP

8.2.1 SPECIAL ROW/COLUMN INFORMATION

| Row | Column | Information |
|-----|--------|--|
| 1 | A | Contains header ‘Enterprise:’ |
| 1 | B | Contains the enterprise that was selected when issuing the ‘Get Worksheet’ command. This worksheet is enterprise specific and cannot be used for import to any other enterprise. |
| 2 | A | Contains header ‘Date:’ |
| 2 | B | This column is blank for an Import worksheet but contains the date that an import was issued in the Results worksheet. |
| 3 | A | Contains header ‘Version:’ |

| | | |
|-------------|-------------|--|
| 3 | B | Contains the version of the worksheet. |
| 5 | All Columns | Provides comments for various purposes such as to inform which columns may be adjusted via the Modify command. |
| 6 | All Columns | Provides help on what is acceptable input for various fields. |
| 7 | All Columns | Provides color coding to group columns of information into categories. Typically, a header is provided at the start of a new color to identify the category. |
| 8 | | Contains the column labels. The provisioning tool will assume that the next row contains the first row of data, i.e. a valid command. |
| Any after 8 | A | This first column in each worksheet is the Status column. It is updated in the results spreadsheet to either Success or Failure. A 'Skip' in this column will cause the row to be skipped on import. |
| Any after 8 | | The rightmost column in each worksheet is the ErrorResponse column. It is updated in the results spreadsheet for any command that has a status of Failure. |

8.2.2 DATAHELP WORKSHEET

The DataHelp tab provides information for the Enterprise that was selected when the 'Get Worksheet' was issued. Data from this worksheet may be cut and pasted to the other worksheets. For example, several worksheets require that the row contain an entry in the Group column, so the administrator could come to this tab to view the available Groups and then cut the appropriate Group Name from the cell to paste into the appropriate worksheet.

| | A | B | C | D | E | F |
|----|-------------|--|---|----------------------|---------------------------|-----------------------|
| 1 | Enterprise: | | | | | |
| 2 | Date: | 03/21/2017 12:46:59 | | | | |
| 3 | Version: | G265 | | | | |
| 4 | Notes: | | | | | |
| 5 | | | | | | |
| 6 | 1 | You may copy and paste from these columns into cells on the various tabs. However, in some cases, preceding identifier information is provided, that is not to be included. For example, the Device Templates column lists Phone Manufacturer/Level/Group ID/Device Type/Template Name; only copy the Template Name, excluding the preceding identifier information. | | | | |
| 7 | | | | | | |
| 8 | | | | | | |
| 9 | | | | | | |
| 10 | | Valid information for the selected enterprise | | | | |
| 11 | | Group IDs | Group Names (corresponding Group IDs in previous column) | Time Zones | States / Provinces | Group Services |
| 12 | | Hershey | Hershey | America/St_Johns | Alabama | Account/Authorization |
| 13 | | Relyks | Relyks | America/Halifax | Alaska | Auto Attendant |
| 14 | | | | America/Montreal | Alberta | Auto Attendant - Star |
| 15 | | | | America/New_York | Arizona | Auto Attendant - Vide |
| 16 | | | | America/Indianapolis | Arkansas | Call Capacity Manag |
| 17 | | | | America/Winnipeg | British Columbia | Call Intercept Group |
| 18 | | | | America/Chicago | California | Call Park |
| 19 | | | | America/Edmonton | Colorado | Call Pickup |
| 20 | | | | America/Denver | Connecticut | Custom Ringback Gr |
| 21 | | | | America/Vancouver | D.C. | Custom Ringback Gr |

Note that many more columns exist in this worksheet than are displayed per the screen capture. Note too that some columns (e.g., Departments, Domains, User Profile) contain the "Group/Name". This is useful because it tells the administrator to which group the listed Department, Domain or User Profile, etc. belongs. However, when pasting these cells into the other worksheets, the Group name must be removed or an error will result when processing occurs.

Each column on the Group Worksheet's DataHelp tab is contained in the table below.

| Column Name | Col | Contents |
|--------------------------|-----|--|
| Group IDs | B | Provides all groups within the enterprise. Groups are identified using the Group ID. |
| Group Names | C | Names of all groups within the enterprise. These names coorespond to the Group IDs in the previous column. Group Names are not used in any of the import columns. They are only displayed to help identify the cooresponding Group IDs. |
| Time Zones | D | Provides all Time Zones that are supported. |
| States / Provinces | E | Provides a list of states and provinces. |
| Group Services | F | Provides all Group Services that are supported. |
| User Services | G | Provides all User Services that are supported. |
| Enterprise Service Packs | H | Provides names of all service packs in the Enterprise. |
| Call Pickup Groups | I | Provides all Call Pickup Groups per group. |
| Departments | J | Provides all Departments and identifies the level of the department, Group or Enterprise. |

| Column Name | Col | Contents |
|-------------------------------|-----|--|
| Flex Seating Hosts | K | Provides all Flexible Seating Hosts per group. |
| Flex Seating Host Services | L | Provides all Flexible Seating Host Services that are supported. |
| Hunt Groups | M | Provides all Hunt Groups per group. |
| Hunt Group Services | N | Provides all Hunt Group Services that are supported. |
| Languages | O | Provides Languages that are supported. |
| Network Classes of Service | P | Provides all Network Classes of Service per group. |
| Enterprise Time Schedules | Q | Provides all Enterprise level Time Schedules. |
| Group Time Schedules | R | Provides all Group level Time Schedules per group. |
| Enterprise Holiday Schedules | S | Provides all Enterprise level Holiday Schedules. |
| Group Holiday Schedules | T | Provides all Group level Holiday Schedules per group. |
| User Profiles | U | Provides all User Profiles per group. |
| Device Types | V | Provides all Device Types that are supported. |
| Device Templates | W | Provides all Device Templates including the phone manufacturer, device level, group (if applicable) and device type. |
| Network Server Sites | X | Provides all Network Server Sites. |
| Group Service Packs | Y | Provides all Group Service Packs per group. |
| Domains | Z | Provides all Domains per group. |
| Available Phone Number Ranges | AA | Provides all Available Phone Number Ranges per group. |
| Trunk Groups | AB | Provides all Trunk Groups per group. |
| Enterprise Trunks | AC | Provides all Enterprise Trunks. |
| Group Music On Hold Profiles | AD | Provides all supported Group Music On Hold Profiles. |
| User Music On Hold Profiles | AE | Provides all supported User Music On Hold Profiles. |
| Audio Codecs | AF | Provides a list of supported audio codecs. |
| Office Zones | AG | Provides a list of supported office zones. |
| Virtual On-Net Call Types | AH | Provides a list of valid Virtual On-Net Call Types. |
| Conference Servers | AI | Provides a list of valid Conference Servers. |
| User Defined Field Names | AJ | Lists the User Defined Fields that are configured for the enterprise. |

8.2.3 ANNOUNCEMENTS WORKSHEET

The commands that are associated with the group's Announcement Repository are presented within the Announcements worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

| Commands | | |
|----------|------------------------|---|
| Add | Add a new announcement | Or add multiple announcements to the same repository with specification of only Announcement Name and Announcement File Name on subsequent rows |
| Modify | Modify an announcement | Or modify multiple announcements in the same repository with specification of only New Announcement Name and/or Announcement File Name on subsequent rows |
| | | To replace an announcement, specify Announcement Name and Announcement File Name |
| | | To rename an announcement, specify Announcement Name, New Announcement Name and Announcement File Type |
| Delete | Delete an announcement | To delete multiple announcements, specify the 'Delete' command on each row |
| Done | Done (end processing) | |

Each column on the Announcements tab is contained in the table that follows.

| Column Name | Col | Field Requirements |
|----------------------------|-----|---|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Add Modify Delete Done |
| Repository Type | C | Identify the type of announcement repository. Use Group for the Group Repository Type or leave blank for Hunt Group Repository Type. |
| Group ID / Hunt Group ID | D | Enter the Repository ID. Enter the Group ID for a Group Repository Type. Enter the Hunt Group ID for a Hunt Group Repository Type. |
| Announcement Name | E | Enter the name of the Announcement. Do not include the extension. |
| New Announcement Name | F | Enter the new name of the announcement when renaming, during Modify operation only. Do not include the extension. |
| Announcement File Name | G | File Name of media file to upload. The file name must include the path (if any) to the file in the uploaded zip file. |
| Announcement File Type | H | File type. Valid values: WAV WMA MOV 3GP |
| File Size (KB) | I | Existing file size (Export Only) |

| Column Name | Col | Field Requirements |
|---|-----|---|
| Last Upload | J | Existing file date/time uploaded (Export Only) |
| <i>The rightmost column is used for error reporting.</i> | | |
| Error Response | K | Used to provide detail of a failure in the Results Worksheet. |

8.2.4 AUTHORIZATIONCODES WORKSHEET

The commands associated with provisioning Communication Barring Authorization Codes are presented within the AuthorizationCodes worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

| Commands | Description |
|----------|---|
| Add | Add Group Communication Barring Authorization Code |
| Modify | Modify the description of an existing Authorization Code - only the description may be modified |
| Delete | Delete a Communication Barring Authorization Code |
| Done | Done (end processing) |

Each column on the Group Worksheet's AuthorizationCodes tab is contained in the table that follows.

| Column Name | Col | Field Requirements |
|--|-----|---|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Add Modify Delete Done |
| Group ID | C | Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab. |
| Auto Reset | D | Indicates whether or not the authorization code is to be reset automatically on a periodic basis. Values: True False |
| Authorization Code | E | 2-14 Digit Number. |
| Description | F | Description of Authorization Code – 0-80 characters. |
| <i>The right-most column is used for error reporting.</i> | | |
| Error Response | G | Used to provide detail of a failure in the Results Worksheet. |

8.2.5 CALL CENTERS WORKSHEET

The commands associated with provisioning Call Centers are presented within the Call Centers worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

| Commands | Description |
|----------|-----------------------|
| Add | Add Call Center |
| Modify | Modify Call Center |
| Delete | Delete Call Center |
| Done | Done (end processing) |

Each column on the Group Worksheet's Call Center tab is contained in the table that follows.

| Column Name | Col | Field Requirements |
|----------------------------|-----|--|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Add Modify Delete Done |
| Group ID | C | Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab. |
| Active | D | Values: True False May be modified via the Modify command. |
| Call Center ID | E | Call Center ID must be unique within the system. Format: xxx@yyy.com (or .org, .net, etc.) xxx must be at least 6 characters yyy.com must be known by the system May be modified via the Modify command by entering the replacement ID the New Call Center ID column |

| Column Name | Col | Field Requirements |
|-----------------------------|-----|---|
| Call Center Type | F | Values: Basic Standard Premium May be modified via the Modify command. |
| New Call Center ID | G | Used on the Modify command. |
| Call Center Name | H | Up to 30 characters. May be modified via the Modify command. |
| Department | I | Must match the name of an existing Department. Valid departments per the group are available via the DataHelp tab; strip the Group Name if doing a copy & paste from DataHelp. May be modified via the Modify command. |
| Phone Number | J | Enter the primary phone number, up to 23 characters. E.164 format is supported. Must exist and be assigned to the Enterprise/Group. May be modified via the Modify command. 'NULL' value will remove a phone number from an existing user. |
| Phone Number Activation | K | Values: Activate Deactivate May be modified via the Modify command. |
| Extension | L | Enter the extension, up to 20 characters. May be modified via the Modify command. |
| Call Center Password | M | Enter characters. Password rules are defined on Clearspan. Sets the password for this Call Center. May be modified via the Modify command. |
| Calling Line Id Settings | | |
| Calling LineId Last Name | N | Up to 30 characters. May be modified via the Modify command. |
| Calling LineId First Name | O | Up to 30 characters. May be modified via the Modify command. |
| Calling LineId Phone Number | P | Up to 23 characters. May be modified via the Modify command. |
| Call Center Settings | | |

| Column Name | Col | Field Requirements |
|-------------------------|-----|---|
| Policy | Q | Values: Circular Regular Simultaneous Uniform Weighed Call Distribution May be modified via the Modify command. |
| Routing Type | R | Values: Priority Based Skill Based May be modified via the Modify command. |
| Queue Length | S | Values: 1-525 May be modified via the Modify command. |
| Video | T | Values: True False May be modified via the Modify command. |
| Play Ringing | U | Values: True False May be modified via the Modify command. |
| Allow Escape | V | Values: True False May be modified via the Modify command. |
| Escape Digit | W | Values: 9-0, *, or # May be modified via the Modify command. |
| Reset Caller Statistics | X | Values: True False May be modified via the Modify command. |
| Reporting Settings | | |
| External Reporting | Y | Values: True False May be modified via the Modify command. |
| Agent Settings | | |

| Column Name | Col | Field Requirements |
|----------------------------------|-----|---|
| Agents Join Call Centers | Z | Values: True False May be modified via the Modify command. |
| Call Waiting on Agents | AA | Values: True False May be modified via the Modify command. |
| Calls to Agents in Wrap-Up state | AB | Values: True False May be modified via the Modify command. |
| Maximum ACD Wrap-Up | AC | Values: True False May be modified via the Modify command. |
| Wrap-Up Timer | AD | Specified using the form <i>minutes::seconds</i> May be modified via the Modify command. |
| Automatically Set Agent State | AE | Values: True False May be modified via the Modify command. |
| Agent State | AF | Values: Available Unavailable Wrap-Up May be modified via the Modify command. |
| Automatically Answer Calls | AG | Values: True False May be modified via the Modify command. |
| Answer Calls After Waiting | AH | Values: 1-10 May be modified via the Modify command. |
| Optional Information | | |
| Class of Service | AI | Optional. If present must be valid existing Class of Service. Values may be selected from DataHelp tab, "Network Classes of Service" column. May be modified via the Modify command. |
| Time Zone | AJ | Valid Values available on the DataHelp tab May be modified via the Modify command. |

| Column Name | Col | Field Requirements |
|--|-----|--|
| Language | AK | Valid values available on the DataHelp tab May be modified via the Modify command. |
| Routing Policies – Bounced Calls | | |
| Bounce Calls | AL | Values: True False May be modified via the Modify command. |
| Bounce Rings | AM | Values: 1-20 May be modified via the Modify command. |
| Routing Policies – Overflow | | |
| Action | AN | Values: Busy Transfer Ringin May be modified via the Modify command. |
| Transfer Phone Number | AO | Value required if Action = Transfer May be modified via the Modify command. |
| Overflow | AP | Values: True False May be modified via the Modify command. |
| Overflow Wait | AQ | Values: 0-7200 May be modified via the Modify command. |
| Play Announcement | AR | Values: True False May be modified via the Modify command. |
| <i>The right-most column is used for error reporting.</i> | | |
| Error Response | AS | Used to provide detail of a failure in the Results Worksheet. |

8.2.6 CALLPICKUPGROUPS WORKSHEET

The commands associated with provisioning Call Pickup Groups are presented within the CallPickupGroups worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

| Commands | Description | |
|-------------|--|--|
| Add | Create a new Call Pickup Group | |
| Modify | Assign the given list of users to an existing Call Pickup Group | |
| Delete | Delete a Call Pickup Group | |
| AddUsers | Add one or more Users to the Call Pickup Group (by User Id) | |
| DeleteUsers | Remove one or more Users from the Call Pickup Group (by User Id) | |
| Done | Done (end processing) | |

Each column on the Group Worksheet's CallPickupGroups tab is contained in the table that follows.

| Column Name | Col | Field Requirements |
|---|-----|---|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Add Modify Delete AddUsers DeleteUsers Done |
| Group ID | C | Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab. |
| Call Pickup Group Name | D | Valid Call Pickup Groups are available via the DataHelp tab. |
| UserId | E | Users assigned to call pickup group. |
| The right-most column is used for error reporting. | | |
| Error Response | F | Used to provide detail of a failure in the Results Worksheet. |

8.2.7 DEPARTMENTS WORKSHEET

The commands associated with provisioning departments at the group level are presented within the Departments worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

| Commands | Description |
|-----------------|------------------------------|
| AddGroupDept | Add Group Department |
| ModifyGroupDept | Modify Group Department data |
| DeleteGroupDept | Delete Group Department |
| Done | Done (end processing) |

Each column on the Group Worksheet's Departments tab is contained in the table that follows.

| Column Name | Col | Field Requirements |
|---|-----|---|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: AddGroupDept ModifyGroupDept DeleteGroupDept Done |
| Group ID | C | Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab. |
| Department Name | D | 1-50 characters. |
| New Department Name | E | Only used when changing name with Modify. 0-50 characters. |
| Parent Department | F | Can be copied from the DataHelp Departments. Can be entire path or just the parent department indicating Enterprise/Group in parenthesis. |
| Department Calling Line ID Name | G | |
| Department Calling Line ID Number | H | |
| The right-most column is used for error reporting. | | |
| Error Response | I | Used to provide detail of a failure in the Results Worksheet. |

8.2.8 EMERGENCYCALLNOTIFICATION WORKSHEET

The commands associated with provisioning Emergency Call Notification are presented within the EmergencyCallNotification worksheet.

The following table lists each command and a description of the command.

| Command | Description / Tips |
|---------|--|
| Modify | Modify the Group Emergency Call Notification Details |
| Done | Ends processing of the worksheet. |

Each column on the Group Worksheet's Emergency Call Notification tab is contained in the table below. Refer to the section for each command for details specific to that command.

| Column Name | Col | Field Requirements |
|--|-----|---|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Modify Done |
| Group ID | C | Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab. |
| Send Notification Email | D | Enable the sending of the Notification Email: True False |
| Email Id | E | Destination Email address. 1 to 50 characters. |
| The rightmost column is used for error reporting. | | |
| Error Response | F | Used to provide detail of a failure in the Results Worksheet. |

8.2.9 ERL RECORDS

The commands associated with provisioning ERL records at the enterprise level are presented within the ErlRecords worksheet.

The following table lists each command and a description of the command.

| Command | Description / Tips |
|---------|-----------------------------------|
| Add | Add an ERL Record to the ERS |
| Modify | Modify an ERL Record |
| Delete | Delete an ERL Record |
| Done | Ends processing of the worksheet. |

Each column on the Enterprise Worksheet's PhoneNumbers tab is contained in the table below. Refer to the section for each command for details specific to that command.

| Column Name | Col | Field Requirements |
|----------------------------|-----|---|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Add Modify Delete Done |
| ERL Name | C | Name of the ERL. This is the name used to reference the ERL when adding, modifying, or deleting the ERL. This name is also used when assigning an ERL to a device in OpEasy. |
| ERL ID | D | This is the ID assigned to the ERL by the ERS. This is an export only field. |
| House Number | E | The house (building) number of the street address. 1-10 characters |
| Street | F | Name of the street or road. 1-48 characters. |
| City | G | Name of the city or township. 1-32 characters. |
| State | H | 2 digit state abbreviation |
| Zip Code | I | A US or Canada postal zip code. 3-10 characters. |
| Country | J | 2 character country abbreviation. US or CA only |

| Column Name | Col | Field Requirements |
|---|-----|--|
| Location | K | Additional location information such as floor, suite number, area designation, etc... 0-60 characters. |
| Description | L | A description for the location provided by the ERS such as "Main Office", "Downtown Office", "Warehouse", etc...0-120 characters. |
| Delivery Method | M | An ERL-level delivery method that instructs how an emergency call will be routed. Calls can be routed to the local PSAP, a Security Desk, or a conference between the two. Valid values are PSAP , SecurityDesk , or Conference . |
| Custom Callback | N | A 10 digit custom callback DID. |
| Notification Email | O | A list of email addresses or SMS addresses that are to receive notifications of emergency calls for this ERL. A comma-separated list of email addresses. |
| Security Desk DID | P | 10 digit DID of the security desk. |
| Notification Display | Q | Either the original or a remapped phone number that displays at the security desk. Valid values are Original or Remapped . |
| Security Desk Mute | R | Used when the Conference Delivery Method is specified. Determines if the security desk is muted or unmuted during the emergency call. Valid values are Mute or Unmuted . |
| <i>The rightmost column is used for error reporting.</i> | | |
| Error Response | S | Used to provide detail of a failure in the Results Worksheet. |

8.2.10 FLEX SEATING HOSTS WORKSHEET

The commands associated with provisioning Flexible Seating hosts at the group level are presented within the Flex Seating Hosts worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.



Note: Some commands might not be available, depending on the administrator's privileges.

| Commands | | | |
|---------------------|---|--|--|
| AddHost | Add a new Flexible Seating Host | | |
| ModifyHost | Modify Flexible Seating Host (modifiable fields indicated by ModifyHost) | | |
| DeleteHost | Delete the Flexible Seating Host | | |
| AddHostAssignDevice | Add a new Flexible Seating Host and assign to an existing device | | |
| AssignDevice | Assign a device to the specified Flexible Seating Host | | |
| UnassignDevice | Unassign a device from the specified Flexible Seating Host | | |
| AssignServices | Assign one or more Services (separate services with ALT-ENTER in the worksheet) | | |
| ReplaceServices | Replace all services with those specified (separate services with ALT-ENTER in the worksheet) | | |
| DeleteServices | Delete one or more services (separate service names with ALT-ENTER in the worksheet) | | |
| DeleteAllServices | Delete all Services for the user | | |
| Done | Done (end processing) | | |

Each column on the Group Worksheet's Flex Seating Host tab is contained in the table that follows.

| Column Name | Col | Field Requirements |
|----------------------------|-----|---|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: AddHost ModifyHost DeleteHost AddHostAssignDevice AssignDevice UnassignDevice AssignServices ReplaceServices DeleteServices DeleteAllServices Done |
| Group ID | C | Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab. |
| Host Information | | |
| Flex Seating Host ID | D | Identifies the Flexible Seating Host. Valid Flex Seating Hosts are available via the DataHelp tab. |
| Active | E | Determines the status of the Flexible Seating Host. Values: True False |
| Name | F | Name of the Flexible Seating Host. |

| Column Name | Col | Field Requirements |
|--|-----|--|
| New Flexible Seating Host ID | G | New Flexible Seating Host ID when performing ModifyHost. |
| Department | H | Enter the name of the Department associated with this Flexible Seating Host. Valid departments are available via the DataHelp tab. |
| Phone Number | I | Enter the Flexible Seating Host's phone number. |
| Phone Number Activation | J | Activate or deactivate the phone number. Values: Activate Deactivate When Phone Number Activation is disabled in Clearspan, this column is ignored, regardless of whether it is empty or contains any value. |
| Allow Emergency Calls | K | Indicates whether the phone number can place emergency calls: True False |
| Allow Voice Portal Calls | L | Indicates whether the phone number can place calls to the voice portal: True False |
| Extension | M | Enter the Flexible Seating Host's extension. |
| Services | N | Services to assign or unassign from the Flexible Seating Host. One or more of the following Services can be entered, separated by ALT-ENTER: Authentication Privacy Basic Call Logs Calling Line ID Blocking Enhanced Call Logs |
| Calling Line and Auth Information | | |
| Calling LineID Last Name | O | Enter the last name to be displayed on lines with Caller ID. |
| Calling LineID First Name | P | Enter the first name to be displayed on lines with Caller ID. |
| Calling LineID Phone Number | Q | Enter the phone number to use for Calling Line ID services. |
| Auth Name | R | Enter an Authentication Name of up to 80 characters. This is the name used when authenticating the Flexible Seating Host. |

| Column Name | Col | Field Requirements |
|--|-----|---|
| Auth Password | S | Enter an Authentication Password of up to 20 characters. This is the password used when authenticating the Flexible Seating Host. This column is only imported. Passwords are never exported (column is left blank). |
| Device Information | | |
| Device Name | T | Enter the name of the host device. |
| Device Level | U | Enter the level of the host device. Most devices are Group level. Values: System Enterprise Group |
| Device LinePort | V | Enter the line/port for this host. |
| Device Billing Type | W | Enter a Device Billing Type, or enter UseOrgBillingType to use the organization default value (set for the Group or Enterprise). Valid Device Billing Types are available on the DataHelp tab. |
| Optional Information | | |
| Language | X | Enter the language to use. Optional. Valid languages for the selected enterprise/group are available via the DataHelp tab. |
| TimeZone | Y | Enter the time zone to use. Optional. Valid Time Zones for the selected enterprise/group are available via the DataHelp tab. |
| Export Only – Detailed Device Information | | |
| Device Type | Z | Type of host device (an existing Device Type). |
| MAC Address | AA | MAC address (up to 12 characters) of the host device. |
| Device Contact | AB | Up to 1024 characters. |
| Device Description | AC | Up to 80 characters. |
| Device Access UserName | AD | User name of up to 161 characters for host device access. Used by Device Management to identify the host device for configuration files setup with Device Credentials. Must be unique within the system. |
| Device Access Password | AE | Password of up to 60 characters for host device access. Used by Device Management to identify the host device for configuration files setup with Device Credentials. |
| Device Template | AF | Name of an existing OpEasy template. |

| Column Name | Col | Field Requirements |
|--|-----|---|
| Template Level | AG | Level of the OpEasy template. Values: Enterprise Group |
| VLAN ID | AH | Identifies a VLAN Id. |
| ERL Record Name | AI | Up to 50 characters. Follows the format set forth by the Emergency Gateway System. |
| <i>The right-most column is used for error reporting.</i> | | |
| Error Response | AJ | Used to provide detail of a failure in the Results Worksheet. |

8.2.11 FSH GUEST ASSOCIATION WORKSHEET

The commands associated with provisioning guest associations for Flexible Seating hosts are presented within the FSH Guest Association worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

| Commands | | |
|--------------------|--|--|
| Modify | Modify Flexible Seating Host Guest Association | |
| ReleaseAssociation | Release Guest Association | |
| Done | Done (end processing) | |

Each column on the Group Worksheet's FSH Guest Association tab is contained in the table that follows.

| Column Name | Col | Field Requirements |
|----------------------------|-----|---|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Modify ReleaseAssociation Done |
| Group ID | C | Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab. |

| Column Name | Col | Field Requirements |
|--|-----|---|
| Flex Seating Host ID | D | Must match the Flexible Seating Host ID of an existing host. Valid Flex Seating Hosts are available via the DataHelp tab. |
| Enforce Association | E | Specify whether an association time limit is enforced: True False |
| Association Limit | F | Maximum time, in hours, that a guest association is allowed with this host. Ranges from 1-999. Defaults to 12. |
| Access Level | G | Specify the association access level: Enterprise Group |
| Guest Information – Export Only | | |
| Last Name | H | Last name of the Flexible Seating guest. |
| First Name | I | First name of the Flexible Seating guest. |
| Phone Number | J | Phone number of the Flexible Seating guest. |
| Location Dialing Code | K | Location Dialing Code of the Flexible Seating guest. |
| Extension | L | Extension of the Flexible Seating guest. |
| Association Time | M | Amount of time that the guest and host have been associated. |
| <i>The right-most column is used for error reporting.</i> | | |
| Error Response | N | Used to provide detail of a failure in the Results Worksheet. |

8.2.12 FSH PRIVACY WORKSHEET

The commands associated with provisioning privacy for Flexible Seating hosts are presented within the FSH Privacy worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

| Commands | |
|----------|-------------------------|
| Modify | Modify Privacy settings |
| Done | Done (end processing) |

Each column on the Group Worksheet's FSH Privacy tab is contained in the table that follows.

| Column Name | Col | Field Requirements |
|--|-----|---|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Modify Done |
| Group ID | C | Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab. |
| Flex Seating Host ID | D | Must match the Flexible Seating Host ID of an existing host. Valid Flex Seating Hosts are available via the DataHelp tab. |
| Directory Privacy | E | Specify whether directory privacy is enabled for the Flexible Seating host: True - Host is excluded from directory listings False |
| Auto Att Ext Dialing Privacy | F | Specify whether Auto Attendant extension dialing privacy is enabled: True - Host is excluded from Auto Attendant extension dialing False |
| Auto Att Name Dialing Privacy | G | Specify whether Auto Attendant name dialing privacy is enabled: True - Host is excluded from Auto Attendant name dialing False |
| <i>The right-most column is used for error reporting.</i> | | |

| Column Name | Col | Field Requirements |
|----------------|-----|---|
| Error Response | H | Used to provide detail of a failure in the Results Worksheet. |

8.2.13 GLOBAL SETTINGS - AUDIOCODES MP WORKSHEET

The commands associated with provisioning the Group Global Settings for AudioCodes MediaPack 1XX/1288 series devices are presented within the Global Settings - AudioCodes MP worksheet. Note that there is no support for provisioning global settings at either of the system or enterprise levels.

The following table lists each command and a description of the command.

| Command | Description / Tips |
|---------|--|
| Modify | Modify the Group Global Settings for AudioCodes MediaPack 1XX/1288 series devices. "UseEnterpriseSetting" is the default value for all columns unless otherwise noted. May be shortened to "UseEnt". |
| Done | Ends processing of the worksheet. |

Each column on the Group Worksheet's Gbl Settings - AudioCodes MP tab is contained in the table below. As there is only one available command (Modify) for this tab, the table is specific to that one command. Required columns are marked and bolded.

| Column Name | Col | Field Requirements |
|--------------------------------|-----|---|
| Status | A | See Section 3.2 for more information on the Status column. |
| General Information | | |
| Command | B | (Required) Enter the command: Modify |
| Group ID | C | (Required) Must match the name of an existing Group. Valid groups are available via the DataHelp tab. |
| SIP Settings | | |
| External Proxy | D | Host name or IP address of the outbound proxy server to use, or enter UseEnterpriseSetting to obtain both the External Proxy and Backup External Proxy settings from the enterprise-level Global Settings. Optionally, includes a port number following the address, in the form of "<Host name or IP address>:<Port>". New Group Default: UseEnterpriseSetting |
| External Proxy Encryption Port | E | Outbound Proxy port number used when encryption is being used. This field is required if Outbound Proxy is entered. |
| Backup External Proxy 1 | F | Host name or IP address of the 1 st backup outbound proxy server to use. Note that if the External Proxy column contains UseEnterpriseSetting, the Backup External Proxy is also obtained from the enterprise-level Global Settings. |
| Backup External Proxy 2 | G | Host name or IP address of the 2 nd backup outbound proxy server to use. Note that if the External Proxy column contains UseEnterpriseSetting, the Backup External Proxy is also obtained from the enterprise-level Global Settings. |

| Column Name | Col | Field Requirements |
|----------------------------------|-----|--|
| Backup External Proxy 3 | H | Host name or IP address of the 3 rd backup outbound proxy server to use. Note that if the External Proxy column contains UseEnterpriseSetting , the Backup External Proxy is also obtained from the enterprise-level Global Settings. |
| Backup External Proxy 4 | I | Host name or IP address of the 4 th backup outbound proxy server to use. Note that if the External Proxy column contains UseEnterpriseSetting , the Backup External Proxy is also obtained from the enterprise-level Global Settings. |
| Local SIP Port | J | Enter the SIP port number to use when not using Stand-alone Survivability: Port – Port number in range 1 to 65535. The standard port is 5060. UseEnterpriseSetting - Obtains the setting from the enterprise-level Global Settings New Group Default: 5060 |
| Local SIP TLS Port | K | Enter the SIP TLS port number to use when not using Stand-alone Survivability: TLS Port – TLS port number in range 1 to 65535. The standard port is 5061. UseEnterpriseSetting - Obtains the setting from the enterprise-level Global Settings New Group Default: 5061 |
| Encryption (TLS/SRTP) | L | Choose the use of TLS and SRTP encryption of all calls from the device: Required – Require the use of both TLS and SRTP encryption for calls NotAllowed – Do not allow the use of TLS or SRTP encryption of calls UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings New Group Default: UseEnterpriseSetting |
| Encryption Certificate File | M | Enter the name of the encryption certificate file, which is retained in Device Management for the 'Clearspan' Device Type. The filename should not include the path to the file. This field is required when Encryption (TLS/SRTP) is set to Required . Enter NULL to delete any existing name of the Encryption Certificate File. Note that if the Encryption (TLS/SRTP) column above contains UseEnterpriseSetting , the Encryption Certificate File is also obtained from the enterprise-level Global Settings. |
| Stand-alone Survivability | | |

| Column Name | Col | Field Requirements |
|------------------------|-----|---|
| Local SIP Port | N | <p>Enter the SIP port number to use when Stand-alone Survivability is configured:</p> <p>Port – Port number in range 1 to 65535. The standard port is 5060.</p> <p>UseEnterpriseSetting - Obtains the setting from the enterprise-level Global Settings</p> <p>New Group Default: 5060</p> |
| Local SIP TLS Port | O | <p>Enter the SIP TLS port number to use when Stand-alone Survivability is configured:</p> <p>TLS Port – TLS port number in range 1 to 65535. The standard port is 5061.</p> <p>UseEnterpriseSetting - Obtains the setting from the enterprise-level Global Settings</p> <p>New Group Default: 5061</p> |
| SAS Local SIP Port | P | <p>Enter the SIP port number to use when in survivable mode:</p> <p>Port – Port number in range 1 to 65535. The standard port is 5080.</p> <p>UseEnterpriseSetting - Obtains the setting from the enterprise-level Global Settings</p> <p>New Group Default: 5080</p> |
| SAS Local SIP TLS Port | Q | <p>Enter the SIP TLS port number to use when in survivable mode:</p> <p>TLS Port – TLS port number in range 1 to 65535. The standard port is 5081.</p> <p>UseEnterpriseSetting - Obtains the setting from the enterprise-level Global Settings</p> <p>New Group Default: 5081</p> |
| SAS Default Gateway | R | <p>Host name or IP address of the default gateway to use when in survivable mode, or enter UseEnterpriseSetting to obtain the setting from the enterprise-level Global Settings.</p> <p>Optionally, includes a port number following the address, in the form of "<Host name or IP address>:<Port>".</p> <p>New Group Default: UseEnterpriseSetting</p> |
| DNS Servers | | |
| Primary DNS Server | S | <p>Host name or IP address of the primary DNS server to use, or enter UseEnterpriseSetting to obtain both the Primary DNS Server and Secondary DNS Server settings from the enterprise-level Global Settings.</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Secondary DNS Server | T | <p>Host name or IP address of the secondary DNS server to use.</p> <p>Note that if the Primary DNS Server column contains UseEnterpriseSetting, the Secondary DNS Server is also obtained from the enterprise-level Global Settings.</p> |
| Time Settings | | |

| Column Name | Col | Field Requirements |
|-----------------------------------|-----|---|
| Time Server | U | Host name or IP address of the time server to use, or enter UseEnterpriseSetting to obtain both the Time Server and Backup Time Server settings from the enterprise-level Global Settings. New Group Default: UseEnterpriseSetting |
| Backup Time Server | V | Host name or IP address of the backup time server to use. Note that if the Time Server column contains UseEnterpriseSetting , the Backup Time Server is also obtained from the enterprise-level Global Settings. |
| Time Zone | W | Enter one of the following: Specific time zone. Valid time zones are provided in the DataHelp tab. UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings New Group Default: UseEnterpriseSetting |
| Device Settings and Codecs | | |
| LAN Port Mode | X | Enter one of the following LAN port modes: Auto – Automatic detection of LAN mode is used 10MHalf – 10 Mb, Half-Duplex 10MFull – 10 Mb, Full-Duplex 100MHalf – 100 Mb, Half-Duplex 100MFull – 100 Mb, Full-Duplex UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings New Group Default: Auto |
| Voice Codecs | Y | List up to 4 codecs to use, in order of selection priority, with each codec in the list separated by either ALT-ENTER or a comma. Each codec should appear only once in the list. Select the codecs from the following: G711 u-law – Codec uses G.711 mu-law encoding G711 A-law – Codec uses G.711 A-law encoding G722 – Codec uses G.722 encoding G729AB – Codec uses G.729ab encoding Alternatively, enter UseEnterpriseSetting to obtain the list of codecs from the enterprise-level Global Settings. New Group Default: UseEnterpriseSetting |
| SNMP Settings | | |
| SNMP Traps | Z | Enable or disable SNMP traps: Disabled SendToOpEasySnmManager SendToExternalSnmManager UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings New Group Default: UseEnterpriseSetting |

| Column Name | Col | Field Requirements |
|--|-----|--|
| SNMP Server Address List | AA | Host name or IP address list separated by comma (,) and/or ALT-ENTER. |
| Quality Monitoring | | |
| Quality Monitoring | AB | <p>Enable or disable quality monitoring:</p> <p>Off – Disable quality monitoring</p> <p>Session – Enable session monitoring</p> <p>PeriodicAndSession – Enable both periodic and session monitoring</p> <p>UseEnterpriseSetting – Obtains both the Quality Monitoring and Collector Server Address settings from the enterprise-level Global Settings</p> <p>New Group Default: Off</p> |
| General Settings | | |
| Conference Server | AC | <p>Conference server name to be used for conference calls. Enter one of the following:</p> <p>Name of a conference server configured for the enterprise. Valid Conference Servers are provided in the DataHelp tab.</p> <p>UseEnterpriseSetting – Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Extra Settings | | |
| Extra Settings | AD | <p>Optionally, one or more lines of AudioCodes settings in the setting format required by the AudioCodes device. The settings must be valid XML. The lines must be separated by ALT-ENTER.</p> <p>Start the first line with “Add:” to add these lines of Extra Settings to any Extra Settings already defined in the Global Settings. Otherwise, the entered Extra Settings will replace any existing settings.</p> <p>Enter NULL to delete any existing Extra Settings.</p> |
| Dial Plan | AE | <p>Dial plan the AudioCodes device should use:</p> <p>Dial plan - Consists of one or more digit patterns, each separated by a symbol, such as “[01]XXX 91XXXXXXXXXX *XX”.</p> <p>UseEnterpriseSetting - Obtains both the Dial Plan and Digit Timeout settings from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Digit Timeout | AF | <p>Inter-digit timeout, in seconds, for the AudioCodes device:</p> <p>Note that if the Dial Plan column contains UseEnterpriseSetting, the Digit Timeout is also obtained from the enterprise-level Global Settings.</p> |
| The rightmost column is used for error reporting. | | |
| Error Response | AG | Used to provide detail of a failure in the Results Worksheet. |

8.2.14 GLOBAL SETTINGS - CC MOBILE WORKSHEET

The commands associated with provisioning the Group Global Settings for Clearspan Communicator - Mobile devices are presented within the Global Settings - CC Mobile worksheet. Note that there is no support for provisioning global settings at either of the system or enterprise levels.

The following table lists each command and a description of the command.

| Command | Description / Tips |
|---------|---|
| Modify | Modify the Group Global Settings for Clearspan Communicator - Mobile devices. "UseEnterpriseSetting" is the default value for all columns unless otherwise noted. May be shortened to "UseEnt". |
| Done | Ends processing of the worksheet. |

Each column on the Group Worksheet's Gbl Settings - CC Mobile tab is contained in the table below. As there is only one available command (Modify) for this tab, the table is specific to that one command. Required columns are marked and bolded.

| Column Name | Col | Field Requirements |
|-----------------------------------|-----|---|
| Status | A | See Section 3.2 for more information on the Status column. |
| General Information | | |
| Command | B | (Required) Enter the command: Modify |
| Group ID | C | (Required) Must match the name of an existing Group. Valid groups are available via the DataHelp tab. |
| SIP Settings | | |
| Outbound Proxy | D | Host name or IP address of the outbound proxy to use, or enter UseEnterpriseSetting to obtain the setting from the enterprise-level Global Settings. New Group Default: UseEnterpriseSetting |
| Use DNS SRV Lookup | E | Value: True False This field is required if Outbound Proxy is entered. |
| Outbound Proxy No Encryption Port | F | Outbound Proxy port number used when encryption is not being used. This field is required if Outbound Proxy is entered. |
| Outbound Proxy Encryption Port | G | Outbound Proxy port number used when encryption is being used. This field is required if Outbound Proxy is entered. |

| Column Name | Col | Field Requirements |
|---------------------------|-----|--|
| Encryption (TLS/SRTP) | H | <p>Choose the use of TLS and SRTP encryption of all calls:</p> <p>Required – Require the use of both TLS and SRTP encryption for calls</p> <p>NotAllowed – Do not allow the use of TLS or SRTP encryption of calls</p> <p>UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Codecs | | |
| Adaptive Quality | I | <p>Enable or disable adaptive quality:</p> <p>On – Enable adaptive quality</p> <p>Off – Disable adaptive quality</p> <p>UseEnterpriseSetting – Obtains the Adaptive Quality setting from the enterprise-level Global Settings.</p> |
| Voice Codecs | J | <p>List up to 4 voice codecs to use, in order of selection priority, with each codec in the list separated by either ALT-ENTER or a comma. Each codec should appear only once in the list.</p> <p>Select the codecs from the following:</p> <p>G711 u-law – Codec uses G.711 mu-law encoding</p> <p>G711 A-law – Codec uses G.711 A-law encoding</p> <p>G722 – Codec uses G.722 encoding</p> <p>G729AB – Codec uses G.729ab encoding</p> <p>Alternatively, enter UseEnterpriseSetting to obtain the list of codecs from the enterprise-level Global Settings.</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Quality Monitoring | | |
| Quality Monitoring | K | <p>Enable or disable quality monitoring:</p> <p>On – Enable quality monitoring</p> <p>Off – Disable quality monitoring</p> <p>UseEnterpriseSetting – Obtains both the Quality Monitoring and Collector Address settings from the enterprise-level Global Settings</p> <p>New Group Default: Off</p> |
| Collector Address | L | <p>Host name or IP address of the Quality Monitoring collector used when Quality Monitoring is enabled. Optionally, includes a port number following the address, in the form of "<Host name or IP address>:<Port>".</p> <p>Enter NULL to delete any existing Collector Address.</p> <p>Note that if the Quality Monitoring column contains UseEnterpriseSetting, the Collector Address (and port) are obtained from the enterprise-level Global Settings.</p> |
| Extra Settings | | |

| Column Name | Col | Field Requirements |
|--|-----|---|
| Extra Settings | M | <p>Optionally, one or more lines of Clearspan Communicator settings in the setting format required by the Clearspan Communicator. The settings must be valid XML. The lines must be separated by ALT-ENTER.</p> <p>Start the first line with “Add:” to add these lines of Extra Settings to any Extra Settings already defined in the Global Settings. Otherwise, the entered Extra Settings will replace any existing settings.</p> <p>Enter NULL to delete any existing Extra Settings.</p> |
| The rightmost column is used for error reporting. | | |
| Error Response | N | Used to provide detail of a failure in the Results Worksheet. |

8.2.15 GLOBAL SETTINGS - CC S4B WORKSHEET

The commands associated with provisioning the Group Global Settings for Clearspan Communicator - S4B (Skype for Business) devices are presented within the Global Settings - CC S4B worksheet. Note that there is no support for provisioning global settings at either of the system or enterprise levels.

The following table lists each command and a description of the command.

| Command | Description / Tips |
|---------|---|
| Modify | Modify the Group Global Settings for Clearspan Communicator - S4B (Skype for Business) devices. "UseEnterpriseSetting" is the default value for all columns unless otherwise noted. May be shortened to "UseEnt". |
| Done | Ends processing of the worksheet. |

Each column on the Group Worksheet's Gbl Settings - CC S4B tab is contained in the table below. As there is only one available command (Modify) for this tab, the table is specific to that one command. Required columns are marked and bolded.

| Column Name | Col | Field Requirements |
|-----------------------------------|-----|---|
| Status | A | See Section 3.2 for more information on the Status column. |
| General Information | | |
| Command | B | (Required) Enter the command: Modify |
| Group ID | C | (Required) Must match the name of an existing Group. Valid groups are available via the DataHelp tab. |
| SIP Settings | | |
| Outbound Proxy | D | Host name or IP address of the outbound proxy to use, or enter UseEnterpriseSetting to obtain the setting from the enterprise-level Global Settings. New Group Default: UseEnterpriseSetting |
| Use DNS SRV Lookup | E | Value: True False This field is required if Outbound Proxy is entered. |
| Outbound Proxy No Encryption Port | F | Outbound Proxy port number used when encryption is not being used. This field is required if Outbound Proxy is entered. |
| Outbound Proxy Encryption Port | G | Outbound Proxy port number used when encryption is being used. This field is required if Outbound Proxy is entered. |

| Column Name | Col | Field Requirements |
|---------------------------|-----|---|
| Encryption (TLS/SRTP) | H | <p>Choose the use of TLS and SRTP encryption of all calls:</p> <p>Required – Require the use of both TLS and SRTP encryption for calls</p> <p>NotAllowed – Do not allow the use of TLS or SRTP encryption of calls</p> <p>UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Codecs | | |
| Voice Codecs | I | <p>List up to 5 voice codecs to use, in order of selection priority, with each codec in the list separated by either ALT-ENTER or a comma. Each codec should appear only once in the list.</p> <p>Select the codecs from the following:</p> <p>G711 u-law – Codec uses G.711 mu-law encoding</p> <p>G711 A-law – Codec uses G.711 A-law encoding</p> <p>G722 – Codec uses G.722 encoding</p> <p>G729AB – Codec uses G.729ab encoding</p> <p>OPUS – Codec using OPUS encoding</p> <p>Alternatively, enter UseEnterpriseSetting to obtain the list of codecs from the enterprise-level Global Settings.</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Quality Monitoring | | |
| Quality Monitoring | J | <p>Enable or disable quality monitoring:</p> <p>On – Enable quality monitoring</p> <p>Off – Disable quality monitoring</p> <p>UseEnterpriseSetting – Obtains both the Quality Monitoring and Collector Address settings from the enterprise-level Global Settings</p> <p>New Group Default: Off</p> |
| Collector Address | K | <p>Host name or IP address of the Quality Monitoring collector used when Quality Monitoring is enabled. Optionally, includes a port number following the address, in the form of “<Host name or IP address>:<Port>”.</p> <p>Enter NULL to delete any existing Collector Address.</p> <p>Note that if the Quality Monitoring column contains UseEnterpriseSetting, the Collector Address (and port) are obtained from the enterprise-level Global Settings.</p> |
| Miscellaneous | | |
| Emergency Number List | L | <p>A list of comma separated phone numbers that are defined as emergency numbers.</p> <p>Enter NULL to delete any existing Emergency Numbers.</p> |
| Extra Settings | | |

| Column Name | Col | Field Requirements |
|--|-----|---|
| Extra Settings | M | <p>Optionally, one or more lines of Clearspan Communicator settings in the setting format required by the Clearspan Communicator. The settings must be valid XML. The lines must be separated by ALT-ENTER.</p> <p>Start the first line with “Add:” to add these lines of Extra Settings to any Extra Settings already defined in the Global Settings. Otherwise, the entered Extra Settings will replace any existing settings.</p> <p>Enter NULL to delete any existing Extra Settings.</p> |
| The rightmost column is used for error reporting. | | |
| Error Response | N | Used to provide detail of a failure in the Results Worksheet. |

8.2.16 GLOBAL SETTINGS - CC TABLET WORKSHEET

The commands associated with provisioning the Group Global Settings for Clearspan Communicator - Tablet devices are presented within the Global Settings - CC Tablet worksheet. Note that there is no support for provisioning global settings at either of the system or enterprise levels.

The following table lists each command and a description of the command.

| Command | Description / Tips |
|---------|---|
| Modify | Modify the Group Global Settings for Clearspan Communicator - Tablet devices. "UseEnterpriseSetting" is the default value for all columns unless otherwise noted. May be shortened to "UseEnt". |
| Done | Ends processing of the worksheet. |

Each column on the Group Worksheet's Gbl Settings - CC Tablet tab is contained in the table below. As there is only one available command (Modify) for this tab, the table is specific to that one command. Required columns are marked and bolded.

| Column Name | Col | Field Requirements |
|-----------------------------------|-----|---|
| Status | A | See Section 3.2 for more information on the Status column. |
| General Information | | |
| Command | B | (Required) Enter the command: Modify |
| Group ID | C | (Required) Must match the name of an existing Group. Valid groups are available via the DataHelp tab. |
| SIP Settings | | |
| Outbound Proxy | D | Host name or IP address of the outbound proxy to use, or enter UseEnterpriseSetting to obtain the setting from the enterprise-level Global Settings. New Group Default: UseEnterpriseSetting |
| Use DNS SRV Lookup | E | Value: True False This field is required if Outbound Proxy is entered. |
| Outbound Proxy No Encryption Port | F | Outbound Proxy port number used when encryption is not being used. This field is required if Outbound Proxy is entered. |
| Outbound Proxy Encryption Port | G | Outbound Proxy port number used when encryption is being used. This field is required if Outbound Proxy is entered. |

| Column Name | Col | Field Requirements |
|---------------------------|-----|--|
| Encryption (TLS/SRTP) | H | <p>Choose the use of TLS and SRTP encryption of all calls:</p> <p>Required – Require the use of both TLS and SRTP encryption for calls</p> <p>NotAllowed – Do not allow the use of TLS or SRTP encryption of calls</p> <p>UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Codecs | | |
| Adaptive Quality | I | <p>Enable or disable adaptive quality:</p> <p>On – Enable adaptive quality</p> <p>Off – Disable adaptive quality</p> <p>UseEnterpriseSetting – Obtains the Adaptive Quality setting from the enterprise-level Global Settings.</p> |
| Voice Codecs | J | <p>List up to 4 voice codecs to use, in order of selection priority, with each codec in the list separated by either ALT-ENTER or a comma. Each codec should appear only once in the list.</p> <p>Select the codecs from the following:</p> <p>G711 u-law – Codec uses G.711 mu-law encoding</p> <p>G711 A-law – Codec uses G.711 A-law encoding</p> <p>G722 – Codec uses G.722 encoding</p> <p>G729AB – Codec uses G.729ab encoding</p> <p>OPUS – Codec uses OPUS encoding</p> <p>Alternatively, enter UseEnterpriseSetting to obtain the list of codecs from the enterprise-level Global Settings.</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Quality Monitoring | | |
| Quality Monitoring | K | <p>Enable or disable quality monitoring:</p> <p>On – Enable quality monitoring</p> <p>Off – Disable quality monitoring</p> <p>UseEnterpriseSetting – Obtains both the Quality Monitoring and Collector Address settings from the enterprise-level Global Settings</p> <p>New Group Default: Off</p> |
| Collector Address | L | <p>Host name or IP address of the Quality Monitoring collector used when Quality Monitoring is enabled. Optionally, includes a port number following the address, in the form of "<Host name or IP address>:<Port>".</p> <p>Enter NULL to delete any existing Collector Address.</p> <p>Note that if the Quality Monitoring column contains UseEnterpriseSetting, the Collector Address (and port) are obtained from the enterprise-level Global Settings.</p> |
| Extra Settings | | |

| Column Name | Col | Field Requirements |
|--|-----|---|
| Extra Settings | M | <p>Optionally, one or more lines of Clearspan Communicator settings in the setting format required by the Clearspan Communicator. The settings must be valid XML. The lines must be separated by ALT-ENTER.</p> <p>Start the first line with “Add:” to add these lines of Extra Settings to any Extra Settings already defined in the Global Settings. Otherwise, the entered Extra Settings will replace any existing settings.</p> <p>Enter NULL to delete any existing Extra Settings.</p> |
| The rightmost column is used for error reporting. | | |
| Error Response | N | Used to provide detail of a failure in the Results Worksheet. |

8.2.18 GLOBAL SETTINGS – CISCO WORKSHEET

The commands associated with provisioning the Group Global Settings for Cisco phones are presented within the Global Settings - Cisco worksheet. Note that there is no support for provisioning global settings at either of the system or enterprise levels.

The following table lists each command and a description of the command.

| Command | Description / Tips |
|---------|--|
| Modify | Modify the Group Global Settings for Cisco phones. "UseEnterpriseSetting" is the default value for all columns unless otherwise noted. May be shortened to "UseEnt". |
| Done | Ends processing of the worksheet. |

Each column on the Group Worksheet's Gbl Settings - Cisco tab is contained in the table below. As there is only one available command (Modify) for this tab, the table is specific to that one command. Required columns are marked and bolded.

| Column Name | Col | Field Requirements |
|-----------------------------------|-----|---|
| Status | A | See Section 3.2 for more information on the Status column. |
| General Information | | |
| Command | B | (Required) Enter the command: Modify |
| Group ID | C | (Required) Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab. |
| SIP Settings | | |
| Outbound Proxy | D | Host name or IP address of the outbound proxy to use, or enter UseEnterpriseSetting to obtain the setting from the enterprise-level Global Settings. New Group Default: UseEnterpriseSetting |
| Use DNS SRV Lookup | E | Value: True False This field is required if Outbound Proxy is entered. |
| Outbound Proxy No Encryption Port | F | Outbound Proxy port number used when encryption is not being used. This field is required if Outbound Proxy is entered. |
| Outbound Proxy Encryption Port | G | Outbound Proxy port number used when encryption is being used. This field is required if Outbound Proxy is entered. |

| Column Name | Col | Field Requirements |
|-----------------------------|-----|---|
| Encryption (TLS/SRTP) | H | <p>Choose the use of TLS and SRTP encryption of all calls from the phone:</p> <p>Required – Require the use of both TLS and SRTP encryption for calls</p> <p>NotAllowed – Do not allow the use of TLS or SRTP encryption of calls</p> <p>UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Encryption Certificate File | I | <p>Enter the name of the encryption certificate file, which is retained in Device Management for the 'Clearspan' Device Type. The filename should not include the path to the file.</p> <p>This field is required when Encryption (TLS/SRTP) is set to Required.</p> <p>Enter NULL to delete any existing name of the Encryption Certificate File.</p> <p>Note that if the Encryption (TLS/SRTP) column above contains UseEnterpriseSetting, the Encryption Certificate File is also obtained from the enterprise-level Global Settings.</p> |
| Time Settings | | |
| Time Server 1 | J | <p>Host name or IP address of the first time server to use, or enter UseEnterpriseSetting to obtain the setting from the enterprise-level Global Settings.</p> <p>Optionally, includes a port number following the address, in the form of "<Host name or IP address>:<Port>".</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Time Server 2 | K | <p>Host name or IP address of the second time server to use, or enter UseEnterpriseSetting to obtain the setting from the enterprise-level Global Settings.</p> <p>Optionally, includes a port number following the address, in the form of "<Host name or IP address>:<Port>".</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Time Zone | L | <p>Enter one of the following:</p> <p>Specific time zone. Valid time zones are provided in the DataHelp tab.</p> <p>UseDHCP – Uses the time zone provided to the phone via DHCP</p> <p>UserTimeZone – Uses the primary user's time zone</p> <p>UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Device Settings | | |

| Column Name | Col | Field Requirements |
|-------------------|-----|--|
| Network Discovery | M | <p>Enables CDP Network Discovery protocol. Enter one of the following:</p> <p>Enabled – Enables CDP Network Discovery protocol</p> <p>Disabled – Disables CDP Network Discovery protocol</p> <p>UseEnterpriseSetting – Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> |
| LAN Port Mode | N | <p>Enter one of the following LAN port modes:</p> <p>Auto – Automatic detection of LAN mode is used</p> <p>10MHalf – 10 Mb, Half-Duplex</p> <p>10MFull – 10 Mb, Full-Duplex</p> <p>100MHalf – 100 Mb, Half-Duplex</p> <p>100MFull – 100 Mb, Full-Duplex</p> <p>1GHalf – 1 Gb, Half-Duplex</p> <p>1GFull – 1 Gb, Full-Duplex</p> <p>UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: Auto</p> |
| Admin Password | O | <p>Enter one of the following:</p> <p>Numeric password. The password is a number from 0 to 4429496295 (largest 32 bit value in decimal).</p> <p>UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> <p>This column is only imported. Passwords are never exported (column is left blank).</p> |
| User Password | P | <p>Enter one of the following:</p> <p>Numeric password. The password is a number from 0 to 4429496295 (largest 32 bit value in decimal).</p> <p>UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> <p>This column is only imported. Passwords are never exported (column is left blank).</p> |
| Web Interface | Q | <p>Controls the web interface for the phone. Enter one of the following:</p> <p>Enabled – Enables the phone's web interface</p> <p>Disabled – Disables the phone's web interface</p> <p>UseEnterpriseSetting – Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> |

| Column Name | Col | Field Requirements |
|---------------------------|-----|---|
| Direct Access URL | R | <p>Controls the ability to use the Direct Access URL commands of the phone. Enter one of the following:</p> <p>Enabled – Enables access using the Direct Access URL commands</p> <p>Disabled – Disables access using the Direct Access URL commands</p> <p>UseEnterpriseSetting – Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Codecs | | |
| Voice Codecs | S | <p>List up to 4 codecs to use, in order of selection priority, with each codec in the list separated by either ALT-ENTER or a comma. Each codec should appear only once in the list.</p> <p>Select the codecs from the following:</p> <p>G711 u-law – Codec uses G.711 mu-law encoding</p> <p>G711 A-law – Codec uses G.711 A-law encoding</p> <p>G722 – Codec uses G.722 encoding</p> <p>G729A – Codec uses G.729ab encoding</p> <p>Alternatively, enter UseEnterpriseSetting to obtain the list of codecs from the enterprise-level Global Settings.</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Quality Monitoring | | |
| Quality Monitoring | T | <p>Enable or disable quality monitoring:</p> <p>On – Enable quality monitoring</p> <p>Off – Disable quality monitoring</p> <p>UseEnterpriseSetting – Obtains both the Quality Monitoring and Collector Address settings from the enterprise-level Global Settings</p> <p>New Group Default: Off</p> |
| Collector Address | U | <p>Host name or IP address of the Quality Monitoring collector to be used when Quality Monitoring is enabled. Optionally, includes a port number following the address, in the form of “<Host name or IP address>:<Port>”.</p> <p>Enter NULL to delete any existing Collector Address.</p> <p>Note that if the Quality Monitoring column contains UseEnterpriseSetting, the Collector Address (and port) are obtained from the enterprise-level Global Settings.</p> |
| General Settings | | |

| Column Name | Col | Field Requirements |
|--|-----|--|
| Conference Server | V | Conference server name to be used for conference calls. Enter one of the following: Name of a conference server configured for the enterprise. Valid Conference Servers are provided in the DataHelp tab. UseLocalConferencing – Use local conferencing UseEnterpriseSetting – Obtain the setting from the enterprise-level Global Settings New Group Default: UseEnterpriseSetting |
| Firmware Server | W | Location of the firmware to be loaded. Enter one of the following: URL of path to firmware file location. UseEnterpriseSetting – Obtain the setting from the enterprise-level Global Settings New Group Default: UseEnterpriseSetting |
| Extra Settings | | |
| Extra Settings | X | Optionally, one or more lines of phone settings in the setting format required by Mitel (Aastra) phones. The lines must be separated by ALT-ENTER. Start the first line with “ Add: ” to add these lines of Extra Settings to any Extra Settings already defined in the Global Settings. Otherwise, the entered Extra Settings will replace any existing settings. Enter NULL to delete any existing Extra Settings. |
| Dial Plan | Y | Dial plan the phones should use: Dial plan - Consists of one or more digit patterns, each separated by a symbol, such as “[01]XXX 91XXXXXXXXXX *XX”. UseEnterpriseSetting - Obtains both the Dial Plan and Digit Timeout settings from the enterprise-level Global Settings New Group Default: UseEnterpriseSetting |
| Long Digit Timeout | Z | Long Inter-digit timeout, in seconds, for the phone. Note that if the Dial Plan column contains UseEnterpriseSetting , the Long Digit Timeout is also obtained from the enterprise-level Global Settings. |
| Short Digit Timeout | AA | Short Inter-digit timeout, in seconds, for the phone. Note that if the Dial Plan column contains UseEnterpriseSetting , the Long Digit Timeout is also obtained from the enterprise-level Global Settings. |
| The rightmost column is used for error reporting. | | |
| Error Response | AB | Used to provide detail of a failure in the Results Worksheet. |

8.2.19 GLOBAL SETTINGS – CS ENGAGE DESKTOP WORKSHEET

The commands associated with provisioning the Group Global Settings for CS Engage - Desktop devices are presented within the Global Settings - CS Engage Desktop worksheet. Note that there is no support for provisioning global settings at either of the system or enterprise levels.

The following table lists each command and a description of the command.

| Command | Description / Tips |
|---------|---|
| Modify | Modify the Group Global Settings for CS Engage - Desktop devices. "UseEnterpriseSetting" is the default value for all columns unless otherwise noted. May be shortened to "UseEnt". |
| Done | Ends processing of the worksheet. |

Each column on the Group Worksheet's Gbl Settings - CS Engage Desktop tab is contained in the table below. As there is only one available command (Modify) for this tab, the table is specific to that one command. Required columns are marked and bolded.

| Column Name | Col | Field Requirements |
|-----------------------------------|-----|---|
| Status | A | See Section 3.2 for more information on the Status column. |
| General Information | | |
| Command | B | (Required) Enter the command: Modify |
| Group ID | C | (Required) Must match the name of an existing Group. Valid groups are available via the DataHelp tab. |
| SIP Settings | | |
| Outbound Proxy | D | Host name or IP address of the outbound proxy to use, or enter UseEnterpriseSetting to obtain the setting from the enterprise-level Global Settings. New Group Default: UseEnterpriseSetting |
| Use DNS SRV Lookup | E | Value: True False This field is required if Outbound Proxy is entered. |
| Outbound Proxy No Encryption Port | F | Outbound Proxy port number used when encryption is not being used. This field is required if Outbound Proxy is entered. |
| Outbound Proxy Encryption Port | G | Outbound Proxy port number used when encryption is being used. This field is required if Outbound Proxy is entered. |

| Column Name | Col | Field Requirements |
|---------------------------|-----|---|
| Encryption (TLS/SRTP) | H | <p>Choose the use of TLS and SRTP encryption of all calls:</p> <p>Required – Require the use of both TLS and SRTP encryption for calls</p> <p>NotAllowed – Do not allow the use of TLS or SRTP encryption of calls</p> <p>UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Codecs | | |
| Voice Codecs | I | <p>List up to 5 voice codecs to use, in order of selection priority, with each codec in the list separated by either ALT-ENTER or a comma. Each codec should appear only once in the list.</p> <p>Select the codecs from the following:</p> <p>G711 u-law – Codec uses G.711 mu-law encoding</p> <p>G711 A-law – Codec uses G.711 A-law encoding</p> <p>G722 – Codec uses G.722 encoding</p> <p>G729AB – Codec uses G.729ab encoding</p> <p>OPUS – Codec using OPUS encoding</p> <p>Alternatively, enter UseEnterpriseSetting to obtain the list of codecs from the enterprise-level Global Settings.</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Quality Monitoring | | |
| Quality Monitoring | J | <p>Enable or disable quality monitoring:</p> <p>On – Enable quality monitoring</p> <p>Off – Disable quality monitoring</p> <p>UseEnterpriseSetting – Obtains both the Quality Monitoring and Collector Address settings from the enterprise-level Global Settings</p> <p>New Group Default: Off</p> |
| Collector Address | K | <p>Host name or IP address of the Quality Monitoring collector used when Quality Monitoring is enabled. Optionally, includes a port number following the address, in the form of "<Host name or IP address>:<Port>".</p> <p>Enter NULL to delete any existing Collector Address.</p> <p>Note that if the Quality Monitoring column contains UseEnterpriseSetting, the Collector Address (and port) are obtained from the enterprise-level Global Settings.</p> |
| Miscellaneous | | |
| Emergency Number List | L | <p>A list of comma separated phone numbers that are defined as emergency numbers.</p> <p>Enter NULL to delete any existing Emergency Numbers.</p> |
| General Settings | | |

| Column Name | Col | Field Requirements |
|--|-----|---|
| Unified Call History | M | <p>Enable or disable unified call history:</p> <p>Enabled – Enable unified call history</p> <p>Disabled – Disable unified call history</p> <p>UseEnterpriseSetting – Obtains Unified Call History setting from the enterprise-level Global Settings</p> <p>New Group Default: Disabled</p> |
| Extra Settings | | |
| Extra Settings | N | <p>Optionally, one or more lines of Clearspan Communicator settings in the setting format required by the Clearspan Communicator. The settings must be valid XML. The lines must be separated by ALT-ENTER.</p> <p>Start the first line with “Add:” to add these lines of Extra Settings to any Extra Settings already defined in the Global Settings. Otherwise, the entered Extra Settings will replace any existing settings.</p> <p>Enter NULL to delete any existing Extra Settings.</p> |
| The rightmost column is used for error reporting. | | |
| Error Response | O | Used to provide detail of a failure in the Results Worksheet. |

8.2.21 GLOBAL SETTINGS – CS ENGAGE MOBILE/TABLET WORKSHEET

The commands associated with provisioning the Group Global Settings for CS Engage Mobile/Tablet devices are presented within the Global Settings – CS Engage Mobile/Tablet worksheet. Note that there is no support for provisioning global settings at either of the system or enterprise levels.

The following table lists each command and a description of the command.

| Command | Description / Tips |
|---------|---|
| Modify | Modify the Group Global Settings for CS Engage Mobile/Tablet devices. "UseEnterpriseSetting" is the default value for all columns unless otherwise noted. May be shortened to "UseEnt". |
| Done | Ends processing of the worksheet. |

Each column on the Group Worksheet's Gbl Settings – CS Engage MobileTablet tab is contained in the table below. As there is only one available command (Modify) for this tab, the table is specific to that one command. Required columns are marked and bolded.

| Column Name | Col | Field Requirements |
|-----------------------------------|-----|---|
| Status | A | See Section 3.2 for more information on the Status column. |
| General Information | | |
| Command | B | (Required) Enter the command: Modify |
| Group ID | C | (Required) Must match the name of an existing Group. Valid groups are available via the DataHelp tab. |
| SIP Settings | | |
| Outbound Proxy | D | Host name or IP address of the outbound proxy to use, or enter UseEnterpriseSetting to obtain the setting from the enterprise-level Global Settings. New Group Default: UseEnterpriseSetting |
| Use DNS SRV Lookup | E | Value: True False This field is required if Outbound Proxy is entered. |
| Outbound Proxy No Encryption Port | F | Outbound Proxy port number used when encryption is not being used. This field is required if Outbound Proxy is entered. |
| Outbound Proxy Encryption Port | G | Outbound Proxy port number used when encryption is being used. This field is required if Outbound Proxy is entered. |

| Column Name | Col | Field Requirements |
|---------------------------|-----|--|
| Encryption (TLS/SRTP) | H | <p>Choose the use of TLS and SRTP encryption of all calls:</p> <p>Required – Require the use of both TLS and SRTP encryption for calls</p> <p>NotAllowed – Do not allow the use of TLS or SRTP encryption of calls</p> <p>UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Codecs | | |
| Voice Codecs | I | <p>List up to 5 voice codecs to use, in order of selection priority, with each codec in the list separated by either ALT-ENTER or a comma. Each codec should appear only once in the list.</p> <p>Select the codecs from the following:</p> <p>G711 u-law – Codec uses G.711 mu-law encoding</p> <p>G711 A-law – Codec uses G.711 A-law encoding</p> <p>G722 – Codec uses G.722 encoding</p> <p>G729AB – Codec uses G.729ab encoding</p> <p>OPUS – Codec uses OPUS encoding</p> <p>Alternatively, enter UseEnterpriseSetting to obtain the list of codecs from the enterprise-level Global Settings.</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Quality Monitoring | | |
| Quality Monitoring | J | <p>Enable or disable quality monitoring:</p> <p>On – Enable quality monitoring</p> <p>Off – Disable quality monitoring</p> <p>UseEnterpriseSetting – Obtains both the Quality Monitoring and Collector Address settings from the enterprise-level Global Settings</p> <p>New Group Default: Off</p> |
| Collector Address | K | <p>Host name or IP address of the Quality Monitoring collector used when Quality Monitoring is enabled. Optionally, includes a port number following the address, in the form of “<Host name or IP address>:<Port>”.</p> <p>Enter NULL to delete any existing Collector Address.</p> <p>Note that if the Quality Monitoring column contains UseEnterpriseSetting, the Collector Address (and port) are obtained from the enterprise-level Global Settings.</p> |
| General Settings | | |

| Column Name | Col | Field Requirements |
|--|-----|---|
| Unified Call History | M | Enable or disable unified call history: Enabled – Enable unified call history Disabled – Disable unified call history UseEnterpriseSetting – Obtains Unified Call History setting from the enterprise-level Global Settings New Group Default: Disabled |
| Extra Settings | | |
| Extra Settings | J | Optionally, one or more lines of CS Engage Mobile/Tablet settings in the setting format required by the CS Engage device. The settings must be valid XML. The lines must be separated by ALT-ENTER. Start the first line with “ Add: ” to add these lines of Extra Settings to any Extra Settings already defined in the Global Settings. Otherwise, the entered Extra Settings will replace any existing settings. Enter NULL to delete any existing Extra Settings. |
| The rightmost column is used for error reporting. | | |
| Error Response | K | Used to provide detail of a failure in the Results Worksheet. |

8.2.23 GLOBAL SETTINGS - GRANDSTREAM WORKSHEET

The commands associated with provisioning the Group Global Settings for Grandstream phones are presented within the Global Settings - Grandstream worksheet. Note that there is no support for provisioning global settings at either of the system or enterprise levels.

The following table lists each command and a description of the command.

| Command | Description / Tips |
|---------|--|
| Modify | Modify the Group Global Settings for Grandstream phones. "UseEnterpriseSetting" is the default value for all columns unless otherwise noted. May be shortened to "UseEnt". |
| Done | Ends processing of the worksheet. |

Each column on the Group Worksheet's Gbl Settings - Grandstream tab is contained in the table below. As there is only one available command (Modify) for this tab, the table is specific to that one command. Required columns are marked and bolded.

| Column Name | Col | Field Requirements |
|-----------------------------------|-----|--|
| Status | A | See Section 3.2 for more information on the Status column. |
| General Information | | |
| Command | B | (Required) Enter the command: Modify |
| Group ID | C | (Required) Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab. |
| SIP Settings | | |
| Outbound Proxy 1 | D | Host name or IP address of the first outbound proxy to use, or enter UseEnterpriseSetting to obtain the setting from the enterprise-level Global Settings. New Group Default: UseEnterpriseSetting |
| Outbound Proxy 2 | E | Host name or IP address of the second outbound proxy to use. |
| Outbound Proxy No Encryption Port | F | Outbound Proxy port number used when encryption is not being used. This field is required if Outbound Proxy is entered. |
| Outbound Proxy Encryption Port | G | Outbound Proxy port number used when encryption is being used. This field is required if Outbound Proxy is entered. |
| Encryption (TLS/SRTP) | H | Choose the use of TLS and SRTP encryption of all calls from the phone: Required – Require the use of both TLS and SRTP encryption for calls NotAllowed – Do not allow the use of TLS or SRTP encryption of calls UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings New Group Default: UseEnterpriseSetting |

| Column Name | Col | Field Requirements |
|------------------------|-----|--|
| Time Settings | | |
| Time Server | I | <p>Host name or IP address of the time server to use, or enter UseEnterpriseSetting to obtain the setting from the enterprise-level Global Settings.</p> <p>Optionally, includes a port number following the address, in the form of "<Host name or IP address>:<Port>".</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Time Zone | J | <p>Enter one of the following:</p> <p>Specific time zone. Valid time zones are provided in the DataHelp tab.</p> <p>UserTimeZone – Uses the primary user's time zone</p> <p>UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Device Settings | | |
| Keypad Access Mode | K | |
| Admin Password | L | <p>Password to authenticate the Admin account when logging in to the Web user interface. Enter one of the following:</p> <p>Numeric password. The password is a number from 0 to 4429496295 (largest 32 bit value in decimal).</p> <p>UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> <p>This column is only imported. Passwords are never exported (column is left blank).</p> |
| User Password | M | <p>Password to use to authenticate the User account when logging in to the Web user interface. Enter one of the following:</p> <p>Numeric password. The password is a number from 0 to 4429496295 (largest 32 bit value in decimal).</p> <p>UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> <p>This column is only imported. Passwords are never exported (column is left blank).</p> |
| Codecs | | |

| Column Name | Col | Field Requirements |
|--|-----|---|
| Voice Codecs | N | <p>List up to 5 codecs to use, in order of selection priority, with each codec in the list separated by either ALT-ENTER or a comma. Each codec should appear only once in the list.</p> <p>Select the codecs from the following:</p> <p>G711 u-law – Codec uses G.711 mu-law encoding</p> <p>G711 A-law – Codec uses G.711 A-law encoding</p> <p>G722 – Codec uses G.722 encoding</p> <p>G722.2 – Codec uses G.722.2 encoding</p> <p>G729A – Codec uses G.729a encoding</p> <p>Alternatively, enter UseEnterpriseSetting to obtain the list of codecs from the enterprise-level Global Settings.</p> <p>New Group Default: UseEnterpriseSetting</p> |
| General Settings | | |
| Firmware File | O | <p>Location of the firmware file to be loaded. Enter one of the following:</p> <p>URL of firmware file.</p> <p>UseEnterpriseSetting – Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Extra Settings | | |
| Extra Settings | P | <p>Optionally, one or more lines of phone settings in the setting format required by Panasonic phones. The lines must be separated by ALT-ENTER.</p> <p>Start the first line with "Add:" to add these lines of Extra Settings to any Extra Settings already defined in the Global Settings. Otherwise, the entered Extra Settings will replace any existing settings.</p> <p>Enter NULL to delete any existing Extra Settings.</p> |
| Dial Plan | Q | <p>Dial plan the phones should use:</p> <p>Dial plan - Consists of one or more digit patterns, each separated by a symbol, such as "[01]XXX 91XXXXXXXXXX *XX".</p> <p>UseEnterpriseSetting - Obtains both the Dial Plan and Digit Timeout settings from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> |
| The rightmost column is used for error reporting. | | |
| Error Response | R | Used to provide detail of a failure in the Results Worksheet. |

8.2.24 GLOBAL SETTINGS – MEDIA 5 WORKSHEET

The commands associated with provisioning the Group Global Settings for Media 5 devices are presented within the Global Settings – Media 5 worksheet. Note that there is no support for provisioning global settings at either of the system or enterprise levels.

The following table lists each command and a description of the command.

| Command | Description / Tips |
|---------|--|
| Modify | Modify the Group Global Settings for Media 5 phones. "UseEnterpriseSetting" is the default value for all columns unless otherwise noted. May be shortened to "UseEnt". |
| Done | Ends processing of the worksheet. |

Each column on the Group Worksheet's Gbl Settings - Polycom tab is contained in the table below. As there is only one available command (Modify) for this tab, the table is specific to that one command. Required columns are marked and bolded.

| Column Name | Col | Field Requirements |
|--------------------------------|-----|--|
| Status | A | See Section 3.2 for more information on the Status column. |
| General Information | | |
| Command | B | (Required) Enter the command: Modify |
| Group ID | C | (Required) Must match the name of an existing Group. Valid groups are available via the DataHelp tab. |
| SIP Settings | | |
| Outbound Proxy | D | Host name or IP address of the outbound proxy server to use, or enter UseEnterpriseSetting to obtain the Outbound Proxy setting from the enterprise-level Global Settings. Optionally, includes a port number following the address, in the form of "<Host name or IP address>:<Port>". New Group Default: UseEnterpriseSetting |
| Outbound Proxy Encryption Port | E | Outbound Proxy port number used when encryption is being used. This field is required if Outbound Proxy is entered. |
| Outbound Proxy Encryption Port | G | Outbound Proxy port number used when encryption is being used. This field is required if Outbound Proxy is entered. |
| Encryption (TLS/SRTP) | H | Choose the use of TLS and SRTP encryption of all calls from the phone: Required – Require the use of both TLS and SRTP encryption for calls NotAllowed – Do not allow the use of TLS or SRTP encryption of calls UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings New Group Default: UseEnterpriseSetting |
| DNS Servers | | |

| Column Name | Col | Field Requirements |
|------------------------|-----|--|
| DNS Server 1 | S | Host name or IP address of the DNS server to use, or enter UseEnterpriseSetting to obtain all DNS Servers settings from the enterprise-level Global Settings. New Group Default: UseEnterpriseSetting |
| DNS Server 2 | T | Host name or IP address of the secondary DNS server to use. Note that if the DNS Server 1 column contains UseEnterpriseSetting, the DNS Server 2 is also obtained from the enterprise-level Global Settings. |
| DNS Server 3 | T | Host name or IP address of the secondary DNS server to use. Note that if the DNS Server 1 column contains UseEnterpriseSetting, the DNS Server 3 is also obtained from the enterprise-level Global Settings. |
| DNS Server 4 | T | Host name or IP address of the secondary DNS server to use. Note that if the DNS Server 1 column contains UseEnterpriseSetting, the DNS Server 4 is also obtained from the enterprise-level Global Settings. |
| Time Settings | | |
| Time Server 1 | I | Host name or IP address of the time server to use, or enter UseEnterpriseSetting to obtain the setting from the enterprise-level Global Settings. Optionally, includes a port number following the address, in the form of "<Host name or IP address>:<Port>". New Group Default: UseEnterpriseSetting |
| Time Server 2 | I | Host name or IP address of the time server to use. Note that if the Time Server 1 column contains UseEnterpriseSetting, the Time Server 2 is also obtained from the enterprise-level Global Settings |
| Time Server 3 | I | Host name or IP address of the time server to use. Note that if the Time Server 1 column contains UseEnterpriseSetting, the Time Server 3 is also obtained from the enterprise-level Global Settings |
| Time Server 4 | I | Host name or IP address of the time server to use. Note that if the Time Server 1 column contains UseEnterpriseSetting, the Time Server2 is also obtained from the enterprise-level Global Settings |
| Time Zone | J | Enter one of the following: Specific time zone. Valid time zones are provided in the DataHelp tab. UseDHCP – Uses the time zone provided to the phone via DHCP UserTimeZone – Uses the primary user's time zone UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings New Group Default: UseEnterpriseSetting |
| Device Settings | | |

| Column Name | Col | Field Requirements |
|---------------------------|-----|--|
| Admin Password | M | <p>Enter one of the following:</p> <p>Password. The password is text from 1-15 characters.</p> <p>UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> <p>This column is only imported. Passwords are never exported (column is left blank).</p> |
| Public Password | N | <p>Enter one of the following:</p> <p>Password. The password is text from 1-15 characters.</p> <p>UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> <p>This column is only imported. Passwords are never exported (column is left blank).</p> |
| Codecs | | |
| Voice Codecs | O | <p>List up to 2 codecs to use, in order of selection priority, with each codec in the list separated by either ALT-ENTER or a comma. Each codec should appear only once in the list.</p> <p>Select the codecs from the following:</p> <p>G711 u-law – Codec uses G.711 mu-law encoding</p> <p>G729a – Codec uses G.729a encoding</p> <p>Alternatively, enter UseEnterpriseSetting to obtain the list of codecs from the enterprise-level Global Settings.</p> <p>New Group Default: UseEnterpriseSetting</p> |
| SNMP Settings | | |
| SNMP Traps | Z | <p>Enable or disable SNMP traps:</p> <p>Disabled</p> <p>SendToOpEasySnmManager</p> <p>SendToExternalSnmManager</p> <p>UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> |
| SNMP Server Address List | AA | Host name or IP address list separated by comma (,) and/or ALT-ENTER. |
| Quality Monitoring | | |
| Quality Monitoring | P | <p>Enable or disable quality monitoring:</p> <p>on – Enable quality monitoring</p> <p>off – Disable quality monitoring</p> <p>UseEnterpriseSetting – Obtains both the Quality Monitoring and Collector Address settings from the enterprise-level Global Settings</p> <p>New Group Default: Off</p> |

| Column Name | Col | Field Requirements |
|-------------------------|-----|--|
| Collector Address | Q | <p>user@hostname:port or user@IPAddress:port of the Quality Monitoring collector to be used when Quality Monitoring is enabled. Enter NULL to delete any existing Collector Address.</p> <p>Note that if the Quality Monitoring column contains UseEnterpriseSetting, the Collector Address (and port) are obtained from the enterprise-level Global Settings.</p> |
| General Settings | | |
| Conference Server | U | <p>Conference server name to be used for conference calls. Enter one of the following:</p> <p>Name of a conference server configured for the enterprise. Valid Conference Servers are provided in the DataHelp tab.</p> <p>UseEnterpriseSetting – Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Firmware Version | | |
| TA7102/4102 | V | <p>Firmware version for TA7102/4102. Enter one of the following:</p> <p>Firmware version, or</p> <p>UseEnterpriseSetting – Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> |
| TA7104/C710 | V | <p>Firmware version for TA7104/C710.</p> <p>Note that if the TA7102/4102 column contains UseEnterpriseSetting, the TA7104/C710 is also obtained from the enterprise-level Global Settings.</p> |
| TA7108/C711 | V | <p>Firmware version for TA7108/C711.</p> <p>Note that if the TA7102/4102 column contains UseEnterpriseSetting, the TA7108/C711 is also obtained from the enterprise-level Global Settings.</p> |
| GX Gateway 24FXS/S724 | V | <p>Firmware version for GX Gateway 24FXS/S724.</p> <p>Note that if the TA7102/4102 column contains UseEnterpriseSetting, the GX Gateway 24FXS/S724 is also obtained from the enterprise-level Global Settings.</p> |
| Extra Settings | | |
| Extra Settings | W | <p>Optionally, one or more lines of phone settings in the setting format required by Polycom phones. The settings must be valid XML. The lines must be separated by ALT-ENTER.</p> <p>Start the first line with “Add:” to add these lines of Extra Settings to any Extra Settings already defined in the Global Settings. Otherwise, the entered Extra Settings will replace any existing settings.</p> <p>Enter NULL to delete any existing Extra Settings.</p> |
| Dial Plan | X | <p>Enter 1 to 10 dial plans separated by commas or ALT-ENTER or UseEnterpriseSetting</p> <p>New Group Default: UseEnterpriseSetting</p> |

| Column Name | Col | Field Requirements |
|---|-----|---|
| The rightmost column is used for error reporting. | | |
| Error Response | Z | Used to provide detail of a failure in the Results Worksheet. |

8.2.25 GLOBAL SETTINGS - MITEL AAastra WORKSHEET

The commands associated with provisioning the Group Global Settings for Mitel (Aastra) phones are presented within the Global Settings - Mitel Aastra worksheet. Note that there is no support for provisioning global settings at either of the system or enterprise levels.

The following table lists each command and a description of the command.

| Command | Description / Tips |
|---------|---|
| Modify | Modify the Group Global Settings for Mitel (Aastra) phones. "UseEnterpriseSetting" is the default value for all columns unless otherwise noted. May be shortened to "UseEnt". |
| Done | Ends processing of the worksheet. |

Each column on the Group Worksheet's Gbl Settings - Mitel Aastra tab is contained in the table below. As there is only one available command (Modify) for this tab, the table is specific to that one command. Required columns are marked and bolded.

| Column Name | Col | Field Requirements |
|-----------------------------------|-----|---|
| Status | A | See Section 3.2 for more information on the Status column. |
| General Information | | |
| Command | B | (Required) Enter the command: Modify |
| Group ID | C | (Required) Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab. |
| SIP Settings | | |
| Outbound Proxy | D | Host name or IP address of the outbound proxy to use, or enter UseEnterpriseSetting to obtain the setting from the enterprise-level Global Settings. New Group Default: UseEnterpriseSetting |
| Use DNS SRV Lookup | E | Value: True False This field is required if Outbound Proxy is entered. |
| Outbound Proxy No Encryption Port | F | Outbound Proxy port number used when encryption is not being used. This field is required if Outbound Proxy is entered. |
| Outbound Proxy Encryption Port | G | Outbound Proxy port number used when encryption is being used. This field is required if Outbound Proxy is entered. |

| Column Name | Col | Field Requirements |
|-----------------------------|-----|---|
| Encryption (TLS/SRTP) | H | <p>Choose the use of TLS and SRTP encryption of all calls from the phone:</p> <p>Required – Require the use of both TLS and SRTP encryption for calls</p> <p>NotAllowed – Do not allow the use of TLS or SRTP encryption of calls</p> <p>UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Encryption Certificate File | I | <p>Enter the name of the encryption certificate file, which is retained in Device Management for the 'Clearspan' Device Type. The filename should not include the path to the file.</p> <p>This field is required when Encryption (TLS/SRTP) is set to Required.</p> <p>Enter NULL to delete any existing name of the Encryption Certificate File.</p> <p>Note that if the Encryption (TLS/SRTP) column above contains UseEnterpriseSetting, the Encryption Certificate File is also obtained from the enterprise-level Global Settings.</p> |
| Time Settings | | |
| Time Server 1 | J | <p>Host name or IP address of the first time server to use, or enter UseEnterpriseSetting to obtain the setting from the enterprise-level Global Settings.</p> <p>Optionally, includes a port number following the address, in the form of "<Host name or IP address>:<Port>".</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Time Server 2 | K | <p>Host name or IP address of the second time server to use, or enter UseEnterpriseSetting to obtain the setting from the enterprise-level Global Settings.</p> <p>Optionally, includes a port number following the address, in the form of "<Host name or IP address>:<Port>".</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Time Server 3 | L | <p>Host name or IP address of the third time server to use, or enter UseEnterpriseSetting to obtain the setting from the enterprise-level Global Settings.</p> <p>Optionally, includes a port number following the address, in the form of "<Host name or IP address>:<Port>".</p> <p>New Group Default: UseEnterpriseSetting</p> |

| Column Name | Col | Field Requirements |
|------------------------|-----|--|
| Time Zone | M | <p>Enter one of the following:</p> <p>Specific time zone. Valid time zones are provided in the DataHelp tab.</p> <p>UseDHCP – Uses the time zone provided to the phone via DHCP</p> <p>UserTimeZone – Uses the primary user's time zone</p> <p>UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Device Settings | | |
| LAN Port Mode | N | <p>Enter one of the following LAN port modes:</p> <p>Auto – Automatic detection of LAN mode is used</p> <p>10MHalf – 10 Mb, Half-Duplex</p> <p>10MFull – 10 Mb, Full-Duplex</p> <p>100MHalf – 100 Mb, Half-Duplex</p> <p>100MFull – 100 Mb, Full-Duplex</p> <p>1GHalf – 1 Gb, Half-Duplex</p> <p>1GFull – 1 Gb, Full-Duplex</p> <p>UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: Auto</p> |
| Admin Password | O | <p>Enter one of the following:</p> <p>Numeric password. The password is a number from 0 to 4429496295 (largest 32 bit value in decimal).</p> <p>UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> <p>This column is only imported. Passwords are never exported (column is left blank).</p> |
| User Password | P | <p>Enter one of the following:</p> <p>Numeric password. The password is a number from 0 to 4429496295 (largest 32 bit value in decimal).</p> <p>UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> <p>This column is only imported. Passwords are never exported (column is left blank).</p> |
| Web Interface | Q | <p>Controls the web interface for the phone. Enter one of the following:</p> <p>Enabled – Enables the phone's web interface</p> <p>Disabled – Disables the phone's web interface</p> <p>UseEnterpriseSetting – Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> |

| Column Name | Col | Field Requirements |
|---------------------------|-----|---|
| Phone Lock | R | <p>Controls the ability for a user to lock a phone. Enter one of the following:</p> <p>Allow – Lets a user lock the phone.</p> <p>Prevent – Prevents a user from locking the phone. The phone remains unlocked at all times.</p> <p>UseEnterpriseSetting – Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Codecs | | |
| Voice Codecs | S | <p>List up to 4 codecs to use, in order of selection priority, with each codec in the list separated by either ALT-ENTER or a comma. Each codec should appear only once in the list.</p> <p>Select the codecs from the following:</p> <p>G711 u-law – Codec uses G.711 mu-law encoding</p> <p>G711 A-law – Codec uses G.711 A-law encoding</p> <p>G722 – Codec uses G.722 encoding</p> <p>G729A – Codec uses G.729ab encoding</p> <p>Alternatively, enter UseEnterpriseSetting to obtain the list of codecs from the enterprise-level Global Settings.</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Quality Monitoring | | |
| Quality Monitoring | T | <p>Enable or disable quality monitoring:</p> <p>On – Enable quality monitoring</p> <p>Off – Disable quality monitoring</p> <p>UseEnterpriseSetting – Obtains both the Quality Monitoring and Collector Address settings from the enterprise-level Global Settings</p> <p>New Group Default: Off</p> |
| Collector Address | U | <p>Host name or IP address of the Quality Monitoring collector to be used when Quality Monitoring is enabled. Optionally, includes a port number following the address, in the form of "<Host name or IP address>:<Port>".</p> <p>Enter NULL to delete any existing Collector Address.</p> <p>Note that if the Quality Monitoring column contains UseEnterpriseSetting, the Collector Address (and port) are obtained from the enterprise-level Global Settings.</p> |
| General Settings | | |

| Column Name | Col | Field Requirements |
|-----------------------------|-----|---|
| Static Call Park/Pickup | V | <p>Enables use of the Mitel (Aastra) phone sprecode for Call Park and Call Park Retrieve features. This allows the Mitel phone to display soft keys that perform those actions, using the appropriate Clearspan feature access code to perform the feature. Enter one of the following:</p> <p>Enabled – Use Call Park and Call Park Retrieve sprepcodes</p> <p>Disabled – Do not use Call Park and Call Park Retrieve sprepcodes</p> <p>UseEnterpriseSetting – Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Conference Server | W | <p>Conference server name to be used for conference calls. Enter one of the following:</p> <p>Name of a conference server configured for the enterprise. Valid Conference Servers are provided in the DataHelp tab.</p> <p>UseLocalConferencing – Use local conferencing</p> <p>UseEnterpriseSetting – Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Firmware Server | X | <p>Location of the firmware to be loaded. Enter one of the following:</p> <p>URL of path to firmware file location.</p> <p>UseEnterpriseSetting – Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Image Server | Y | <p>URL of the image server where pictures are stored for display on the phone during incoming and outgoing calls, in the Directory, Received Callers List, and Outgoing Redial List entries. Enter one of the following:</p> <p>URL of the image server.</p> <p>UseEnterpriseSetting – Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Upload System Info On Crash | Z | <p>Enables the uploading of system information on a phone crash. Enter one of the following:</p> <p>Enabled – Causes system information to be uploaded.</p> <p>Disabled – Prevents system information from being uploaded.</p> <p>UseEnterpriseSetting – Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Upload System Info Server | AA | <p>Location (URL) where the phone sends the system and crash files (server.cfg, local.cfg, and crash.gz) when Upload System Info on Crash is enabled.</p> |
| Directory Settings | | |

| Column Name | Col | Field Requirements |
|--------------------------------|-----|--|
| Resync Start Time | AB | Time of day that the directory resync window begins: 00:00 – 23:59 UseEnterpriseSetting – Obtains Resync Start Time, Frequency, and Window Length settings from the enterprise-level Global Settings New Group Default: UseEnterpriseSetting |
| Resync Frequency | AC | Number of days between directory resyncs 1 - 364 New Group Default: UseEnterpriseSetting |
| Resync Window Length | AD | Number of minutes in the directory resync window. The phone selects a random time offset from the Resync Start Time within this window to being the resync process: 0 - 1439 New Group Default: UseEnterpriseSetting |
| 6800/6900 HELD Settings | | |
| Server | AE | URL to access the LIS server on the ERS or UseEnterpriseSetting . UseEnterpriseSetting obtains the HELD settings from the enterprise-level Global Settings. New Group Default: UseEnterpriseSetting |
| Account Name | AF | ERS account name associated with the customer. Note that if the Server column contains UseEnterpriseSetting the Account Name is also obtained from the enterprise-level Global Settings. |
| Account ID | AG | ERS account ID associated with the customer. Note that if the Server column contains UseEnterpriseSetting the Account Name is also obtained from the enterprise-level Global Settings. |
| Public Cert | AH | Public SSL certificate Note that if the Server column contains UseEnterpriseSetting the Account Name is also obtained from the enterprise-level Global Settings. |
| Private Cert | AI | Private Key SSL certificate Note that if the Server column contains UseEnterpriseSetting the Account Name is also obtained from the enterprise-level Global Settings. |
| Extra Settings | | |
| Extra Settings | AJ | Optionally, one or more lines of phone settings in the setting format required by Mitel (Aastra) phones. The lines must be separated by ALT-ENTER. Start the first line with "Add:" to add these lines of Extra Settings to any Extra Settings already defined in the Global Settings. Otherwise, the entered Extra Settings will replace any existing settings. Enter NULL to delete any existing Extra Settings. |

| Column Name | Col | Field Requirements |
|--|-----|---|
| Dial Plan | AK | <p>Dial plan the phones should use:</p> <p>Dial plan - Consists of one or more digit patterns, each separated by a symbol, such as “[01]XXX 91XXXXXXXXXX *XX”.</p> <p>UseEnterpriseSetting - Obtains both the Dial Plan and Digit Timeout settings from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Digit Timeout | AL | <p>Inter-digit timeout, in seconds, for the phone.</p> <p>Note that if the Dial Plan column contains UseEnterpriseSetting, the Digit Timeout is also obtained from the enterprise-level Global Settings.</p> |
| The rightmost column is used for error reporting. | | |
| Error Response | AM | Used to provide detail of a failure in the Results Worksheet. |

8.2.27 GLOBAL SETTINGS - MITEL DECT 112

The commands associated with provisioning the Group Global Settings for Mitel DECT 112 phones are presented within the Global Settings - Mitel DECT 112 worksheet. Note that there is no support for provisioning global settings at either of the system or enterprise levels.

The following table lists each command and a description of the command.

| Command | Description / Tips |
|---------|---|
| Modify | Modify the Group Global Settings for Mitel DECT 112 phones. "UseEnterpriseSetting" is the default value for all columns unless otherwise noted. May be shortened to "UseEnt". |
| Done | Ends processing of the worksheet. |

Each column on the Group Worksheet's Gbl Settings - Mitel DECT 112 tab is contained in the table below. As there is only one available command (Modify) for this tab, the table is specific to that one command. Required columns are marked and bolded.

| Column Name | Col | Field Requirements |
|----------------------------|-----|--|
| Status | A | See Section 3.2 for more information on the Status column. |
| General Information | | |
| Command | B | (Required) Enter the command: Modify |
| Group ID | C | (Required) Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab. |
| SIP Settings | | |
| Outbound Proxy | D | Host name or IP address of the outbound proxy to use, or enter UseEnterpriseSetting to obtain the setting from the enterprise-level Global Settings. New Group Default: UseEnterpriseSetting |
| Use DNS SRV Lookup | E | Value: True False This field is required if Outbound Proxy is entered. |
| Outbound Proxy | F | Outbound Proxy port number. This field is required if Outbound Proxy is entered. |
| Encryption (TLS/SRTP) | G | Choose the use of TLS and SRTP encryption of all calls from the phone: Required – Require the use of both TLS and SRTP encryption for calls NotAllowed – Do not allow the use of TLS or SRTP encryption of calls UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings New Group Default: UseEnterpriseSetting |
| Time Settings | | |

| Column Name | Col | Field Requirements |
|---------------------------|-----|---|
| Time Server | H | <p>Host name or IP address of the time server to use, or enter UseEnterpriseSetting to obtain the setting from the enterprise-level Global Settings.</p> <p>Optionally, includes a port number following the address, in the form of "<Host name or IP address>:<Port>".</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Time Zone | I | <p>Enter one of the following:</p> <p>Specific time zone. Valid time zones are provided in the DataHelp tab.</p> <p>UseDHCP – Uses the time zone provided to the phone via DHCP</p> <p>UserTimeZone – Uses the primary user's time zone</p> <p>UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Device Settings | | |
| Admin Password | J | <p>Enter one of the following:</p> <p>Numeric password. The password is a number up to 15 characters in length.</p> <p>UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> <p>This column is only imported. Passwords are never exported (column is left blank).</p> |
| Handset Registration Code | K | <p>Access code for handsets to access/connect to a base station. Enter one of the follow:</p> <p>Numeric code in the rang 0000-9999.</p> <p>UseEnterpriseSetting – Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Hotel Mode | L | <p>Controls the Hotel Mode for the handset. Enter one of the following:</p> <p>Enabled – enables Hotel Mode for the handset.</p> <p>Disabled – disables Hotel Mode for the handset.</p> <p>UseEnterpriseSetting – Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Repeater 1 | M | <p>Enable or Disable Repeater 1. Enter one of the following:</p> <p>Enabled – enables Repeater 1.</p> <p>Disabled – disables Repeater 1</p> <p>UseEnterpriseSetting – Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> |

| Column Name | Col | Field Requirements |
|--|-----|--|
| Repeater 2 | N | Enable or Disable Repeater 2. Enter one of the following: Enabled – enables Repeater 2. Disabled – disables Repeater 2 UseEnterpriseSetting – Obtain the setting from the enterprise-level Global Settings New Group Default: UseEnterpriseSetting |
| Repeater 3 | O | Enable or Disable Repeater 3. Enter one of the following: Enabled – enables Repeater 3. Disabled – disables Repeater 3 UseEnterpriseSetting – Obtain the setting from the enterprise-level Global Settings New Group Default: UseEnterpriseSetting |
| General Settings | | |
| Firmware Server | P | Location of the firmware to be loaded. Enter one of the following: URL of path to firmware file location. UseEnterpriseSetting – Obtain the setting from the enterprise-level Global Settings New Group Default: UseEnterpriseSetting |
| Base Station/Handset Firmware Version | Q | Base station and Handset firmware version. |
| Base Station/Handset Firmware Branch | R | Base station and Handset firmware branch. |
| Repeater Firmware Version | S | Repeater firmware version. |
| Repeater Firmware Branch | T | Repeater firmware branch. |
| Extra Settings | | |
| Extra Settings | U | Optionally, one or more lines of phone settings in the setting format required by Mitel (Aastra) phones. The lines must be separated by ALT-ENTER. Start the first line with “ Add: ” to add these lines of Extra Settings to any Extra Settings already defined in the Global Settings. Otherwise, the entered Extra Settings will replace any existing settings. Enter NULL to delete any existing Extra Settings. |
| The rightmost column is used for error reporting. | | |
| Error Response | V | Used to provide detail of a failure in the Results Worksheet. |

8.2.28 GLOBAL SETTINGS - MITEL MIVOICE WORKSHEET

The commands associated with provisioning the Group Global Settings for Mitel MiVoice conference phones (UC-360) are presented within the Global Settings - Mitel MiVoice worksheet. Note that there is no support for provisioning global settings at either of the system or enterprise levels.

The following table lists each command and a description of the command.

| Command | Description / Tips |
|---------|--|
| Modify | Modify the Group Global Settings for Mitel MiVoice conference phones (UC-360). "UseEnterpriseSetting" is the default value for all columns unless otherwise noted. May be shortened to "UseEnt". |
| Done | Ends processing of the worksheet. |

Each column on the Group Worksheet's Gbl Settings - Mitel MiVoice tab is contained in the table below. As there is only one available command (Modify) for this tab, the table is specific to that one command. Required columns are marked and bolded.

| Column Name | Col | Field Requirements |
|----------------------------|-----|--|
| Status | A | See Section 3.2 for more information on the Status column. |
| General Information | | |
| Command | B | (Required) Enter the command: Modify |
| Group ID | C | (Required) Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab. |
| SIP Settings | | |
| Outbound Proxy | D | Host name or IP address of the outbound proxy to use, or enter UseEnterpriseSetting to obtain the setting from the enterprise-level Global Settings. New Group Default: UseEnterpriseSetting |
| Use DNS SRV Lookup | E | Value: True False This field is required if Outbound Proxy is entered. |
| Outbound Proxy Port | F | Outbound Proxy port number used. This field is required if Outbound Proxy is entered. |
| Time Settings | | |
| Time Server | G | Host name or IP address of the time server to use, or enter UseEnterpriseSetting to obtain the setting from the enterprise-level Global Settings. Optionally, includes a port number following the address, in the form of "<Host name or IP address>:<Port>". New Group Default: UseEnterpriseSetting |

| Column Name | Col | Field Requirements |
|-------------------------|-----|---|
| Time Zone | H | <p>Enter one of the following:</p> <p>Specific time zone. Valid time zones are provided in the DataHelp tab.</p> <p>UseDHCP – Uses the time zone provided to the phone via DHCP</p> <p>UserTimeZone – Uses the primary user's time zone</p> <p>UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Codecs | | |
| Voice Codecs | I | <p>List up to 4 codecs to use, in order of selection priority, with each codec in the list separated by either ALT-ENTER or a comma. Each codec should appear only once in the list.</p> <p>Select the codecs from the following:</p> <p>G711 u-law – Codec uses G.711 mu-law encoding</p> <p>G711 A-law – Codec uses G.711 A-law encoding</p> <p>G722 – Codec uses G.722 encoding</p> <p>G729A – Codec uses G.729ab encoding</p> <p>Alternatively, enter UseEnterpriseSetting to obtain the list of codecs from the enterprise-level Global Settings.</p> <p>New Group Default: UseEnterpriseSetting</p> |
| General Settings | | |
| Firmware Server | J | <p>Location of the firmware to be loaded. Enter one of the following:</p> <p>URL of path to firmware file location.</p> <p>UseEnterpriseSetting – Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Extra Settings | | |
| Extra Settings | K | <p>Optionally, one or more lines of phone settings in the setting format required by Mitel MiVoice conference phones. The lines must be separated by ALT-ENTER.</p> <p>Start the first line with "Add:" to add these lines of Extra Settings to any Extra Settings already defined in the Global Settings. Otherwise, the entered Extra Settings will replace any existing settings.</p> <p>Enter NULL to delete any existing Extra Settings.</p> |
| Dial Plan | L | <p>Dial plan the phones should use:</p> <p>Dial plan - Consists of one or more digit patterns, each separated by a symbol, such as "[01]XXX 91XXXXXXXXXX *XX".</p> <p>UseEnterpriseSetting - Obtains both the Dial Plan and Digit Timeout settings from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> |

| Column Name | Col | Field Requirements |
|--|-----|---|
| Digit Timeout | M | Inter-digit timeout, in seconds, for the phone. Note that if the Dial Plan column contains UseEnterpriseSetting , the Digit Timeout is also obtained from the enterprise-level Global Settings. |
| The rightmost column is used for error reporting. | | |
| Error Response | N | Used to provide detail of a failure in the Results Worksheet. |

8.2.29 GLOBAL SETTINGS - PANASONIC WORKSHEET

The commands associated with provisioning the Group Global Settings for Panasonic phones are presented within the Global Settings - Panasonic worksheet. Note that there is no support for provisioning global settings at either of the system or enterprise levels.

The following table lists each command and a description of the command.

| Command | Description / Tips |
|---------|--|
| Modify | Modify the Group Global Settings for Panasonic phones. "UseEnterpriseSetting" is the default value for all columns unless otherwise noted. May be shortened to "UseEnt". |
| Done | Ends processing of the worksheet. |

Each column on the Group Worksheet's Gbl Settings - Panasonic tab is contained in the table below. As there is only one available command (Modify) for this tab, the table is specific to that one command. Required columns are marked and bolded.

| Column Name | Col | Field Requirements |
|-----------------------------------|-----|---|
| Status | A | See Section 3.2 for more information on the Status column. |
| General Information | | |
| Command | B | (Required) Enter the command: Modify |
| Group ID | C | (Required) Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab. |
| SIP Settings | | |
| Outbound Proxy | D | Host name or IP address of the outbound proxy to use, or enter UseEnterpriseSetting to obtain the setting from the enterprise-level Global Settings. New Group Default: UseEnterpriseSetting |
| Use DNS SRV Lookup | E | Value: True False This field is required if Outbound Proxy is entered. |
| Outbound Proxy No Encryption Port | F | Outbound Proxy port number used when encryption is not being used. This field is required if Outbound Proxy is entered. |
| Outbound Proxy Encryption Port | G | Outbound Proxy port number used when encryption is being used. This field is required if Outbound Proxy is entered. |

| Column Name | Col | Field Requirements |
|-----------------------------|-----|---|
| Encryption (TLS/SRTP) | H | <p>Choose the use of TLS and SRTP encryption of all calls from the phone:</p> <p>Required – Require the use of both TLS and SRTP encryption for calls</p> <p>NotAllowed – Do not allow the use of TLS or SRTP encryption of calls</p> <p>UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Encryption Certificate File | I | <p>Enter the name of the encryption certificate file, which is retained in Device Management for the 'Clearspan' Device Type. The filename should not include the path to the file.</p> <p>This field is required when Encryption (TLS/SRTP) is set to Required.</p> <p>Enter NULL to delete any existing name of the Encryption Certificate File.</p> <p>Note that if the Encryption (TLS/SRTP) column above contains UseEnterpriseSetting, the Encryption Certificate File is also obtained from the enterprise-level Global Settings.</p> |
| DNS Servers | | |
| Enable DNS | J | <p>Enable or disable the use of DNS servers:</p> <p>Enabled – Enable using DNS</p> <p>Disabled – Disable using DNS</p> <p>UseEnterpriseSetting – Obtains the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Primary DNS Server | K | <p>Host name or IP address of the primary DNS server to use, or enter UseEnterpriseSetting to obtain both the Primary DNS Server and Secondary DNS Server settings from the enterprise-level Global Settings.</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Secondary DNS Server | L | <p>Host name or IP address of the secondary DNS server to use.</p> <p>Note that if the Primary DNS Server column contains UseEnterpriseSetting, the Secondary DNS Server is also obtained from the enterprise-level Global Settings.</p> |
| Time Settings | | |
| Time Server | M | <p>Host name or IP address of the time server to use, or enter UseEnterpriseSetting to obtain the setting from the enterprise-level Global Settings.</p> <p>Optionally, includes a port number following the address, in the form of "<Host name or IP address>:<Port>".</p> <p>New Group Default: UseEnterpriseSetting</p> |

| Column Name | Col | Field Requirements |
|------------------------|-----|---|
| Time Zone | N | <p>Enter one of the following:</p> <p>Specific time zone. Valid time zones are provided in the DataHelp tab.</p> <p>UserTimeZone – Uses the primary user's time zone</p> <p>UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Device Settings | | |
| Admin Password | O | <p>Password to authenticate the Admin account when logging in to the Web user interface. Enter one of the following:</p> <p>Numeric password. The password is a number from 0 to 4429496295 (largest 32 bit value in decimal).</p> <p>UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> <p>This column is only imported. Passwords are never exported (column is left blank).</p> |
| User Password | P | <p>Password to use to authenticate the User account when logging in to the Web user interface. Enter one of the following:</p> <p>Numeric password. The password is a number from 0 to 4429496295 (largest 32 bit value in decimal).</p> <p>UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> <p>This column is only imported. Passwords are never exported (column is left blank).</p> |
| Codecs | | |
| Voice Codecs | Q | <p>List up to 5 codecs to use, in order of selection priority, with each codec in the list separated by either ALT-ENTER or a comma. Each codec should appear only once in the list.</p> <p>Select the codecs from the following:</p> <p>G711 u-law – Codec uses G.711 mu-law encoding</p> <p>G711 A-law – Codec uses G.711 A-law encoding</p> <p>G722 – Codec uses G.722 encoding</p> <p>G722.2 – Codec uses G.722.2 encoding</p> <p>G729A – Codec uses G.729a encoding</p> <p>Alternatively, enter UseEnterpriseSetting to obtain the list of codecs from the enterprise-level Global Settings.</p> <p>New Group Default: UseEnterpriseSetting</p> |
| SNMP Settings | | |

| Column Name | Col | Field Requirements |
|-----------------------------|-----|--|
| Enable SNMP | R | <p>Enable or disable SNMP:</p> <p>Off – Disable SNMP</p> <p>On – Enable SNMP</p> <p>UseEnterpriseSetting – Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: Off</p> |
| SNMP Server | S | <p>Host name or IP address of the SNMP server to use. Optionally, includes a port number following the address, in the form of “<Host name or IP address>:<Port>”.</p> <p>Enter NULL to delete any existing SNMP Server.</p> <p>Note that if the Enable SNMP column contains UseEnterpriseSetting, the SNMP Server (and port) are obtained from the enterprise-level Global Settings.</p> |
| Quality Monitoring | | |
| Quality Monitoring | T | <p>Enable or disable quality monitoring:</p> <p>On – Enable quality monitoring</p> <p>Off – Disable quality monitoring</p> <p>UseEnterpriseSetting – Obtains both the Quality Monitoring and Collector Address settings from the enterprise-level Global Settings</p> <p>New Group Default: Off</p> |
| Collector Address | U | <p>Host name or IP address of the Quality Monitoring collector to be used when Quality Monitoring is enabled. Optionally, includes a port number following the address, in the form of “<Host name or IP address>:<Port>”.</p> <p>Enter NULL to delete any existing Collector Address.</p> <p>Note that if the Quality Monitoring column contains UseEnterpriseSetting, the Collector Address (and port) are obtained from the enterprise-level Global Settings.</p> |
| Alert Report MOSQ Critical | V | <p>Criteria (critical) to send in the Voice Quality report when the MOSQ occurs. Ranges from 0 to 40.</p> <p>New Group Default: 0</p> |
| Alert Report MOSQ Warning | W | <p>Criteria (warning) to send in the Voice Quality report when the MOSQ occurs. Ranges from 0 to 40.</p> <p>New Group Default: 0</p> |
| Handset Settings | | |
| Power On Display Logo Path | X | <p>URI for logo image file displayed when power is turned on.</p> <p>Enter NULL to delete any existing URI.</p> |
| Display Wallpaper Dark Path | Y | <p>URI for the wallpaper image file for DARK display setting in IDLE mode.</p> <p>Enter NULL to delete any existing URI.</p> |

| Column Name | Col | Field Requirements |
|------------------------------|-----|---|
| Display Wallpaper Light Path | Z | URI for the wallpaper image file for LIGHT display setting in IDLE mode. Enter NULL to delete any existing URI. |
| General Settings | | |
| Conference Server | AA | Conference server name to be used for conference calls. Enter one of the following: Name of a conference server configured for the enterprise. Valid Conference Servers are provided in the DataHelp tab. UseLocalConferencing – Use local conferencing UseEnterpriseSetting – Obtain the setting from the enterprise-level Global Settings New Group Default: UseEnterpriseSetting |
| Firmware File | AB | Location of the firmware file to be loaded. Enter one of the following: URL of firmware file. UseEnterpriseSetting – Obtain the setting from the enterprise-level Global Settings New Group Default: UseEnterpriseSetting |
| Extra Settings | | |
| Extra Settings | AC | Optionally, one or more lines of phone settings in the setting format required by Panasonic phones. The lines must be separated by ALT-ENTER. Start the first line with "Add:" to add these lines of Extra Settings to any Extra Settings already defined in the Global Settings. Otherwise, the entered Extra Settings will replace any existing settings. Enter NULL to delete any existing Extra Settings. |
| Dial Plan | AD | Dial plan the phones should use: Dial plan - Consists of one or more digit patterns, each separated by a symbol, such as "[01]XXX 91XXXXXXXXXX *XX". UseEnterpriseSetting - Obtains both the Dial Plan and Digit Timeout settings from the enterprise-level Global Settings New Group Default: UseEnterpriseSetting |
| Digit Timeout | AE | Inter-digit timeout, in seconds, for the phone. The timeout ranges from 1 to 15 seconds. Note that if the Dial Plan column contains UseEnterpriseSetting , the Digit Timeout is also obtained from the enterprise-level Global Settings. Otherwise, the timeout defaults to 5 seconds. |
| International Call Prefix | AF | Number to be shown in place of the "+" symbol when the phone number for an international call contains a leading "+". Prefix contains a maximum of 8 digits (0-9, *, and #). |
| Country Calling Code | AG | Specifies the country/area calling code to be used for comparative purposes when dialing a number from the incoming call log that contains a leading "+" symbol. Country Calling Code contains a maximum of 8 digits (0-9). |

| Column Name | Col | Field Requirements |
|--|-----|---|
| National Access Code | AH | When dialing a number from the incoming call log that contains a leading “+” symbol and the country calling code in the number from the log matches the Country Calling Code above, the country calling code is removed and replaced by the National Access Code. National Access Code contains a maximum of 8 digits (0-9, *, and #). |
| Emergency Call #1 | AI | Emergency number. Emergency number contains a maximum of 32 characters (except characters: &"';<>). |
| Emergency Call #2 | AJ | Emergency number Emergency number contains a maximum of 32 characters (except characters: &"';<>). |
| Emergency Call #3 | AK | Emergency number Emergency number contains a maximum of 32 characters (except characters: &"';<>). |
| Emergency Call #4 | AL | Emergency number Emergency number contains a maximum of 32 characters (except characters: &"';<>). |
| Emergency Call #5 | AM | Emergency number Emergency number contains a maximum of 32 characters (except characters: &"';<>). |
| The rightmost column is used for error reporting. | | |
| Error Response | AN | Used to provide detail of a failure in the Results Worksheet. |

8.2.30 GLOBAL SETTINGS - POLYCOM WORKSHEET

The commands associated with provisioning the Group Global Settings for Polycom phones are presented within the Global Settings - Polycom worksheet. Note that there is no support for provisioning global settings at either of the system or enterprise levels.

The following table lists each command and a description of the command.

| Command | Description / Tips |
|---------|--|
| Modify | Modify the Group Global Settings for Polycom phones. "UseEnterpriseSetting" is the default value for all columns unless otherwise noted. May be shortened to "UseEnt". |
| Done | Ends processing of the worksheet. |

Each column on the Group Worksheet's Gbl Settings - Polycom tab is contained in the table below. As there is only one available command (Modify) for this tab, the table is specific to that one command. Required columns are marked and bolded.

| Column Name | Col | Field Requirements |
|-----------------------------------|-----|---|
| Status | A | See Section 3.2 for more information on the Status column. |
| General Information | | |
| Command | B | (Required) Enter the command: Modify |
| Group ID | C | (Required) Must match the name of an existing Group. Valid groups are available via the DataHelp tab. |
| SIP Settings | | |
| Outbound Proxy | D | Host name or IP address of the outbound proxy to use, or enter UseEnterpriseSetting to obtain the setting from the enterprise-level Global Settings. New Group Default: UseEnterpriseSetting |
| Use DNS SRV Lookup | E | Value: True False This field is required if Outbound Proxy is entered. |
| Outbound Proxy No Encryption Port | F | Outbound Proxy port number used when encryption is not being used. This field is required if Outbound Proxy is entered. |
| Outbound Proxy Encryption Port | G | Outbound Proxy port number used when encryption is being used. This field is required if Outbound Proxy is entered. |

| Column Name | Col | Field Requirements |
|------------------------|-----|--|
| Encryption (TLS/SRTP) | H | <p>Choose the use of TLS and SRTP encryption of all calls from the phone:</p> <p>Required – Require the use of both TLS and SRTP encryption for calls</p> <p>NotAllowed – Do not allow the use of TLS or SRTP encryption of calls</p> <p>UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Time Settings | | |
| Time Server | I | <p>Host name or IP address of the time server to use, or enter UseEnterpriseSetting to obtain the setting from the enterprise-level Global Settings.</p> <p>Optionally, includes a port number following the address, in the form of "<Host name or IP address>:<Port>".</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Time Zone | J | <p>Enter one of the following:</p> <p>Specific time zone. Valid time zones are provided in the DataHelp tab.</p> <p>UseDHCP – Uses the time zone provided to the phone via DHCP</p> <p>UserTimeZone – Uses the primary user's time zone</p> <p>UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Device Settings | | |
| Network Discovery CDP | K | <p>Enter one of the following LAN port modes:</p> <p>Off – Disable network discovery</p> <p>On – Enable network discovery</p> <p>UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: Off</p> |
| LAN Port Mode | L | <p>Enter one of the following LAN port modes:</p> <p>Auto – Automatic detection of LAN mode is used</p> <p>10MHalf – 10 Mb, Half-Duplex</p> <p>10MFull – 10 Mb, Full-Duplex</p> <p>100MHalf – 100 Mb, Half-Duplex</p> <p>100MFull – 100 Mb, Full-Duplex</p> <p>1GHalf – 1 Gb, Half-Duplex</p> <p>1GFull – 1 Gb, Full-Duplex</p> <p>UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: Auto</p> |

| Column Name | Col | Field Requirements |
|---------------------------|-----|--|
| Admin Password | M | <p>Enter one of the following:</p> <p>Numeric password. The password is a number from 0 to 4429496295 (largest 32 bit value in decimal).</p> <p>UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> <p>This column is only imported. Passwords are never exported (column is left blank).</p> |
| User Password | N | <p>Enter one of the following:</p> <p>Numeric password. The password is a number from 0 to 4429496295 (largest 32 bit value in decimal).</p> <p>UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> <p>This column is only imported. Passwords are never exported (column is left blank).</p> |
| Codecs | | |
| Voice Codecs | O | <p>List up to 4 codecs to use, in order of selection priority, with each codec in the list separated by either ALT-ENTER or a comma. Each codec should appear only once in the list.</p> <p>Select the codecs from the following:</p> <p>G711 u-law – Codec uses G.711 mu-law encoding</p> <p>G711 A-law – Codec uses G.711 A-law encoding</p> <p>G722 – Codec uses G.722 encoding</p> <p>G729AB – Codec uses G.729ab encoding</p> <p>Alternatively, enter UseEnterpriseSetting to obtain the list of codecs from the enterprise-level Global Settings.</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Quality Monitoring | | |
| Quality Monitoring | P | <p>Enable or disable quality monitoring:</p> <p>Off – Disable quality monitoring</p> <p>Periodic – Enable periodic monitoring</p> <p>Session – Enable session monitoring</p> <p>PeriodicAndSession – Enable both periodic and session monitoring</p> <p>UseEnterpriseSetting – Obtains both the Quality Monitoring and Collector Address settings from the enterprise-level Global Settings</p> <p>New Group Default: Off</p> |

| Column Name | Col | Field Requirements |
|----------------------------|-----|--|
| Collector Address | Q | <p>Host name or IP address of the Quality Monitoring collector to be used when Quality Monitoring is enabled. Optionally, includes a port number following the address, in the form of "<Host name or IP address>:<Port>".</p> <p>Enter NULL to delete any existing Collector Address.</p> <p>Note that if the Quality Monitoring column contains UseEnterpriseSetting, the Collector Address (and port) are obtained from the enterprise-level Global Settings.</p> |
| Outbound Proxy | R | <p>Alternate outbound proxy address and port when voice quality monitoring related SIP messaging is to be sent. Valid values are '<Hostname>:<Port>' and '<IP Address>:<Port>'. The port number is optional. The default value of 0 is used if no port number is specified.</p> |
| Periodic Monitor Period | S | <p>The period (in seconds) used for Periodic Monitoring. The values ranges from 5 - 90 seconds. The default value is 90 seconds.</p> |
| SoundPoint Settings | | |
| Welcome Audio File | T | <p>Enter one of the following to be used by SoundPoint phones:</p> <p>Audio File Name - Name of an audio file containing an announcement used when the user initially uses a SoundPoint phone. The path to the audio file is where the configuration files are obtained for the phone, defined by the Device Type when using Device Management.</p> <p>UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UserEnterpriseSetting</p> |
| VVX HELD Settings | | |
| Server | U | <p>URL to access the LIS server on the ERS or UseEnterpriseSetting. UseEnterpriseSetting obtains the HELD settings from the enterprise-level Global Settings.</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Account Name | V | <p>ERS account name associated with the customer.</p> <p>Note that if the Server column contains UseEnterpriseSetting the Account Name is also obtained from the enterprise-level Global Settings.</p> |
| Account ID | W | <p>ERS account ID associated with the customer.</p> <p>Note that if the Server column contains UseEnterpriseSetting the Account Name is also obtained from the enterprise-level Global Settings.</p> |
| Public Cert | X | <p>Public SSL certificate</p> <p>Note that if the Server column contains UseEnterpriseSetting the Account Name is also obtained from the enterprise-level Global Settings.</p> |

| Column Name | Col | Field Requirements |
|--|-----|---|
| Private Cert | Y | Private Key SSL certificate Note that if the Server column contains UseEnterpriseSetting the Account Name is also obtained from the enterprise-level Global Settings. |
| General Settings | | |
| Conference Server | Z | Conference server name to be used for conference calls. Enter one of the following: Name of a conference server configured for the enterprise. Valid Conference Servers are provided in the DataHelp tab. UseLocalConferencing – Use local conferencing UseEnterpriseSetting – Obtain the setting from the enterprise-level Global Settings New Group Default: UseEnterpriseSetting |
| Firmware Server | AA | Location of the firmware to be loaded. Enter one of the following: URL of path to firmware file location. UseEnterpriseSetting – Obtain the setting from the enterprise-level Global Settings New Group Default: UseEnterpriseSetting |
| Extra Settings | | |
| Extra Settings | AB | Optionally, one or more lines of phone settings in the setting format required by Polycom phones. The settings must be valid XML. The lines must be separated by ALT-ENTER. Start the first line with “ Add: ” to add these lines of Extra Settings to any Extra Settings already defined in the Global Settings. Otherwise, the entered Extra Settings will replace any existing settings. Enter NULL to delete any existing Extra Settings. |
| Dial Plan | AC | Dial plan the phones should use: Dial plan - Consists of one or more digit patterns, each separated by a symbol, such as “[01]XXX 91XXXXXXXXXX *XX”. UseEnterpriseSetting - Obtains both the Dial Plan and Digit Timeout settings from the enterprise-level Global Settings New Group Default: UseEnterpriseSetting |
| Digit Timeout | AD | Inter-digit timeout, in seconds, for the phone. Note that if the Dial Plan column contains UseEnterpriseSetting , the Digit Timeout is also obtained from the enterprise-level Global Settings. |
| The rightmost column is used for error reporting. | | |
| Error Response | AE | Used to provide detail of a failure in the Results Worksheet. |

8.2.31 GLOBAL SETTINGS – POLYCOM D230 WORKSHEET

The commands associated with provisioning the Group Global Settings for Polycom phones are presented within the Global Settings - Polycom worksheet. Note that there is no support for provisioning global settings at either of the system or enterprise levels.

The following table lists each command and a description of the command.

| Command | Description / Tips |
|---------|---|
| Modify | Modify the Group Global Settings for Polycom D230 phones. "UseEnterpriseSetting" is the default value for all columns unless otherwise noted. May be shortened to "UseEnt". |
| Done | Ends processing of the worksheet. |

Each column on the Group Worksheet's Gbl Settings – Poly D230 tab is contained in the table below. As there is only one available command (Modify) for this tab, the table is specific to that one command. Required columns are marked and bolded.

| Column Name | Col | Field Requirements |
|-----------------------------------|-----|---|
| Status | A | See Section 3.2 for more information on the Status column. |
| General Information | | |
| Command | B | (Required) Enter the command: Modify |
| Group ID | C | (Required) Must match the name of an existing Group. Valid groups are available via the DataHelp tab. |
| SIP Settings | | |
| Outbound Proxy | D | Host name or IP address of the outbound proxy to use, or enter UseEnterpriseSetting to obtain the setting from the enterprise-level Global Settings. New Group Default: UseEnterpriseSetting |
| Use DNS SRV Lookup | E | Value: True False This field is required if Outbound Proxy is entered. |
| Keep-Alive | | Enable Keep-Alive SIP Signaling Value: True False This field is optional |
| Outbound Proxy No Encryption Port | F | Outbound Proxy port number used when encryption is not being used. This field is required if Outbound Proxy is entered. |
| Outbound Proxy Encryption Port | G | Outbound Proxy port number used when encryption is being used. This field is required if Outbound Proxy is entered. |

| Column Name | Col | Field Requirements |
|------------------------|-----|---|
| Encryption (TLS/SRTP) | H | <p>Choose the use of TLS and SRTP encryption of all calls from the phone:</p> <p>Required – Require the use of both TLS and SRTP encryption for calls</p> <p>NotAllowed – Do not allow the use of TLS or SRTP encryption of calls</p> <p>UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> |
| DNS Servers | | |
| DNS Server 1 | K | <p>Host name or IP address of the primary DNS server to use, or enter UseEnterpriseSetting to obtain both the Primary DNS Server and Secondary DNS Server settings from the enterprise-level Global Settings.</p> <p>New Group Default: UseEnterpriseSetting</p> |
| DNS Server 1 | L | <p>Host name or IP address of the secondary DNS server to use.</p> <p>Note that if the Primary DNS Server column contains UseEnterpriseSetting, the Secondary DNS Server is also obtained from the enterprise-level Global Settings.</p> |
| Time Settings | | |
| Time Server 1 | I | <p>Host name or IP address of the time server to use, or enter UseEnterpriseSetting to obtain the setting from the enterprise-level Global Settings.</p> <p>Optionally, includes a port number following the address, in the form of "<Host name or IP address>:<Port>".</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Time Server 2 | I | <p>Host name or IP address of the time server to use, or enter UseEnterpriseSetting to obtain the setting from the enterprise-level Global Settings.</p> <p>Optionally, includes a port number following the address, in the form of "<Host name or IP address>:<Port>".</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Time Zone | J | <p>Enter one of the following:</p> <p>Specific time zone. Valid time zones are provided in the DataHelp tab.</p> <p>UseDHCP – Uses the time zone provided to the phone via DHCP</p> <p>UserTimeZone – Uses the primary user's time zone</p> <p>UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Device Settings | | |

| Column Name | Col | Field Requirements |
|---------------------------|-----|--|
| Admin Password | M | <p>Enter one of the following:</p> <p>Numeric password. The password is a number from 0 to 4429496295 (largest 32 bit value in decimal).</p> <p>UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> <p>This column is only imported. Passwords are never exported (column is left blank).</p> |
| User Password | N | <p>Enter one of the following:</p> <p>Numeric password. The password is a number from 0 to 4429496295 (largest 32 bit value in decimal).</p> <p>UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> <p>This column is only imported. Passwords are never exported (column is left blank).</p> |
| Codecs | | |
| Voice Codecs | O | <p>List up to 4 codecs to use, in order of selection priority, with each codec in the list separated by either ALT-ENTER or a comma. Each codec should appear only once in the list.</p> <p>Select the codecs from the following:</p> <p>G711 u-law – Codec uses G.711 mu-law encoding</p> <p>G711 A-law – Codec uses G.711 A-law encoding</p> <p>G722 – Codec uses G.722 encoding</p> <p>G729AB – Codec uses G.729ab encoding</p> <p>Alternatively, enter UseEnterpriseSetting to obtain the list of codecs from the enterprise-level Global Settings.</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Quality Monitoring | | |
| Quality Monitoring | P | <p>Enable or disable quality monitoring:</p> <p>Off – Disable quality monitoring</p> <p>Periodic – Enable periodic monitoring</p> <p>Session – Enable session monitoring</p> <p>PeriodicAndSession – Enable both periodic and session monitoring</p> <p>UseEnterpriseSetting – Obtains both the Quality Monitoring and Collector Address settings from the enterprise-level Global Settings</p> <p>New Group Default: Off</p> |
| Periodic Monitor Period | S | <p>The period (in seconds) used for Periodic Monitoring. The values ranges from 5 - 90 seconds. The default value is 90 seconds.</p> |
| General Settings | | |

| Column Name | Col | Field Requirements |
|--|-----|---|
| Conference Server | Z | Conference server name to be used for conference calls. Enter one of the following: Name of a conference server configured for the enterprise. Valid Conference Servers are provided in the DataHelp tab. UseLocalConferencing – Use local conferencing UseEnterpriseSetting – Obtain the setting from the enterprise-level Global Settings New Group Default: UseEnterpriseSetting |
| Firmware Server | AA | Location of the firmware to be loaded. Enter one of the following: URL of path to firmware file location. UseEnterpriseSetting – Obtain the setting from the enterprise-level Global Settings New Group Default: UseEnterpriseSetting |
| Extra Settings | | |
| Extra Settings | AB | Optionally, one or more lines of phone settings in the setting format required by Polycom phones. The settings must be valid XML. The lines must be separated by ALT-ENTER. Start the first line with “ Add: ” to add these lines of Extra Settings to any Extra Settings already defined in the Global Settings. Otherwise, the entered Extra Settings will replace any existing settings. Enter NULL to delete any existing Extra Settings. |
| Dial Plan | AC | Dial plan the phones should use: Dial plan - Consists of one or more digit patterns, each separated by a symbol, such as “[01]XXX 91XXXXXXXXXX *XX”. UseEnterpriseSetting - Obtains both the Dial Plan and Digit Timeout settings from the enterprise-level Global Settings New Group Default: UseEnterpriseSetting |
| The rightmost column is used for error reporting. | | |
| Error Response | AE | Used to provide detail of a failure in the Results Worksheet. |

8.2.32 GLOBAL SETTINGS – POLY EDGE B WORKSHEET

The commands associated with provisioning the Group Global Settings for Polycom Edge B Series phones are presented within the Global Settings – Poly Edge B worksheet. Note that there is no support for provisioning global settings at either of the system or enterprise levels.

The following table lists each command and a description of the command.

| Command | Description / Tips |
|---------|---|
| Modify | Modify the Group Global Settings for Polycom Edge B phones. "UseEnterpriseSetting" is the default value for all columns unless otherwise noted. May be shortened to "UseEnt". |
| Done | Ends processing of the worksheet. |

Each column on the Group Worksheet's Gbl Settings – Poly EdgeB tab is contained in the table below. As there is only one available command (Modify) for this tab, the table is specific to that one command. Required columns are marked and bolded.

| Column Name | Col | Field Requirements |
|-----------------------------------|-----|--|
| Status | A | See Section 3.2 for more information on the Status column. |
| General Information | | |
| Command | B | (Required) Enter the command: Modify |
| Group ID | C | (Required) Must match the name of an existing Group. Valid groups are available via the DataHelp tab. |
| SIP Settings | | |
| Outbound Proxy | D | Host name or IP address of the outbound proxy to use, or enter UseEnterpriseSetting to obtain the setting from the enterprise-level Global Settings. New Group Default: UseEnterpriseSetting |
| Use DNS SRV Lookup | E | Value: True False This field is required if Outbound Proxy is entered. |
| Keep-Alive | F | |
| Outbound Proxy No Encryption Port | G | Outbound Proxy port number used when encryption is not being used. This field is required if Outbound Proxy is entered. |
| Outbound Proxy Encryption Port | H | Outbound Proxy port number used when encryption is being used. This field is required if Outbound Proxy is entered. |
| Encryption (TLS/SRTP) | I | Choose the use of TLS and SRTP encryption of all calls from the phone: Required – Require the use of both TLS and SRTP encryption for calls NotAllowed – Do not allow the use of TLS or SRTP encryption of calls UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings New Group Default: UseEnterpriseSetting |
| Subscription Time | J | Subscription time in seconds or UseEnterpriseSetting New Group Default: UseEnterpriseSetting |
| DNS Servers | | |
| DNS Server 1 | K | Host name or IP address of the primary DNS server to use, or enter UseEnterpriseSetting to obtain both the Primary DNS Server and Secondary DNS Server settings from the enterprise-level Global Settings. New Group Default: UseEnterpriseSetting |

| Column Name | Col | Field Requirements |
|------------------------|-----|--|
| DNS Server 1 | L | Host name or IP address of the secondary DNS server to use. Note that if the Primary DNS Server column contains UseEnterpriseSetting , the Secondary DNS Server is also obtained from the enterprise-level Global Settings. |
| Time Settings | | |
| Time Server 1 | M | Host name or IP address of the time server to use, or enter UseEnterpriseSetting to obtain the setting from the enterprise-level Global Settings. Optionally, includes a port number following the address, in the form of "<Host name or IP address>:<Port>". New Group Default: UseEnterpriseSetting |
| Time Server 2 | N | Host name or IP address of the time server to use, or enter UseEnterpriseSetting to obtain the setting from the enterprise-level Global Settings. Optionally, includes a port number following the address, in the form of "<Host name or IP address>:<Port>". New Group Default: UseEnterpriseSetting |
| Time Zone | O | Enter one of the following: Specific time zone. Valid time zones are provided in the DataHelp tab. UseDHCP – Uses the time zone provided to the phone via DHCP UserTimeZone – Uses the primary user's time zone UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings New Group Default: UseEnterpriseSetting |
| Device Settings | | |
| Admin Password | P | Enter one of the following: Numeric password. The password is a number from 0 to 4429496295 (largest 32 bit value in decimal). UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings New Group Default: UseEnterpriseSetting This column is only imported. Passwords are never exported (column is left blank). |
| User Password | Q | Enter one of the following: Numeric password. The password is a number from 0 to 4429496295 (largest 32 bit value in decimal). UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings New Group Default: UseEnterpriseSetting This column is only imported. Passwords are never exported (column is left blank). |
| Codecs | | |

| Column Name | Col | Field Requirements |
|---------------------------|-----|--|
| Voice Codecs | R | <p>List up to 4 codecs to use, in order of selection priority, with each codec in the list separated by either ALT-ENTER or a comma. Each codec should appear only once in the list.</p> <p>Select the codecs from the following:</p> <p>G711 u-law – Codec uses G.711 mu-law encoding</p> <p>G711 A-law – Codec uses G.711 A-law encoding</p> <p>G722 – Codec uses G.722 encoding</p> <p>G729AB – Codec uses G.729ab encoding</p> <p>Alternatively, enter UseEnterpriseSetting to obtain the list of codecs from the enterprise-level Global Settings.</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Quality Monitoring | | |
| Quality Monitoring | S | <p>Enable or disable quality monitoring:</p> <p>Off – Disable quality monitoring</p> <p>Periodic – Enable periodic monitoring</p> <p>Session – Enable session monitoring</p> <p>PeriodicAndSession – Enable both periodic and session monitoring</p> <p>UseEnterpriseSetting – Obtains both the Quality Monitoring and Collector Address settings from the enterprise-level Global Settings</p> <p>New Group Default: Off</p> |
| Collector Address | T | <p>Host name or IP address of the Quality Monitoring collector to be used when Quality Monitoring is enabled. Optionally, includes a port number following the address, in the form of “<Host name or IP address>:<Port>”.</p> <p>Enter NULL to delete any existing Collector Address.</p> <p>Note that if the Quality Monitoring column contains UseEnterpriseSetting, the Collector Address (and port) are obtained from the enterprise-level Global Settings.</p> |
| Periodic Monitor Period | U | The period (in seconds) used for Periodic Monitoring. The values ranges from 5 - 90 seconds. The default value is 90 seconds. |
| HELD Settings | | |
| LIS Server URL | V | <p>URL to access the LIS server on the ERS or UseEnterpriseSetting. UseEnterpriseSetting obtains the HELD settings from the enterprise-level Global Settings.</p> <p>New Group Default: UseEnterpriseSetting</p> |
| LIS Public Cert URL | W | <p>URL to access the LIS public certificate.</p> <p>Enter NULL to delete the existing URL</p> |
| General Settings | | |

| Column Name | Col | Field Requirements |
|------------------------------------|-----|--|
| Conference Server | X | <p>Conference server name to be used for conference calls. Enter one of the following:</p> <p>Name of a conference server configured for the enterprise. Valid Conference Servers are provided in the DataHelp tab.</p> <p>UseLocalConferencing – Use local conferencing</p> <p>UseEnterpriseSetting – Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Config & Firmware Update Selection | Y | <p>Configures when the phone will check for configuration file updates and new firmware.</p> <p>Disabled – Config & Firmware update is disabled</p> <p>Periodically – Check for updates at a periodic interval of minutes specified in the Config & Firmware Update column</p> <p>System Start – Check for updates at start-up</p> <p>Time of Day – Check for updates at a set time of day specified in the Config & Firmware Update column.</p> <p>UseEnterpriseSetting – Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Config & Firmware Update | Z | <p>If the Config & Firmware Update Selection is Periodically then specify the minutes for the periodic interval.</p> <p>If the Config & Firmware Update Selection is Time of Day the specify the time (HH:MM) to check for updates.</p> |
| Firmware Version | AA | <p>Specify the firmware version to be loaded or UseEnterpriseSetting.</p> <p>UseEnterpriseSetting – Obtain the setting from the enterprise-level Global Settings</p> |
| Syslog Host | AB | <p>Specify the Hostname or the IP Address or UseEnterpriseSetting.</p> <p>UseEnterpriseSetting – Obtain the setting from the enterprise-level Global Settings</p> |
| Extra Settings | | |
| Extra Settings | AC | <p>Optionally, one or more lines of phone settings in the setting format required by Poly Edge B phones. The settings must be valid XML. The lines must be separated by ALT-ENTER.</p> <p>Start the first line with “Add:” to add these lines of Extra Settings to any Extra Settings already defined in the Global Settings. Otherwise, the entered Extra Settings will replace any existing settings.</p> <p>Enter NULL to delete any existing Extra Settings.</p> |
| Dial Plan | AD | <p>Dial plan the phones should use:</p> <p>Dial plan - Consists of one or more digit patterns, each separated by a symbol, such as “[01]XXX 91XXXXXXXXXX *XX”.</p> <p>UseEnterpriseSetting - Obtains both the Dial Plan and Digit Timeout settings from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> |

| Column Name | Col | Field Requirements |
|--|-----|---|
| Emergency Call #1 | AE | Emergency Call phone number 1. 10 digits maximum |
| Emergency Call #2 | AF | Emergency Call phone number 2. 10 digits maximum |
| The rightmost column is used for error reporting. | | |
| Error Response | AG | Used to provide detail of a failure in the Results Worksheet. |

8.2.33 GLOBAL SETTINGS – UC1 ENGAGE MOB/TAB WORKSHEET

The commands associated with provisioning the Group Global Settings for Clearspan Mobile/Tablet devices are presented within the Global Settings – Clearspan Mobile/Tablet worksheet. Note that there is no support for provisioning global settings at either of the system or enterprise levels.

The following table lists each command and a description of the command.

| Command | Description / Tips |
|---------|---|
| Modify | Modify the Group Global Settings for Clearspan Mobile/Tablet devices. "UseEnterpriseSetting" is the default value for all columns unless otherwise noted. May be shortened to "UseEnt". |
| Done | Ends processing of the worksheet. |

Each column on the Group Worksheet's Gbl Settings – CS MobileTablet tab is contained in the table below. As there is only one available command (Modify) for this tab, the table is specific to that one command. Required columns are marked and bolded.

| Column Name | Col | Field Requirements |
|-----------------------------------|-----|---|
| Status | A | See Section 3.2 for more information on the Status column. |
| General Information | | |
| Command | B | (Required) Enter the command: Modify |
| Group ID | C | (Required) Must match the name of an existing Group. Valid groups are available via the DataHelp tab. |
| SIP Settings | | |
| Outbound Proxy | D | Host name or IP address of the outbound proxy to use, or enter UseEnterpriseSetting to obtain the setting from the enterprise-level Global Settings. New Group Default: UseEnterpriseSetting |
| Use DNS SRV Lookup | E | Value: True False This field is required if Outbound Proxy is entered. |
| Outbound Proxy No Encryption Port | F | Outbound Proxy port number used when encryption is not being used. This field is required if Outbound Proxy is entered. |
| Outbound Proxy Encryption Port | G | Outbound Proxy port number used when encryption is being used. This field is required if Outbound Proxy is entered. |

| Column Name | Col | Field Requirements |
|---------------------------|-----|--|
| Encryption (TLS/SRTP) | H | <p>Choose the use of TLS and SRTP encryption of all calls:</p> <p>Required – Require the use of both TLS and SRTP encryption for calls</p> <p>NotAllowed – Do not allow the use of TLS or SRTP encryption of calls</p> <p>UseEnterpriseSetting - Obtain the setting from the enterprise-level Global Settings</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Codecs | | |
| Adaptive Quality | I | <p>Enable or disable adaptive quality:</p> <p>On – Enable adaptive quality</p> <p>Off – Disable adaptive quality</p> <p>UseEnterpriseSetting – Obtains the Adaptive Quality setting from the enterprise-level Global Settings.</p> |
| Voice Codecs | J | <p>List up to 4 voice codecs to use, in order of selection priority, with each codec in the list separated by either ALT-ENTER or a comma. Each codec should appear only once in the list.</p> <p>Select the codecs from the following:</p> <p>G711 u-law – Codec uses G.711 mu-law encoding</p> <p>G711 A-law – Codec uses G.711 A-law encoding</p> <p>G722 – Codec uses G.722 encoding</p> <p>G729AB – Codec uses G.729ab encoding</p> <p>Alternatively, enter UseEnterpriseSetting to obtain the list of codecs from the enterprise-level Global Settings.</p> <p>New Group Default: UseEnterpriseSetting</p> |
| Quality Monitoring | | |
| Quality Monitoring | K | <p>Enable or disable quality monitoring:</p> <p>On – Enable quality monitoring</p> <p>Off – Disable quality monitoring</p> <p>UseEnterpriseSetting – Obtains both the Quality Monitoring and Collector Address settings from the enterprise-level Global Settings</p> <p>New Group Default: Off</p> |
| Collector Address | L | <p>Host name or IP address of the Quality Monitoring collector used when Quality Monitoring is enabled. Optionally, includes a port number following the address, in the form of “<Host name or IP address>:<Port>”.</p> <p>Enter NULL to delete any existing Collector Address.</p> <p>Note that if the Quality Monitoring column contains UseEnterpriseSetting, the Collector Address (and port) are obtained from the enterprise-level Global Settings.</p> |
| Extra Settings | | |

| Column Name | Col | Field Requirements |
|--|-----|--|
| Extra Settings | M | <p>Optionally, one or more lines of Clearspan Mobile/Tablet settings in the setting format required by the Clearspan Communicator. The settings must be valid XML. The lines must be separated by ALT-ENTER.</p> <p>Start the first line with “Add:” to add these lines of Extra Settings to any Extra Settings already defined in the Global Settings. Otherwise, the entered Extra Settings will replace any existing settings.</p> <p>Enter NULL to delete any existing Extra Settings.</p> |
| The rightmost column is used for error reporting. | | |
| Error Response | N | Used to provide detail of a failure in the Results Worksheet. |

8.2.34 GROUP PAGING WORKSHEET

The commands associated with provisioning Group Paging are presented within the Group Paging worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.



Note: Some commands might not be available, depending on the administrator's privileges.

| Commands | Description |
|---------------------|---|
| Add | Add Group Paging. (First line contains Command and all columns.) |
| Modify | Modify Group Paging. (First line contains Command and columns. Empty columns are not modified.) |
| Delete | Delete Group Paging |
| Assign Originators | Assign Originators to Group Paging. (First line contains Command, Group Paging ID, and User ID of originators. Separate Originators ID with ALT-ENTER and/or ";" in the worksheet.) |
| Remove Originators | Remove Targets to Group Paging. (First line contains Command, Group Paging ID, and User ID of originators. Separate Originators ID with ALT-ENTER and/or ";" in the worksheet.) |
| Assign Targets | Assign Targets to Group Paging. (First line contains Command, Group Paging ID and User ID of targets. Separate target ID with ALT-ENTER and/or ";" in the worksheet.) |
| Remove Targets | Remove Targets from Group Paging. (First line contains Command, Group Paging ID and User ID of targets. Separate target ID with ALT-ENTER and/or ";" in the worksheet.) |
| Assign Services | Assign one or more Services (separate service names with ALT-ENTER and/or ";" in the worksheet) |
| Unassign Services | Remove one or more Services (separate service names with ALT-ENTER and/or ";" in the worksheet) |
| Delete All Services | Delete all Services for the Group Paging |
| Replace Services | Replace all Group Paging Services with those specified (separate services with ALT-ENTER and/or ";" in the worksheet) |
| Done | Done (end processing) |

Each column on the Group Worksheet's Group Paging tab is contained in the table below.

| Column Name | Col | Field Requirements |
|----------------------------|-----|--|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Add Modify Delete Assign Originators Remove Originators Assign Services Unassign Services Delete All Services Replace Services Done |
| Group Paging ID | C | Group Paging ID - system-wide unique identifier for Group Paging. |
| Confirmation Tone Timeout | D | 1-20 seconds. |

| Column Name | Col | Field Requirements |
|---|-----|---|
| Active | E | Determines the status of Group Paging. Values: True False |
| Time Zone | F | Enter valid time zone. Values may be selected from DataHelp tab, column "Time Zones". |
| User IDs | | |
| Originator List | G | List of User IDs to be used as Group Paging originators |
| Target List | H | List of User IDs to be used as Group Paging targets |
| Services (Services must already be enabled) | | |
| Services | I | Services to assign / unassign from Group Paging. Multiple Services separated by ALT-ENTER. |
| Group Paging Detail (The rest of the group appears only on first line of Add or Modify command) | | |
| New Group Paging ID | J | New Group Paging ID - used if Group Paging is to be renamed. |
| Group Paging Name | K | Group Paging name. |
| Group ID | L | Group ID of the group that Group Paging is a member of. Must be the Group ID of an existing group within the selected enterprise. Valid values in DataHelp sheet "Group IDs" column. |
| Department | M | Department that Group Paging is a member of. Must be valid Department within Enterprise or Group Valid values in DataHelp sheet Departments column |
| Phone Number | N | Phone number assigned to Group Paging. Must be valid existing phone number. |
| Phone Number Activation | O | Optionally activate or deactivate the phone number assigned to the Group Paging: Activate Deactivate When Phone Number Activation is disabled in Clearspan, this column is ignored, regardless of whether it is empty or contains any value. |
| Extension | P | Optional. Must be a valid extension number. |
| Calling Line Id Settings | | |
| Calling LineId Last Name | Q | 2-30 characters. |

| Column Name | Col | Field Requirements |
|---|-----|---|
| Calling LineId First Name | R | 2-30 Characters. |
| Calling LineId Phone Number | S | 30 digits max. |
| Deliver Originator CLID | T | Values: True False |
| Originator CLID Prefix | U | 30 digits max. |
| Optional Information | | |
| Class of Service | V | Optional. If present must be valid existing Class of Service. Values may be selected from DataHelp tab, "Network Classes of Service" column. |
| Language | W | Optional. If present must be valid language. Values may be selected from DataHelp tab, column "Languages". |
| Alias1 | X | Optional. SIP alias. |
| Alias2 | Y | Optional. SIP alias. |
| Alias3 | Z | Optional. SIP alias. |
| <i>The rightmost column is used for error reporting.</i> | | |
| Error Response | AA | Used to provide detail of a failure in the Results Worksheet. |

8.2.35 HUNT GROUPS WORKSHEET

The commands associated with provisioning Hunt Groups are presented within the Hunt Groups worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.



Note: Some commands might not be available, depending on the administrator's privileges.

| Commands: | Description: | | | | | |
|---------------------|--|--|--|--|--|--|
| Add | Add Hunt Group. (First line contains Command and all columns, additional lines may contain only User ID.) | | | | | |
| Modify | Modify Hunt Group. (First line contains Command, additional lines may contain only User ID. Empty columns are not modified. If any Users are entered the entire list is replaced.) | | | | | |
| Delete | Delete Hunt Group | | | | | |
| Assign Users | Assign User(s) to Hunt Group. (First line contains Command, Hunt Group ID, and first User ID, additional lines may contain only User ID.) | | | | | |
| Remove Users | Remove User(s) from Hunt Group. (First line contains Command, Hunt Group ID, and first User ID, additional lines may contain only User ID.) | | | | | |
| Assign Services | Assign one or more Services (separate service names with ALT-ENTER and/or "," in the worksheet) | | | | | |
| Unassign Services | Remove one or more Services (separate service names with ALT-ENTER and/or "," in the worksheet) | | | | | |
| Delete All Services | Delete all Services for the Hunt Group | | | | | |
| Replace Services | Replace all Hunt Group Services with those specified (separate services with ALT-ENTER and/or "," in the worksheet) | | | | | |

Each column on the Group Worksheet's HuntGroups tab is contained in the table below.

| Column Name | Col | Field Requirements |
|--|-----|--|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Add Modify Delete Assign Users Remove Users Modify User Weights Assign Services Unassign Services Delete All Services Replace Services Done |
| Hunt Group ID | C | Hunt Group ID - system-wide unique identifier for Hunt Group. |
| Agent IDs (May repeat – in same command) | | |

| Column Name | Col | Field Requirements |
|---|-----|---|
| Active | D | Determines the status of the Hunt Group. Values: True False |
| User ID List | E | User ID of an agent in the Hunt Group. May be repeated in multiple rows to create list of users. If repeated, after first row must be only column populated. |
| User Weight | F | Assigns a percentage weight for the number of calls to be distributed to the specified user. Integer value. Total weight of all assigned users must equal 100%. |
| Services (Services must already be enabled) | | |
| Services | G | Services to assign / unassign from Hunt Group. Multiple Services separated by ALT-ENTER. |
| Hunt Group Detail (The rest of the group appears only on first line of Add or Modify command) | | |
| New Hunt Group ID | H | New Hunt Group ID - used if Hunt Group is to be renamed. |
| Hunt Group Name | I | Hunt Group name. |
| Group ID | J | Group ID of the group that Hunt Group is a member of. Must be the Group ID of an existing group within the selected enterprise. Valid values in DataHelp sheet "Group IDs" column. |
| Department | K | Department that Hunt Group is a member of. Must be valid Department within Enterprise or Group Valid values in DataHelp sheet Departments column |
| Phone Number | L | Phone number assigned to Hunt Group. Must be valid existing phone number. |
| Phone Number Activation | M | Optionally activate or deactivate the phone number assigned to the Hunt Group: Activate Deactivate When Phone Number Activation is disabled in Clearspan, this column is ignored, regardless of whether it is empty or contains any value. |
| Extension | N | Optional. Must be a valid extension number. |
| Voice Portal Passcode | O | 4-8 Digits. |
| Calling Line Id Settings | | |
| Calling Lineld Last Name | P | 2-30 characters. |

| Column Name | Col | Field Requirements |
|-----------------------------|-----|--|
| Calling LineId First Name | Q | 2-30 Characters. |
| Calling LineId Phone Number | R | 30 digits max. |
| Customize Call ID | S | Values: True False |
| Include HG Name | T | Include Hunt Group Name in Caller ID. Values: True False |
| Hunt Group Settings | | |
| Policy | U | Hunt Group Call distribution policy. Values: Circular Regular Simultaneous Uniform Weighted Call Distribution |
| Allow Call Waiting | V | Values: True False |
| Group Busy Settings | | |
| Enable | W | Enable Group Busy. Values: True False |
| Member Control | X | Allow members to control Group Busy. Values: True False |
| On Call To Agent | W | Group Busy on Call to Agent. Values: True False |
| No Answer Settings | | |

| Column Name | Col | Field Requirements |
|---|-----|---|
| Skip To Next | Z | Skip to next agent on No Answer. Values: True False |
| After N Rings | AA | Skip to next agent on No Answer after N Rings. Values: 1-20. |
| Forward Call | AB | Forward call if No Answer waiting time is exceeded. Values: True False |
| After N Seconds | AC | Time to wait for answer before forwarding in seconds. Values: 0-7200. |
| Forward To | AD | Phone number for forward call to after waiting time exceeded. |
| Not Reachable Settings | | |
| Forward Call | AE | Forward call if Not Reachable. Values: True False |
| Group Busy If All | AF | Set Group Busy if All agents are Not Reachable. Values: True False |
| Forward To | AG | Phone number to forward to if Not Reachable. |
| Optional Information | | |
| Class of Service | AH | Optional. If present must be valid existing Class of Service. Values may be selected from DataHelp tab, "Network Classes of Service" column. |
| Time Zone | AI | Optional. If present must be valid time zone. Values may be selected from DataHelp tab, column "Time Zones". |
| Language | AJ | Optional. If present must be valid language. Values may be selected from DataHelp tab, column "Languages". |
| Alias1 | AK | Optional. SIP alias. |
| Alias2 | AL | Optional. SIP alias. |
| Alias3 | AM | Optional. SIP alias. |
| <i>The rightmost column is used for error reporting.</i> | | |
| Error Response | AN | Used to provide detail of a failure in the Results Worksheet. |

8.2.36 HG ALTERNATENUMBERS WORKSHEET


The commands associated with provisioning alternate numbers for Hunt Groups are presented within the HG AlternateNumbers worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

| Commands | |
|-----------|--|
| Modify | Add or modify the HuntGroup's alternate numbers. Remove a specific alternate number by entering "NULL" in the Phone Number and Extension column for that number. |
| DeleteAll | Delete all alternate numbers defined for the HuntGroup. |
| Done | Done (end processing) |

Each column on the Group Worksheet's HG AlternateNumbers tab is contained in the table that follows.

| Column Name | Col | Field Requirements |
|---|-----|---|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Modify DeleteAll Done |
| Hunt Group ID | C | Must match the ID of an existing Hunt Group. |
| Distinctive Ring | D | Values: True False |
| Alternate Number 1 to Alternate Number 10 <i>Ten sets of Alternate Number settings exist, one for each of the possible Alternate Numbers.</i> | | |
| Phone Number | x | Alternate phone number for Alternate Number x. Enter NULL to remove Alternate Number x. |
| Phone Number Activation | x | Activate or deactivate the alternate phone number. Values: Activate Deactivate |
| Extension | x | Extension for the alternate phone number. Enter NULL to remove the extension. |

| Column Name | Col | Field Requirements |
|---|-----|--|
| Ring Pattern | x | <p>Ring pattern used when calling this alternate phone number. Values:</p> <p>Normal</p> <p>Long-Long</p> <p>Short-Short-Long</p> <p>Short-Long-Short</p> <hr/> <p> Note: The phone must support the ring pattern.</p> |
| Description | x | <p>Optionally enter a description for this alternate phone number.</p> <p>Enter up to 40 characters.</p> <p>Enter NULL to delete any existing description.</p> |
| <i>The rightmost column is used for error reporting.</i> | | |
| Error Response | BC | Used to provide detail of a failure in the Results Worksheet. |

8.2.37 HG CALLFORWARDING WORKSHEET

The commands associated with provisioning call forwarding for Hunt Groups are presented within the HG CallForwarding worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

| | |
|-----------------|--|
| Commands | |
| Modify | Modify Call Forwarding settings for the user |
| Done | Done (end processing) |

Each column on the Group Worksheet's HG CallForwarding tab is contained in the table that follows.

| Column Name | Col | Field Requirements |
|--|-----|---|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Modify Done |
| Hunt Group Id | C | Must match the ID of an existing Hunt Group. |
| CFWD All Active | D | Values: True (to forward all calls to the CFWD All destination) False |
| CFWD All Number | E | Enter the phone number or SIP_URI where calls should forward when CFWD All is enabled. |
| CFWD All Play Reminder | F | Values: True (to emit a short ring burst from the primary phone when a call is forwarded via CFWD All) False |
| CFWD Busy Active | G | Values: True (to forward calls if the phone is currently busy) False |
| CFWD Busy Number | H | Enter the phone number or SIP-URI where calls should forward when CFWD Busy is enabled. |
| The rightmost column is used for error reporting. | | |
| Error Response | I | Used to provide detail of a failure in the Results Worksheet. |

8.2.38 HG CALLFORWARDINGSELECTIVE WORKSHEET

The commands associated with provisioning call forwarding selective for Hunt Groups are presented within the HG CallForwardingSelective worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

| Commands | Description | |
|------------|--|--|
| Add | Modify Call Forwarding Selective settings (First row) and Add Forwarding Criteria for the user (First row for each user contains the command, settings, and first phone number, subsequent rows may contain additional phone numbers) | |
| Modify | Modify Call Forwarding Selective settings (First row) and Modify Forwarding Criteria for the user (First row for each user contains the command, settings, and first phone number, subsequent rows may contain additional phone numbers) | |
| Delete | Modify Call Forwarding Selective settings (First row) and Delete the specified Forwarding Criteria Name | |
| DeleteList | Modify Call Forwarding Selective settings (First row) and Delete the Phone Number list for the specified Forwarding Criteria Name | |
| Done | Done (end processing) | |

Each column on the Group Worksheet's HG CallForwardingSelective tab is contained in the table that follows.

| Column Name | Col | Field Requirements |
|----------------------------|-----|---|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Add Modify Delete DeleteList Done |
| Hunt Group ID | C | Must match the ID of an existing Hunt Group. |
| CFWD Selective Active | D | Values: True False |
| Default Forward-To Number | E | Enter the default Call Forward-To number. |
| Play Ring Reminder | F | Values: True False |

| Column Name | Col | Field Requirements |
|--|-----|--|
| Forwarding Criteria - Multiple forwarding criteria entries may be entered Enter each Forwarding Criteria on a separate row. For each Forwarding Criteria, enter the Forwarding Criteria settings, including the first Call From Phone Number (if any) and first Call To Number Type (if any), on the same row. Enter any remaining Call From Phone Numbers and Call To Number Types on subsequent rows. For each of the rows, when both the Call From Phone Numbers and Call To Number Types exist, they both can be entered on the same row. | | |
| Forwarding Criteria Name | G | Name of the Call Forwarding Selective entry. |
| New Name | H | Used to rename the Forwarding Criteria Name when in modify mode. |
| Forwarding Criteria Active | I | Values: True False |
| Forward-To Number | J | Values: Phone number to forward to Default None |
| Time Schedule Name | K | Enter the name of the Time schedule. See DataHelp tab for schedules. |
| Time Schedule Level | L | Values: Enterprise Group User |
| Holiday Schedule Name | M | Enter the name of the Holiday schedule. See DataHelp tab for schedules. |
| Holiday Schedule Level | N | Values: Enterprise Group User |
| Forwarding Criteria: Calls From - Multiple phone numbers may be entered per criteria Enter each Calls From phone number on a separate row, with the first phone number entered on the same row as the Forwarding Criteria. | | |
| Use Phone List | O | Use the Forwarding Criteria only for calls from private numbers, unavailable numbers, and/or up to 12 specific phone numbers provided in the Phone Number column (True). Otherwise, the Forwarding Criteria is used for calls from any phone number (False). Values: True False |

| Column Name | Col | Field Requirements |
|--|-----|---|
| Any Private Number | P | When the Forwarding Criteria only applies to some phone numbers (Use Phone List column is True), indicate whether calls from private numbers are included for this Forwarding Criteria. Values: True False |
| Any Unavailable Number | Q | When the Forwarding Criteria only applies to some phone numbers (Use Phone List column is True), indicate whether calls from unavailable numbers are included for this Forwarding Criteria. Values: True False |
| Phone Number | R | Enter up to 12 specific phone numbers that are to use this Forwarding Criteria. Enter each phone number on a separate row, with the first phone number entered on the same row as the Forwarding Criteria. |
| Forwarding Criteria: Calls To - Multiple entries may be entered per criteria Enter each Calls To entry (user number) on a separate row, with the first user number entered on the same row as the Forwarding Criteria. | | |
| Number Type | S | To use this Forwarding Criteria only for calls to some of the user's numbers, identify the user numbers that apply. Enter each user number on a separate row, with the first user number entered on the same row as the Forwarding Criteria. Values: Primary Alternate1 Alternate2 Alternate3 Alternate4 Alternate5 Alternate6 Alternate7 Alternate8 Alternate9 Alternate10 Enter NULL to delete this Number Type. |
| Phone Number | T | Identifies the phone number (if any) for the specified Number Type of the user. This column is only exported. It is ignored on import. |
| Extension | U | Identifies the extension (if any) for the specified Number Type of the user. This column is only exported. It is ignored on import. |
| The rightmost column is used for error reporting. | | |
| Error Response | V | Used to provide detail of a failure in the Results Worksheet. |

8.2.39 HG VOICEMAIL WORKSHEET

The commands associated with provisioning voicemail for Hunt Groups are presented within the HG Voicemail worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

| Commands | |
|-----------------|------------------------------------|
| Modify | Add or modify voicemail info |
| DeleteSurgeMail | Delete or reset surge mail account |
| Done | Done (end processing) |

Each column on the Group Worksheet's HG Voicemail tab is contained in the table that follows.

| Column Name | Col | Field Requirements |
|--|-----|---|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip See <i>Section 3.2</i> for more information on the Status column. |
| General Information | | |
| Command | B | One of the following commands: Modify DeleteSurgeMail Done |
| Hunt Group ID | C | Must match the ID of an existing Hunt Group. |
| Surgemail Account | D | Values: True (to build a mailbox on Surgemail) False (if Surgemail mailbox is not needed) Delete (to delete the surge mailbox) Reset (to rebuild the surge mailbox) |
| May be derived if Voicemail Account has been selected (otherwise complete manually) | | |
| Voicemail Server Type | E | Values: Clearspan ThirdParty |
| Active | F | Values: True (to enable Voice Messaging) False (to disable Voice Messaging) |
| Redirect All | G | Values: True (to send all calls to voicemail) False |

| Column Name | Col | Field Requirements |
|--|-----|---|
| Redirect Busy | H | Values: True (to send busy calls to voicemail) False |
| Redirect No Answer | I | Values: True (to send unanswered calls to voicemail) False |
| Redirect Out of Zone | J | Values: True False |
| Greetings – Busy | | |
| Busy Greeting Source | K | Values: System Personal |
| Personal Busy Greeting Audio | L | Name of file in the repository. |
| Personal Busy Greeting Audio Repository Type | M | Repository type for Busy Greeting Audio. Use Group for Group Repository Type, or leave blank. |
| Personal Busy Greeting Video | N | Name of file in the repository. |
| Personal Busy Greeting Video Repository Type | O | Repository type for Busy Greeting Video. Use Group for Group Repository Type, or leave blank. |
| Greetings – No Answer | | |
| No Answer Greeting Type | P | Selects whether to use the Extended Away Greeting or use the Normal No Answer Greeting. Values: ExtendedAway NoAnswerGreeting |
| Greetings Extended Away Settings | | |
| Disable Message Deposit | Q | Values: True – Callers are not permitted to leave a message False – Callers can leave a message |
| Extended Away Greeting Audio | R | Audio announcement name used for the Extended Away Greeting. |
| Extended Away Greeting Audio Repository Type | S | Repository type for Busy Greeting Audio. Use Group for Group Repository Type, or leave blank. |
| Extended Away Greeting Video | T | Video announcement name used for the Extended Away Greeting. |
| Extended Away Greeting Video Repository Type | U | Repository type for Busy Greeting Video. Use Group for Group Repository Type, or leave blank. |
| Greetings Normal No Answer | | |

| Column Name | Col | Field Requirements |
|---|-----|---|
| No Answer Greeting Source | V | Select the source to use when Normal No Answer Greeting is used as the No Answer Greeting Type. Values: System Unavailable Alternate1 Alternate2 Alternate3 |
| Unavailable Greeting Settings | | |
| Unavailable Greeting Audio | W | Audio announcement name used for the Unavailable Greeting. |
| Unavailable Greeting Audio Repository Type | X | Repository type for Unavailable Greeting Audio. Use Group for Group Repository Type, or leave blank. |
| Unavailable Greeting Video | Y | Video announcement name used for the Unavailable Greeting. |
| Unavailable Greeting Video Repository Type | Z | Repository type for Unavailable Greeting Video. Use Group for Group Repository Type, or leave blank. |
| Alternate No Answer Greeting #1 Settings | | |
| Alternate Greeting 1 Name | AA | Descriptive name for Alternate Greeting #1. |
| Alternate Greeting 1 Audio | AB | Audio announcement name used for the Alternate Greeting #1. |
| Alternate Greeting 1 Audio Repository Type | AC | Repository type for Alternate Greeting #1 Audio. Use Group for Group Repository Type, or leave blank. |
| Alternate Greeting 1 Video | AD | Video announcement name used for the Alternate Greeting #1. |
| Alternate Greeting 1 Video Repository Type | AE | Repository type for Alternate Greeting #1 Video. Use Group for Group Repository Type, or leave blank. |
| Alternate No Answer Greeting #2 Settings | | |
| Alternate Greeting 2 Name | AF | Descriptive name for Alternate Greeting #2. |
| Alternate Greeting 2 Audio | AG | Audio announcement name used for the Alternate Greeting #2. |
| Alternate Greeting 2 Audio Repository Type | AH | Repository type for Alternate Greeting #2 Audio. Use Group for Group Repository Type, or leave blank. |
| Alternate Greeting 2 Video | AI | Video announcement name used for the Alternate Greeting #2. |
| Alternate Greeting 2 Video Repository Type | AJ | Repository type for Alternate Greeting #2 Video. Use Group for Group Repository Type, or leave blank. |
| Alternate No Answer Greeting #3 Settings | | |
| Alternate Greeting 3 Name | AK | Descriptive name for Alternate Greeting #3. |
| Alternate Greeting 3 Audio | AL | Audio announcement name used for the Alternate Greeting #3. |
| Alternate Greeting 3 Audio Repository Type | AM | Repository type for Alternate Greeting #3 Audio. Use Group for Group Repository Type, or leave blank. |

| Column Name | Col | Field Requirements |
|---|-----|---|
| Alternate Greeting 3 Video | AN | Video announcement name used for the Alternate Greeting #3. |
| Alternate Greeting 3 Video Repository Type | AO | Repository type for Alternate Greeting #3 Video. Use Group for Group Repository Type, or leave blank. |
| Clearspan Internal Voicemail | | |
| Message Processing | AP | Values: UnifiedVoiceAndEmail EmailOnly |
| Delivery Email Address | AQ | Email address for message delivery. Only applies when Message Processing (column K) is set to 'EmailOnly'. |
| Send Notify Email | AR | Values: True (to notify by email of the new message) False |
| Msg Notify Email Address | AS | Email address for message delivery. |
| Send CC Email | AT | Values: True (to send a carbon copy of the new message via email) False |
| CC Email Address | AU | Email address for carbon copy delivery. |
| Transfer on Zero to Phone | AV | Values include: True (to transfer on '0' to phone number) False |
| Transfer on Zero Phone Number | AW | Phone number where transfer on zero directs. |
| After Playing Greeting | AX | Values: RecordMessage DisconnectCall ForwardCall |
| After Greeting Forward to Phone | AY | Phone number where call forwards to if 'After Playing Greeting' is set to 'ForwardCall'. Enter NULL to delete any After Greeting Forward to Phone number. |
| Mail Server Type | AZ | Values: Group (to store voice messages on the Group's Mail Server) Personal (to store voice messages on a Personal Mail Server) |
| Clearspan Internal Group Server <i>This section applies when Mail Server Type is 'Group'.</i> | | |
| Mail Server Email Address | BA | Email address to be built on the Group Mail Server (eg. on Surgemail). |

| Column Name | Col | Field Requirements |
|---|-----|---|
| Mail Server UserId | BB | User Id for the mail server (typically this is the local portion of the email address entered in Column U). |
| Mail Server Password | BC | Password for the Mail Server UserId |
| Use Default Mailbox Limit | BD | Values: True (to use the mailbox limit set at the group level) False |
| Mailbox Limit | BE | Values: 0 (to use the limit set at the group level) 10, 20, 30, 40, 50, 60, 70, 80, 90, 100, 200, 300, 400, 500, 600, 700, 800, 900 (to identify the number of minutes) |
| Clearspan Internal Personal Server <i>This section applies when Mail Server Type is 'Personal'.</i> | | |
| Mail Server IP | BF | IP Address of the mail server. |
| Mail Server Protocol | BG | Values: POP3 IMAP |
| Delete for IMAP | BH | Values: True (to use the mailbox limit set at the group level) False |
| Mail Server Email Address | BI | Email address to be built on the Personal Mail Server. |
| Mail Server UserId | BJ | User Id for the mail server. |
| Mail Server Password | BK | Password for the mail server User Id. This column is only imported. Passwords are never exported (column is left blank). |
| Third Party Voicemail <i>This section applies when Third Party Voicemail is in use.</i> | | |
| Server Type | BL | Values include: GroupServer UserSpecificServer |
| Server URI | BM | Enter the server phone number or URL. |
| Mailbox ID Type | BN | Values include: PhoneNumber URL |
| Mailbox ID URL | BO | Enter the Mailbox Id URL for this user. |
| No Ans No of Rings | BP | Enter the count of rings before forward to voicemail. Values: 0 or 2-20. |
| The rightmost column is used for error reporting. | | |

| Column Name | Col | Field Requirements |
|----------------|-----|---|
| Error Response | BQ | Used to provide detail of a failure in the Results Worksheet. |

8.2.40 MANAGEGROUPS WORKSHEET

The commands associated with managing groups are presented within the ManageGroups worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

| Commands | Description |
|----------------|---|
| AddGroup | Add a new Group. The option marked with * above each column is the default value used if the column is left blank. If no * is present default value is blank. |
| ModifyGroup | Modify the settings of an existing Group. The option marked with * above each column is the initial default value set for a newly created Group. If no * present, default value is blank. |
| DeleteGroup | Delete an existing Group (must not have any users or devices). |
| AddServices | Authorize Group or User Services or Service Packs. |
| RemoveServices | De-authorize Group or User Services or Service Packs. |
| Done | Done (end processing) |

Each column on the Group Worksheet's HG CallForwardingSelective tab is contained in the table that follows.

| Column Name | Col | Field Requirements |
|----------------------------|-----|---|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: AddGroup ModifyGroup DeleteGroup AddServices RemoveServices Done |
| Group ID | C | Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab. |
| User Limit | D | Limit in range 1 to 999999. Required for the AddGroup command. |

| Column Name | Col | Field Requirements |
|----------------------------------|-----|--|
| Network Classes of Service | E | <p>List of Network Classes of Service (NCOS) to assign to the group, with each separated by ALT-ENTER or a comma. All of the NCOS must already exist in the enterprise. The first NCOS in the list is used as the Group Default NCOS.</p> <p>Valid Network Classes of Service are available via the DataHelp tab.</p> <p>When creating a group (AddGroup command), if no NCOS is specified, the Enterprise Default NCOS is added to the group and used as the Group Default NCOS.</p> <p>During export, the list is sorted alphabetically, except the Group Default NCOS is always listed first.</p> <p>New Group Default: <Enterprise Default NCOS></p> |
| Domains | F | <p>List of domains to assign to the group, with each separated by ALT-ENTER or a comma. Each domain is from 1 to 80 characters. All of the domains must already exist in the enterprise, except when creating a group (AddGroup command), where domains that do not already exist are added. The first domain in the list is used as the Group Default Domain.</p> <p>Valid domains are available via the DataHelp tab.</p> <p>When creating a group (AddGroup command), if no domain is specified, the Enterprise Default Domain is added to the group and used as the Group Default Domain.</p> <p>During export, the list is sorted alphabetically, except the Group Default Domain is always listed first.</p> <p>New Group Default: <Enterprise Default Domain></p> |
| Group Name | G | <p>Enter the name of the group, up to 80 characters.</p> <p>Enter NULL to delete any existing Group Name.</p> |
| Calling Line ID Group Name | H | <p>Enter the group name to use for the Calling Line ID, up to 80 characters.</p> <p>Enter NULL to delete any existing Calling Line ID Group Name.</p> <p>OpEasy currently does not use the Calling Line ID Group Name. However, the BroadWorks portal uses it.</p> |
| Calling Line ID Phone Number | I | <p>Enter the phone number to use for the Calling Line ID. The phone number must already be assigned to the enterprise.</p> <p>Enter NULL to delete any existing Calling Line ID Phone Number.</p> |
| Time Zone | J | <p>Enter a time zone.</p> <p>Valid Time Zones are available via the DataHelp tab.</p> <p>New Group Default: <System Time Zone Setting></p> |
| Location Dialing Code | K | <p>Enter a location dialing code, from 1 to 15 digits in length.</p> <p>Enter NULL to delete any existing Location Dialing Code.</p> |
| Minimum Extension Dialing Length | L | <p>Enter the minimum extension length, from 2 to 9 digits. The minimum cannot be greater than the maximum.</p> <p>New Group Default: 4</p> |
| Maximum Extension Dialing Length | M | <p>Enter the maximum extension length, from 2 to 9 digits.</p> <p>New Group Default: 4</p> |

| Column Name | Col | Field Requirements |
|----------------------------------|-----|--|
| Default Extension Dialing Length | N | Enter the default extension length, from 2 to 9 digits. The default length must be between the minimum and maximum, inclusive. New Group Default: 4 |
| Contact Information | | |
| Contact Name | O | Enter up to 30 characters. Enter NULL to delete any existing Contact Name. |
| Contact Phone | P | Enter up to 30 characters. Enter NULL to delete any existing Contact Phone. |
| Contact E-Mail | Q | Enter a properly formatted email address, including an @ symbol and up to 80 characters. Enter NULL to delete any existing Contact E-mail. |
| Address 1 | R | Enter up to 80 characters. Enter NULL to delete any existing Address 1. |
| Address 2 | S | Enter up to 80 characters. Enter NULL to delete any existing Address 2. |
| City | T | Enter up to 50 characters. Enter NULL to delete any existing City. |
| State / Province | U | Enter a valid state or province. Valid States / Provinces are available via the DataHelp tab. Enter NULL to delete any existing State / Province. |
| Zip / Postal Code | V | Enter up to 50 characters. Enter NULL to delete any existing Zip / Postal Code. |
| Country | W | Enter up to 50 characters. Enter NULL to delete any existing Country. |
| Service Authorization | | |
| Group Services | X | Enter a list of Group Service names, with each separated by ALT-ENTER or a comma. Simply entering a Group Service in the list causes that service to be authorized and assigned to the group, with no limit on the number of usages of that service (Unlimited). To impose a limit, append “:<limit>” to the Group Service name, such as “Call Park:5” for a limit of 5 usages of Call Park. To authorize but not assign a service, append a star (“*”) to the Group Service name, such as “Hunt Group*”. To both provide a limit and only authorize a service, append “:<limit>*”, such as “Trunk Group:7*”. Valid Group Services are available via the DataHelp tab. On Export, Group Services are listed alphabetically. Enter NULL to delete any existing Group Services. |

| Column Name | Col | Field Requirements |
|---|-----|--|
| User Services | Y | <p>Enter a list of User Service names, with each separated by ALT-ENTER or a comma.</p> <p>Simply entering a User Service in the list causes that service to be authorized to the group, with no limit on the number of usages of that service (Unlimited). To impose a limit, append “:<limit>” to the User Service name, such as “Authentication:10” for a limit of 10 usages of Authentication.</p> <p>Valid User Services are available via the DataHelp tab.</p> <p>On Export, User Services are listed alphabetically.</p> <p>Enter NULL to delete any existing User Services.</p> |
| Service Packs | Z | <p>Enter a list of Service Pack names, with each separated by ALT-ENTER or a comma.</p> <p>Simply entering a Service Pack in the list causes that service pack to be authorized to the group, with no limit on the number of usages of that service pack (Unlimited). To impose a limit, append “:<limit>” to the Service Pack name, such as “All Services:20” for a limit of 20 usages of the “All Services” service pack.</p> <p>Valid Service Packs are available via the DataHelp tab.</p> <p>On Export, Service Packs are listed alphabetically.</p> <p>Enter NULL to delete any existing Service Packs.</p> |
| Call Processing Policies – Calling Line ID | | |
| Use Policy From | AA | <p>Select where the policy for the Calling Line ID is obtained:</p> <p>Enterprise – Policy defined for the enterprise is used. The remaining settings in this section may be set, but they will not be used.</p> <p>Group – Policy defined for this group is used.</p> <p>New Group Default: Enterprise</p> |
| Use Group Name | AB | <p>Use Group Name for the Calling Line ID (CLID):</p> <p>No – Do not use Group Name for the CLID</p> <p>AllowDeptOverride – Use Group Name for the CLID but allow Department Override</p> <p>UseGroupName – Use Group Name for the CLID</p> <p>New Group Default: No</p> |
| External Calls Policy | AC | <p>External Calls – Select the policy for Calling Line ID:</p> <p>ConfigurableCLID - Use configurable CLID</p> <p>Group/DeptCLID - Use group/department phone number</p> <p>UserPhoneNumber - Use user phone number</p> <p>New Group Default: ConfigurableCLID</p> |
| Enterprise Calls Policy | AD | <p>Enterprise Calls – Select the policy for Calling Line ID:</p> <p>ExternalCallsPolicy - Use External Calls Policy</p> <p>Extension – Use extension</p> <p>LocationCode+Ext - Use location code plus extension</p> <p>New Group Default: LocationCode+Ext</p> |

| Column Name | Col | Field Requirements |
|--|-----|---|
| Group Calls Policy | AE | Group Calls – Select the policy for Calling Line ID: ExternalCallsPolicy - Use External Calls Policy Extension – Use extension LocationCode+Ext - Use location code plus extension New Group Default: Extension |
| Emergency Calls Policy | AF | Emergency Calls – Select the policy for Calling Line ID: ConfigurableCLID - Use configurable CLID Group/DeptCLID - Use group/department phone number UserPhoneNumber - Use user phone number New Group Default: ConfigurableCLID |
| Allow Alternate Numbers for Redirecting Identity | AG | Allow alternate numbers for the Redirecting Identity: Allowed Disallowed New Group Default: Disallowed |
| Allow Configurable CLID for Redirecting Identity | AH | Allow configurable CLID for the Redirecting Identity: Allowed Disallowed New Group Default: Allowed |
| Block Calling Names | AI | Select to block calling names: None – Do not block calling names ExternalCalls – Block calling names for External Calls New Group Default: None |
| Call Processing Policies – Media | | |
| Use Policy From | AJ | Select where the Media Policy is obtained: Enterprise – Policy defined for the enterprise is used. The remaining settings in this section may be set, but they will not be used. Group – Policy defined for this group is used. New Group Default: Enterprise |
| Media Policy | AK | Select the Media Policy: Disabled – No Media Policy UncompressedCodecs – Only use uncompressed codec Supported Media Set – Enter the name of an existing media set. The name is from 1 to 80 characters. New Group Default: Disabled |
| Call Processing Policies – Call Limits | | |

| Column Name | Col | Field Requirements |
|---------------------------------|-----|--|
| Use Policy From | AL | <p>Select where the policy for the Call Limits is obtained:</p> <p>Enterprise – Policy defined for the enterprise is used. The remaining settings in this section may be set, but they will not be used.</p> <p>Group – Policy defined for this group is used.</p> <p>New Group Default: Enterprise</p> |
| Call Limit | AM | <p>Enter the maximum number of concurrent calls:</p> <p>Disabled – Disable the limit on calls</p> <p>Call Limit – Maximum number of concurrent calls, from 1 to 999999</p> <p>New Group Default: Disabled</p> |
| Video Call Limit | AN | <p>Enter the maximum number of concurrent video calls:</p> <p>Disabled – Disable the limit on video calls</p> <p>Video Call Limit – Maximum number of concurrent video calls, from 1 to 999999</p> <p>New Group Default: Disabled</p> |
| Duration Limit Answered Calls | AO | <p>Enter the maximum duration of answered calls:</p> <p>Disabled – Disable the duration limit on answered calls</p> <p>Maximum Duration – Maximum duration (in minutes) of answered calls, from 3 to 2880</p> <p>New Group Default: Disabled</p> |
| Duration Limit Unanswered Calls | AP | <p>Enter the maximum duration of unanswered calls:</p> <p>Disabled – Disable the duration limit on unanswered calls</p> <p>Maximum Duration – Maximum duration (in minutes) of unanswered calls, from 1 to 2880</p> <p>New Group Default: Disabled</p> |
| Redirected Call Limit | AQ | <p>Enter the maximum number of concurrent redirected calls:</p> <p>Disabled – Disable the limit on redirected calls</p> <p>Redirected Call Limit – Maximum number of concurrent redirected calls, from 1 to 999999</p> <p>New Group Default: Disabled</p> |
| Find Me / Follow Me Limit | AR | <p>Enter the maximum number of concurrent Find Me/Follow Me invocations:</p> <p>Disabled – Disable the limit on Find Me/Follow Me invocations</p> <p>Find Me/Follow Me Limit – Maximum number of concurrent Find Me/Follow Me invocations, from 1 to 999999</p> <p>New Group Default: Disabled</p> |
| Find Me / Follow Me Depth Limit | AS | <p>Enter the Find Me/Follow Me depth:</p> <p>Disabled – Disable the Find Me/Follow Me depth limit</p> <p>Find Me/Follow Me Depth – Depth of Find Me/Follow Me, from 1 to 100</p> <p>New Group Default: Disabled</p> |

| Column Name | Col | Field Requirements |
|---|-----|---|
| Maximum Redirection Depth | AT | Enter the maximum redirection depth, from 1 to 100. New Group Default: 10 |
| Call Processing Policies – Translation and Routing | | |
| Use Policy From | AU | Select where the policy for Translation and Routing is obtained: Enterprise – Policy defined for the enterprise is used. The remaining settings in this section may be set, but they will not be used. Group – Policy defined for this group is used. New Group Default: Enterprise |
| Force Network Usage | AV | Select whether calls are forced to use the network: AllCalls - Force all calls to use the network ExceptExtension - Force all calls to the network except extension / location Disabled – Do not force Enterprise/Group calls to the network New Group Default: Disabled |
| Enterprise Extension Dialing | AW | Enable enterprise extension dialing: Enabled Disabled New Group Default: Enabled |
| Enforce Group CLID Restriction | AX | Enforce the Group Calling Line ID (CLID) Restriction: True False New Group Default: False |
| Private Dialing: Allow Ent/Grp Call Typing | AY | Allow Enterprise/Group Call Typing for the private dialing plan: No – Do not allow call typing for the private dialing plan PrivateDialingPlan – Allow call typing for the private dialing plan New Group Default: No |
| Public Dialing: Allow Ent/Grp Call Typing | AZ | Allow Enterprise/Group Call Typing for the public dialing plan: No – Do not allow call typing for the public dialing plan PublicDialingPlan – Allow call typing for the public dialing plan New Group Default: No |
| Override CLID Restriction | BA | Override the CLID restriction: No – Do not override the CLID restriction PrivateCallCategory – Override the CLID restriction for the Private Call category New Group Default: No |
| Use Enterprise CLID | BB | Use Enterprise CLID for the Private Call category: No – Do not use the Enterprise CLID for the Private Call category PrivateCallCategory – Use Enterprise CLID for the Private Call category New Group Default: No |

| Column Name | Col | Field Requirements |
|--|-----|---|
| Call Processing Policies – Incoming Caller ID | | |
| Use Policy From | BC | <p>Select where the policy for the Incoming Caller ID is obtained:</p> <p>Enterprise – Policy defined for the enterprise is used. The remaining settings in this section may be set, but they will not be used.</p> <p>Group – Policy defined for this group is used.</p> <p>New Group Default: Enterprise</p> |
| Dialable Caller ID | BD | <p>Enable the Dialable Caller ID:</p> <p>Enabled – Enable the Dialable Call ID</p> <p>Disabled – Disable the Dialable Call ID</p> <p>New Group Default: Disabled</p> |
| Passcode Rules | | |
| Use Rules From | BE | <p>Select where the pass code rules are obtained for portal users:</p> <p>System – Use System rules</p> <p>Enterprise – Use Service Provide/Enterprise rules</p> <p>Group – Use Group rules</p> <p>New Group Default: System</p> |
| Extension or Number | BF | <p>Passcode is allowed to be the user's own extension or phone number:</p> <p>Allowed</p> <p>Disallowed</p> <p>New Group Default: Allowed</p> |
| Extension or Number Reversed | BG | <p>Passcode is allowed to be the user's own extension or phone number but reversed:</p> <p>Allowed</p> <p>Disallowed</p> <p>New Group Default: Allowed</p> |
| Repeated Digits (Count) | BH | <p>Passcode is allowed to have any number of repeated digits or is limited to a maximum number of repeated digits:</p> <p>Allowed – Passcode may contain any number of repeated digits</p> <p>Limit – Maximum number of repeated digits, from 1 to 6</p> <p>New Group Default: Allowed</p> |
| Ascending Digits | BI | <p>Passcode is allowed to have any number of sequentially ascending digits or is limited to a maximum number of sequentially ascending digits:</p> <p>Allowed – Passcode may contain any number of sequentially ascending digits</p> <p>Limit – Maximum number of sequentially ascending digits, from 2 to 5</p> <p>If Allowed, Descending Digits must also be Allowed.</p> <p>New Group Default: Allowed</p> |

| Column Name | Col | Field Requirements |
|------------------------|-----|--|
| Descending Digits | BJ | <p>Passcode is allowed to have any number of sequentially descending digits or is limited to a maximum number of sequentially descending digits:</p> <p>Allowed – Passcode may contain any number of sequentially descending digits</p> <p>Limit – Maximum number of sequentially descending digits, from 2 to 5</p> <p>If Allowed, Ascending Digits must also be Allowed.</p> <p>New Group Default: Allowed</p> |
| Repeating Patterns | BK | <p>Passcode is allowed to be repeating patterns:</p> <p>Allowed</p> <p>Disallowed</p> <p>New Group Default: Allowed</p> |
| Last Passcodes | BL | <p>Passcode is allowed to be any previous passcode or cannot be any of the previous N passcodes:</p> <p>Allowed – Passcode may be any previous passcode</p> <p>Limit – Passcode cannot be any of the previous limit number of passcodes, from 1 to 10</p> <p>New Group Default: Allowed</p> |
| Last Passcode Reversed | BM | <p>Passcode is allowed to be the reversed old passcode:</p> <p>Allowed</p> <p>Disallowed</p> <p>New Group Default: Allowed</p> |
| Minimum Length | BN | <p>Minimum length of passcode, from 2 to 15 characters</p> <p>New Group Default: 4</p> |
| Maximum Length | BO | <p>Maximum length of passcode, from 3 to 30 characters</p> <p>New Group Default: 8</p> |
| Expires | BP | <p>Passcode expires:</p> <p>Never – Passcode never expires</p> <p>Number of Days – Passcode expires after this number of days, from 15 to 180</p> <p>New Group Default: Never</p> |
| Disable After Failure | BQ | <p>Disable login after a number of attempts:</p> <p>Never – Login is never disabled, no matter the number of failed login attempts</p> <p>Number of Attempts – Login disabled after this number of failed login attempts, from 2 to 10</p> <p>New Group Default: 5</p> |

| Column Name | Col | Field Requirements |
|------------------------------|-----|--|
| Send E-mail On Disable | BR | When login is disabled, send notification to an E-mail address: None – Do not send any login disabled notification message E-mail Address – E-mail address to send a login disabled notification message to New Group Default: None |
| Password Rules | | |
| Contains Login ID | BS | Password is allowed to contain the login ID: Allowed Disallowed New Group Default: Allowed |
| Contains Old Password | BT | Password is allowed to contain the previous password: Allowed Disallowed New Group Default: Allowed |
| Reverse of Old Password | BU | Password is allowed to be the reverse of the previous password: Allowed Disallowed New Group Default: Allowed |
| Previous Passwords | BV | Password is allowed to be any previous password or cannot be any of the previous N passwords: Allowed – Password may be any previous password Limit – Password cannot be any of the previous limit number of passwords, from 1 to 10 New Group Default: Allowed |
| Minimum Numbers | BW | Minimum count of numbers (0 to 9) in the password: None – No minimum Minimum – Minimum count of numbers, from 1 to 10 New Group Default: None |
| Minimum Uppercase Characters | BX | Minimum count of uppercase characters in the password: None – No minimum Minimum – Minimum count of uppercase characters, from 1 to 10 New Group Default: None |
| Minimum Lowercase Characters | BY | Minimum count of lowercase characters in the password: None – No minimum Minimum – Minimum count of lowercase characters, from 1 to 10 New Group Default: None |

| Column Name | Col | Field Requirements |
|---|-----|---|
| Minimum Non-alphanumeric | BZ | Minimum count of non-alphanumeric (special) characters in the password: None – No minimum Minimum – Minimum count of non-alphanumeric chars, from 1 to 10 New Group Default: None |
| Minimum Length | CA | Minimum length of password, from 3 to 40 characters New Group Default: 6 |
| Expires | CB | Password expires: Never – Password never expires Number of Days – Password expires after this number of days, from 1 to 199 New Group Default: 30 |
| Force Password Change After Reset | CC | Require a password to be changed after being reset: Enabled Disabled New Group Default: Disabled |
| Disable After Failure | CD | Disable login after a number of attempts: Never – Login is never disabled, no matter the number of failed login attempts Number of Attempts – Login disabled after this number of failed login attempts, from 1 to 10 New Group Default: 5 |
| Send E-Mail On Disable | CE | When login is disabled, send notification to an E-mail address: None – Do not send any login disabled notification message E-mail Address – E-mail address to send a login disabled notification message to New Group Default: None |
| <i>The rightmost column is used for error reporting.</i> | | |
| Error Response | CF | Used to provide detail of a failure in the Results Worksheet. |

8.2.41 MUSICONHOLD WORKSHEET

The commands associated with provisioning Music On Hold for groups and departments are presented within the MusicOnHold worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

| Commands | | | |
|----------|--|--|---|
| Add | | | Add Music On Hold settings for a department |
| Modify | | | Modify Music On Hold settings for a group or department |
| Delete | | | Delete Music On Hold settings for a department |
| Done | | | Done (end processing) |

Each column on the Group Worksheet's MusicOnHold tab is contained in the table that follows.

| Column Name | Col | Field Requirements |
|----------------------------|-----|---|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Add – Only for adding Music on Hold to a department Modify – Modifies Music On Hold for a group or department Delete – Only for deleting Music on Hold from a department Done |
| Group ID | C | Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab. |
| Department | D | When provisioning Music On Hold for a department, must match the name of an existing Department, including (Group) or (Enterprise) at the end. Valid departments are available via the DataHelp tab. |
| Music On Hold Profile | E | Optionally enter a Group Music On Hold Profile. When a profile is entered, those settings are used. The remaining columns do not need to be entered except for columns where a different setting is desired, which overrides the profile setting. Valid Group Music On Hold Profiles are available via the DataHelp tab. |
| General Settings | | |
| Enable During Call Hold | F | Enable music for a call is on hold: True False |

| Column Name | Col | Field Requirements |
|-------------------------------|-----|---|
| Enable During Call Park | G | Enable music for a parked call: True False |
| Enable During Busy Camp On | H | Enable music for a call camped on a busy user: True False |
| Preferred Audio Codec | I | Optionally enter a preferred audio codec. Valid codecs are available via the DataHelp tab. |
| Source | J | Select the music source: System External Custom |
| Audio Announcement Name | K | Name of audio announcement to use if Source is Custom . The specified announcement name must refer to an announcement in the group's announcement repository. |
| Video Announcement Name | L | Name of video announcement to use if Source is Custom . The specified announcement name must refer to an announcement in the group's announcement repository. |
| Device Name | M | Name of an external device when Source is External . |
| Device Level | N | Level of an external device when Source is External : System Enterprise Group |
| Line/Port | O | Line/Port of the external device when Source is External . |
| Port Number | P | Number of a specific port to use when Source is External and the external device is using Static Line/Port Ordering (as enabled in the external device's Device Type). |
| SIP Contact | Q | SIP Contact of the external device when Source is External and the external device's Device Type is configured with Static Registration Capable. |
| Internal Call Settings | | |
| Use Alternate Source | R | Indicates whether a music source other than the music source defined in the General Settings section above is to be used for internal calls: True - The remaining settings in the Internal Call Settings section identify the music source for internal calls. False - The remaining settings in the Internal Call Settings section are ignored as they are not used for internal calls. |
| Preferred Audio Codec | S | Optionally enter a preferred audio codec. Valid codecs are available via the DataHelp tab. |

| Column Name | Col | Field Requirements |
|---|-----|--|
| Source | T | Select the music source for internal calls: System External Custom |
| Audio Announcement Name | U | Name of audio announcement to use for internal calls if Source is Custom . The specified announcement name must refer to an announcement in the group's announcement repository. |
| Video Announcement Name | V | Name of video announcement to use for internal calls if Source is Custom . The specified announcement name must refer to an announcement in the group's announcement repository. |
| Device Name | W | Name of an external device when Source is External . |
| Device Level | X | Level of an external device when Source is External : System Enterprise Group |
| Line/Port | Y | Line/Port of the external device when Source is External . |
| Port Number | Z | Number of a specific port to use when Source is External and the external device is using Static Line/Port Ordering (as enabled in the external device's Device Type). |
| SIP Contact | AA | SIP Contact of the external device when Source is External and the external device's Device Type is configured with Static Registration Capable. |
| <i>The rightmost column is used for error reporting.</i> | | |
| Error Response | AB | Used to provide detail of a failure in the Results Worksheet. |

8.2.42 PHONENUMBERS WORKSHEET

The commands associated with provisioning of phone numbers at a group level are presented within the PhoneNumbers worksheet.

The following lists the commands and a description of their function:

| Commands: | Description: |
|-----------|---|
| Assign | Assign individual phone number or range of phone numbers to a Group. Optionally activate the phone numbers. |
| Modify | Reassign phone numbers to another Group, or unassign using "None" as Group to return them to the Enterprise. Activate or deactivate when assigned to a Group. |
| Unassign | Unassign phone numbers from a Group to return them to the Enterprise. Phone numbers must not be assigned to users. |
| Done | Done (end processing) |

Each column on the Group Worksheet's PhoneNumbers tab is contained in the following table:

| Column Name | Col | Field Requirements |
|----------------------------|-----|---|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Assign Modify Unassign Done |
| Phone Numbers | C | A single phone number or a range (inclusive) of phone numbers. Ranges are in the form "<Start Phone Number> - <End Phone Number". Note the phone numbers are separated by a space, dash, space (" - "). The spaces are necessary to prevent confusion between the phone number separator and a digit separator between the digits of a phone number. Example: 214-844-6611 - 214-844-6612 |

| Column Name | Col | Field Requirements |
|--|-----|---|
| Group ID | D | <p>When imported with Assign command, must contain the following: [Group ID] – Group ID of an existing group to assign phones numbers to.</p> <p>When imported with Modify command, must contain one of the following: [Group ID] – Group ID of an existing group to assign or reassign the phones numbers to. None - Phone numbers are unassigned from any group they are assigned to. They are assigned only to the enterprise. Blank – Phone numbers are not reassigned.</p> <p>When imported with Unassign command, no group is used. This field is ignored.</p> <p>Valid groups are available via the DataHelp tab.</p> <p>When exported, the Group column contains: [Group ID] – Group ID which the phone numbers are assigned to. (Multiple) – Phone numbers in a range of phone numbers are assigned to multiple groups, or some phone numbers are assigned to a group while others are not. Blank – Phone numbers are not assigned to any group. They are only assigned to the enterprise.</p> |
| Assigned to User | E | <p>(Exported Only) Indicates whether the phone numbers are assigned to a user:</p> <p>True – Phone numbers are assigned to a user. False – Phone numbers are not assigned to a user. (Both) – Some phone numbers in a range of phone numbers are assigned to a user and some are not.</p> <p>This column is only exported. It is ignored for an import.</p> |
| Activated | F | <p>Indicates whether the phone numbers must be activated or deactivated.</p> <p>When imported, must contain one of the following: True – Phone numbers must be activated. False – Phone numbers must be deactivated.</p> <p>When Phone Number Activation is disabled in Clearspan, this column is ignored, regardless of whether it is empty or contains any value.</p> <p>When exported, the column contains: True – Phone numbers have been activated. False – Phone numbers have not been activated. (Both) – Some phone numbers in a range of phone numbers have been activated and some have not.</p> |
| The rightmost column is used for error reporting. | | |
| Error Response | G | Used to provide detail of a failure in the Results Worksheet. |

8.2.43 SPEEDDIAL8 WORKSHEET

The commands associated with provisioning of Speed Dial 8 lists at a group level are presented within the SpeedDial8 worksheet.

The following lists the commands and a description of their function:

| Commands | |
|-----------------------------|--|
| AddList | Add a Group Speed Dial 8 list. Additional speed codes can be added by specifying the speed code information ins subsequent rows with no command specified. |
| ModifyList | Modify the list name or list description of a Group Speed Dial List |
| DeleteList | Delete the entire Group Speed Dial 8 list |
| ModifySpeedCode | Modify a speed code entry |
| DeleteSpeedCode | Delete a speed code entry |
| InitializeUserSpeedDialList | Initialize the Speed Dial 8 list of a user or list of users with the content of the specified list. Multiple users Speed Dial lists can be initialized using one command by specifying additional User IDs in the User ID column of subsequent rows. |
| Done | Done (end processing) |

Each column on the Group Worksheet's SpeedDial8 tab is contained in the following table:

| Column Name | Col | Field Requirements |
|----------------------------|-----|---|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: AddList ModifyList DeleteList ModifySpeedCode DeleteSpeedCode InitializeUserSpeedDialList Done |
| Group ID | C | Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab. |
| List Name | D | Name of a Speed Dial 8 list. |
| New List Name | E | New name of the Speed Dial 8 list when renaming the list using the ModifyList command. |
| List Description | F | Optionally enter the text description of the Speed Dial 8 list. Enter NULL to delete any existing description. |

| Column Name | Col | Field Requirements |
|---|-----|---|
| Speed Dial Code | G | Enter the speed dial code for a Speed Dial 8 entry: 2 to 9 A Speed Dial 8 entry consists of the columns Speed Dial Code, Phone Number, and Description. Multiple Speed Dial 8 entries can be entered for a single command by entering them on the row with the command and subsequent rows without specifying a command. |
| Phone Number | H | Enter the phone number to dial for the specified speed code. Must be a valid existing phone number. |
| Description | I | Optionally enter a text description of the Speed Dial 8 entry. Enter NULL to delete any existing description. |
| UserID | J | For the InitializeUserSpeedDialList command, enter one of the following: User ID – ID of a user whose Speed Dial 8 list is to be initialized to the list identified in the List Name column. The Speed Dial 8 list can be initialized for multiple users by entering the User ID for each user on subsequent rows, with no command entered for the rows. All Users – Initialize the Speed Dial 8 list for all users in the group identified in the Group column. |
| <i>The rightmost column is used for error reporting.</i> | | |
| Error Response | K | Used to provide detail of a failure in the Results Worksheet. |

8.2.44 SPEEDDIAL100 WORKSHEET

The commands associated with provisioning of Speed Dial 100 lists at a group level are presented within the SpeedDial100 worksheet.

The following lists the commands and a description of their function:

| Commands | |
|-----------------------------|--|
| AddList | Add a Group Speed Dial 100 list. Additional speed codes can be added by specifying the speed code information in subsequent rows with no command specified. |
| ModifyList | Modify the list name or list description of a Group Speed Dial List. |
| DeleteList | Delete the entire Group Speed Dial 100 list. |
| AddSpeedCode | Add a speed code entry to a list. |
| ModifySpeedCode | Modify a speed code entry in a list. |
| DeleteSpeedCode | Delete a speed code entry from a list. |
| InitializeUserSpeedDialList | Initialize the Speed Dial 100 list of a user or list of users with the content of the specified list. Multiple users Speed Dial lists can be initialized using one command by specifying additional User IDs in the User ID column of subsequent rows. |
| Done | Done (end processing) |

Each column on the Group Worksheet's SpeedDial100 tab is contained in the following table:

| Column Name | Col | Field Requirements |
|----------------------------|-----|--|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: AddList ModifyList DeleteList AddSpeedCode ModifySpeedCode DeleteSpeedCode InitializeUserSpeedDialList Done |
| Group ID | C | Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab. |
| List Name | D | Name of a Speed Dial 100 list. |
| New List Name | E | New name of the Speed Dial 100 list when renaming the list using the ModifyList command. |
| List Description | F | Optionally enter the text description of the Speed Dial 100 list. Enter NULL to delete any existing description. |

| Column Name | Col | Field Requirements |
|---|-----|--|
| Speed Dial Code | G | <p>Enter the two-digit speed dial code for a Speed Dial 100 entry: 00 to 99</p> <p>A Speed Dial 100 entry consists of the columns Speed Dial Code, Phone Number, and Description.</p> <p>Multiple Speed Dial 100 entries can be entered for a single command by entering them on the row with the command and subsequent rows without specifying a command.</p> |
| Phone Number | H | <p>Enter the phone number to dial for the specified speed code.</p> <p>Must be a valid existing phone number.</p> |
| Description | I | <p>Optionally enter a text description of the Speed Dial 100 entry.</p> <p>Enter NULL to delete any existing description.</p> |
| UserID | J | <p>For the InitializeUserSpeedDialList command, enter one of the following:</p> <p>User ID – ID of a user whose Speed Dial 100 list is to be initialized to the list identified in the List Name column. The Speed Dial 100 list can be initialized for multiple users by entering the User ID for each user on subsequent rows, with no command entered for the rows.</p> <p>All Users – Initialize the Speed Dial 100 list for all users in the group identified in the Group column.</p> |
| <i>The rightmost column is used for error reporting.</i> | | |
| Error Response | K | Used to provide detail of a failure in the Results Worksheet. |

8.2.45 USERDEFINEDFIELDS WORKSHEET

The commands associated with the modification of User Defined Fields for a Virtual User (Flexible Seating Host, Hunt Group, etc.) are presented within the UserDefinedFields worksheet.

The following lists the commands and a description of their function:

| Commands | |
|----------|---|
| Modify | Change the value of a User Defined Field for a User. If the value is deleted, the default value for the Enterprise is used. |
| Done | Done (end processing) |

Each column on the Group Worksheet's UserDefinedFields tab is contained in the following table:

| Column Name | Col | Field Requirements |
|--|-----|--|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Modify Done |
| Virtual User ID | C | User ID of a Virtual User whose User Defined Fields will be modified |
| User Defined Field Name | D | Must match the name of a User Defined Field defined for the enterprise. Valid User Defined Field names are available via the DataHelp tab. |
| User Defined Field Value | E | Enter the value to assign to the User Defined Field for the virtual user, or enter one of the following: NULL - Use an empty value. UseDefault - Use the Enterprise Default value. |
| The rightmost column is used for error reporting. | | |
| Error Response | F | Used to provide detail of a failure in the Results Worksheet. |

8.2.46 USERPROFILES WORKSHEET

The commands associated with provisioning User Profiles are presented within the UserProfiles worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

| Commands | Description |
|----------|---------------------------------------|
| Add | Add a User Profile |
| Modify | Modify the settings of a User Profile |
| Delete | Delete a User Profile |
| Done | Done (end processing) |

Each column on the Group Worksheet's UserProfiles tab is contained in the table that follows.

| Column Name | Col | Field Requirements |
|----------------------------|-----|---|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Add Modify Delete Done |
| Group ID | C | Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab. |
| User Profile Name | D | Name of the User Profile. Up to 128 characters. |
| Description | E | Description of the User Profile. Enter NULL to delete the description when modifying. |
| User Type | F | Type of user to create. Values: Normal (Default setting if empty on Add) VoiceMailOnly |
| Send Email to New User | G | New User Notification – Send a notification email to the new user. Values: True (Default setting if empty on Add) False |

| Column Name | Col | Field Requirements |
|---------------------------------|-----|---|
| Send Email to OpEasy Admin | H | New User Notification – Send a notification email to the OpEasy administrator. Values: True False (Default setting if empty on Add) |
| Send Email to Phone Procurement | I | New User Notification – Send a notification email to Phone Procurement. Values: True False (Default setting if empty on Add) |
| Phone Procurement Email Address | J | New User Notification – Email Address for phone procurement. Enter NULL to delete the Email Address when modifying. |
| Primary Device | | |
| Device Level | K | Level of the Primary Phone Device, if any. Most devices are Group level. Values: System Enterprise Group |
| Device Type | L | Type of Primary Phone Device, if any. Values: [Device Type] – Refer to the DataHelp tab. None |
| Device Template | M | Template to use for Primary Phone Device. Values: <Default> - To use the Group default template. <None> - No template is used by the type of device; otherwise this option is invalid when a template is used by the type of device. [Template Name] - Name of the template; the Template Level field is required. |
| Template Level | N | Level of the template to use for Primary Phone Device. Required if the Template field contains a Template Name. Otherwise, this field is ignored. Values: Enterprise Group |
| Device Billing Type | O | Enter a Device Billing Type, or enter UseOrgBillingType to use the organization default value (set for the Group or Enterprise). Valid Device Billing Types are available on the DataHelp tab. |
| Services | | |

| Column Name | Col | Field Requirements |
|---------------------------------|-----|---|
| Service Packs | P | List of Service Packs to assign to the user. Separate Service Packs in the list with ALT-ENTER or a comma. Refer to the DataHelp tab for the possible Service Packs. Enter NULL to delete the list of Service Packs when modifying. |
| User Information | | |
| User Domain | Q | Domain of the user. This is part of the User ID. Refer to the DataHelp tab for the possible Domains. |
| User Billing Type | R | Enter a User Billing Type, or enter UseDefault to use the Enterprise Default value. Valid User Billing Types are available on the DataHelp tab. |
| MS Teams XSI Plugin | S | Enables XSI Plugin capability for a Microsoft Teams Device Values: True False |
| User Configuration Rules | | |
| Site ID | T | Site ID, which is required to create Extension-only Users. Up to 16 letters or digits. Enter NULL to delete the Site ID when modifying. |
| User ID Rule | U | Format of the created User ID: Name PhoneNumber (Default setting if empty on Add) UserEmailAddress |
| Migration Trunk User | V | Indicate if this is a Migration Trunk User. Adds ".tu" before "@" in the User ID. Values: True False (Default setting if empty on Add) |
| Random User Password | W | Initialize the User Password to a random password: True False (Default setting if empty on Add) |
| Phone Number Rules | | |
| Phone Number Activation | X | Activate or deactivate the Phone Number, or do not change the Phone Number activation status: Activate Deactivate None (Default setting if empty on Add) |
| Network Server Site | Y | Network Server Site of the assigned Phone Number: DFLT_SITE – Default site. (Default setting if empty on Add) [Site Name] – Specific name of the site. |

| Column Name | Col | Field Requirements |
|---------------------------------------|-----|---|
| Phone Number Selection Method | Z | Method used to select the Phone Number: None (Default setting if empty on Add) ExtensionOnly Preselect – Select a phone number from the Phone Number Ranges. |
| Phone Number Ranges | AA | One or more ranges of phone numbers to select a phone number from when using Preselect. Each range is entered as “<Phone Number>-<Phone Number>”, with 1+10 digits converted to 10 digits. Separate ranges in the list with ALT-ENTER or a comma. Refer to DataHelp tab for available ranges of phone numbers. Enter NULL to delete the ranges when modifying. |
| Extension Rules | | |
| Auto Generate Extension | AB | Automatically generate the extension. Values: True (Default setting if empty on Add) False |
| Extension Prefix Digits | AC | Prefix digits to use to build an extension, if any. Enter NULL to delete the prefix digits when modifying. |
| Last N Digits from Phone Number | AD | Number of trailing digits (1 to 9) from the phone number to use to build an extension. (4 is Default setting if empty on Add) |
| Network Class of Service Rules | | |
| Network Class Of Service | AE | Network Class of Service to use. Values: <GroupDefault> - Use the default Class of Service for the Group. (Default setting if empty on Add) [Network Class of Service] - Enter the specific Network Class of Service. Refer to the DataHelp tab for the valid Network Classes of Service. |
| VM Transcription | | |
| VM Transcription (Mutare) | AF | Rule for setting up Voice Mail. Chooses whether Voice Mail is to be used and selects the notification option. Values: None (Default setting if empty on Add) NoNotification EmailNotification EmailDelivery |
| Voice Mail Rules | | |

| Column Name | Col | Field Requirements |
|---------------------------------------|-----|--|
| Voice Mail Rule | AG | Rule for setting up Voice Mail. Chooses whether Voice Mail is to be used and selects the notification option. Values: None (Default setting if empty on Add) NoNotification EmailNotification EmailDelivery |
| Voice Mail Selectable | AH | Rule for setting up Voice Mail, continued. Indicates if the Voice Mail setup is selectable by the administrator. Values: Selectable NotSelectable (Default setting if empty on Add) |
| Group Mail Server Email Address Host | AI | Host to use for creating the Email Address of the Group Mail Server. Enter NULL to delete the host when modifying. |
| Music On Hold | | |
| Music On Hold Profile | AJ | Optionally enter the name of a User Music On Hold Profile to use when creating a new user. Valid profiles are available via the DataHelp tab, User Music On Hold Profiles column. None (Default setting if empty on Add) |
| Calling Line ID Rules | | |
| Calling Line ID Last Name Rule | AK | Rule for choosing the Last Name for the user's Calling Line ID. Values: UserLastName (Default setting if empty on Add) Specify |
| Specific Calling Line ID Last Name | AL | Last Name to use when 'Calling Line ID Last Name' is "Specify". Enter NULL to delete when modifying. |
| Calling Line ID First Name Rule | AM | Rule for choosing the First Name for the user's Calling Line ID. Values: UserFirstName (Default setting if empty on Add) Specify |
| Specific Calling Line ID First Name | AN | First Name to use when 'Calling Line ID First Name' is "Specify". Enter NULL to delete when modifying. |
| Calling Line ID Phone Number Rule | AO | Rule for choosing the Phone Number for the user's Calling Line ID. Values: UserPhoneNumber (Default setting if empty on Add) UserExtension Specify |
| Specific Calling Line ID Phone Number | AP | Phone Number to use when 'Calling Line ID Phone Number' is "Specify". Enter NULL to delete when modifying. |
| Authentication Rules | | |

| Column Name | Col | Field Requirements |
|----------------------------------|-----|--|
| Authentication Name Rule | AQ | Rule for choosing the Authentication Name. Values: UserID (Default setting if empty on Add) Generate |
| Authentication Password Rule | AR | Rule for choosing the Authentication Password. Values: Generate (Default setting if empty on Add) Specify |
| Specific Authentication Password | AS | Authentication Password to use when 'Authentication Password Rule' is "Specify". Enter NULL to delete when modifying. This column is only imported. Passwords are never exported (column is left blank). |
| Phone Device Rules | | |
| Device LinePort Domain | AT | Domain to use when creating the Line/Port. Refer to the DataHelp tab for the valid domains. |
| MAC Address Rule | AU | Rule for the MAC Address or Auto Install Device ID to assign to the primary device. Values: PhoneNumberLast4Digits (Default setting if empty on Add) PhoneNumberLast5Digits PhoneNumber Extension |
| Trunk User Rules | | |
| Trunk Group | AV | Trunk Group when 'Device Type' is "Trunk User". Values: [Trunk Group] - Enter the Trunk Group. Refer to the DataHelp tab for valid Trunk Groups. None |
| Trunk LinePort Domain | AW | Domain to use when creating the Line/Port when 'Device Type' is "Trunk User". Refer to the DataHelp tab for the valid domains. |
| Enterprise Trunk | AX | Enterprise Trunk when 'Device Type' is "Trunk User". Values: [Enterprise Trunk] - Enter the Enterprise Trunk. Refer to the DataHelp tab for valid Enterprise Trunks. None |
| Device Access Rules | | |
| Device Access User Name Rule | AY | Rule for choosing the Device Access User Name. Values: PhoneNumber (Default setting if empty on Add) Extension+UniqueID DeviceName None |

| Column Name | Col | Field Requirements |
|-----------------------------|-----|---|
| Device Access Password Rule | AZ | Rule for choosing the Device Access Password. Values: Random4Digits (Default setting if empty on Add) Random5Digits Random6Digits Random7Digits Random8Digits PhoneNumber Extension Specify None |
| Device Level-Unique ID | BA | Unique ID used when 'Device Access User Name' is "Extension+UniqueID". Field is only exported and is ignored for an import. |
| Desktop Rules | | |
| Desktop Enable | BB | Create a desktop device for the user as a Shared Call Appearance (SCA). Values: True False (Default setting if empty on Add) |
| Desktop Type | BC | Specify the type of desktop device: Values: EngagePC – CS Enagage Desktop MSTeams – MS Teams Client PC – Clearspan Communicator Desktop S4B – Clearspan Communicator Skype for Business |
| Desktop LinePort Domain | BD | Line/Port Domain used to create the desktop device. Valid domains are available via the DataHelp tab. |
| Desktop Template | BE | Enter the template to use for the desktop device. Valid templates are available via the DataHelp tab, Device Templates column. |
| Desktop Template Level | BF | Select the level of the OpEasy template for the Desktop device. Values: Enterprise Group |
| Mobile Rules | | |
| Mobile Enable | BG | Create a mobile device for the user as a Shared Call Appearance (SCA). Values: True False (Default setting if empty on Add) |

| Column Name | Col | Field Requirements |
|---|-----|--|
| Mobile Type | BH | Specify the type of mobile device: Values: EngageMobile – CS Enagage Mobile CSMobile – Clearspan Mobile Mobile – Communicator Mobile |
| Mobile LinePort Domain | BI | Line/Port Domain used to create the mobile device. Valid domains are available via the DataHelp tab. |
| Mobile Template | BJ | Enter the template to use for the Mobile device. Valid templates are available via the DataHelp tab, Device Templates column. |
| Mobile Template Level | BK | Select the level of the OpEasy template for the Mobile device. Values: Enterprise Group |
| Tablet Rules | | |
| Tablet Enable | BL | Create a tablet device for the user as a Shared Call Appearance (SCA). Values: True False (Default setting if empty on Add) |
| Tablet Type | BM | Specify the type of tablet device: Values: Engage Tablet – CS Enagage Tablet CS Tablet – Clearspan Tablet Tablet – Communicator Tablet |
| Tablet LinePort Domain | BN | Line/Port Domain used to create the Tablet device. Valid domains are available via the DataHelp tab. |
| Tablet Template | BO | Enter the template to use for the Tablet device. Valid templates are available via the DataHelp tab, Device Templates column. |
| Tablet Template Level | BP | Select the level of the OpEasy template for the Tablet device. Values: Enterprise Group |
| <i>The rightmost column is used for error reporting.</i> | | |
| Error Response | BQ | Used to provide detail of a failure in the Results Worksheet. |

8.2.47 VIRTUALONNETEXTENSIONS WORKSHEET

The commands that are associated with configuring the Virtual On-Net Enterprise Extensions within a group are presented within the VirtualOnNetExtensions worksheet.

The following screen capture from the worksheet lists the commands and a description of their function.

| Commands | |
|----------|---|
| Add | Add a new Virtual On-Net Extension |
| Modify | Modify an existing Virtual On-Net Extension |
| Delete | Delete an existing Virtual On-Net Extension |
| Done | Done (end processing) |

Each column on the DeviceTypeConversion tab is contained in the table that follows.

| Column Name | Col | Field Requirements |
|----------------------------|-----|--|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Add Modify Delete Done |
| Group ID | C | Must match the Group ID of an existing group. Different groups may use the same Extension numbers and External Phone numbers. Valid groups are available via the DataHelp tab. |
| Last Name | D | Last name of Virtual Extensions's User - for use in directories. 1-31 Characters. Valid characters: a-z, A-Z, 0-9, space, or special characters: -_'.:/\$%#@&*+ |
| First Name | E | First name of Virtual Extension's User - for use in directories. 1-31 Characters. Valid characters: a-z, A-Z, 0-9, space, or special characters: -_'.:/\$%#@&*+ |
| External Phone Number | F | Number that the system dials when calling the virtual extension. This column is used to identify an existing Virtual Extension to modify, or to enter the External Phone Number in an "Add" command. Must be in a valid phone number format, and must not be an assigned number in the Enterprise or already used for another virtual extension in the same Group. |

| Column Name | Col | Field Requirements |
|---|-----|---|
| New External Phone Number | G | This column is used only in a "Modify" command to change the External Phone Number of an existing Virtual Extension. The required values are the same as stated above for External Phone Number. |
| Extension | H | A valid extension number for this group. Must not be in use. |
| Calling Line ID Last Name | I | Calling party last name presented when a Virtual On-Net Enterprise Extension User receives a call from the Virtual Extension. 1-31 Characters. Valid characters: a-z, A-Z, 0-9, space, or special characters: -_'.:/\$%#@&*+ |
| Calling Line ID First Name | J | Calling party first name presented when a Virtual On-Net Enterprise Extension User receives a call from the Virtual Extension. 1-31 Characters. Valid characters: a-z, A-Z, 0-9, space, or special characters: -_'.:/\$%#@&*+ |
| Virtual On-Net Call Type | K | Name of Virtual On-Net Call Type used to populate the "virtualOnNetCallType" field in CDR records used to identify calls to and from the Virtual Extension. Available Virtual On-net Call Types are listed on the "DataHelp" tab. |
| <i>The rightmost column is used for error reporting.</i> | | |
| Error Response | L | Used to provide detail of a failure in the Results Worksheet. |

8.2.48 VOICEPORTALS WORKSHEET

The commands associated with provisioning of voice portals at a group level are presented within the VoicePortals worksheet.

The following lists the commands and a description of their function:

| Commands | Description |
|----------|--|
| Modify | Modify the settings of a Group Voice Portal. The option marked with * above each column is the initial default value set for a newly created Group. If no * is present the default is blank. |
| Done | Done (end processing) |

Each column on the Group Worksheet's VoicePortals tab is contained in the following table:

| Column Name | Col | Field Requirements |
|----------------------------|-----|--|
| Status | A | This column is blank in most cases but possible values include: Success Failure Skip <i>See Section 3.2 for more information on the Status column.</i> |
| General Information | | |
| Command | B | One of the following commands: Modify Done |
| Group ID | C | Must match the Group ID of an existing group. Valid groups are available via the DataHelp tab. |
| Voice Portal | | |
| Voice Portal ID | D | Identifier for the Voice Portal within Clearspan. Only exported and ignored on an import. |
| New Voice Portal ID | E | Contains the new Voice Portal ID to assign to the Voice Portal. The ID must be correctly formatted, with a valid domain. |
| Voice Portal Name | F | Contains the Voice Portal name. This field is required. |
| Active | G | Activate the Voice Portal: True False New Voice Portal Default: False |
| Phone Number | H | Phone number assigned to the Voice Portal. Enter NULL to delete an existing Phone Number. New Voice Portal Default: No phone number assigned (empty). |
| Extension | I | Extension assigned to the Voice Portal. Extension must be from 2 to 20 digits. Enter NULL to delete an existing Extension. New Voice Portal Default: No extension assigned (empty). |

| Column Name | Col | Field Requirements |
|--------------------------|-----|---|
| CLID Phone Number | J | Phone number for the Calling Line ID (CLID). Must be a valid phone number. Enter NULL to delete an existing CLID Phone Number. New Voice Portal Default: No phone number assigned (empty). |
| CLID Last Name | K | Last name to use for the Calling Line ID (CLID). Last name is required. From 1 to 30 characters. New Voice Portal Default: "Voice Portal" |
| CLID First Name | L | First name to use for the Calling Line ID (CLID). First name is required. From 1 to 30 characters. New Voice Portal Default: "Voice Portal" |
| Language | M | Select a language. Valid languages are available via the DataHelp tab. |
| Time Zone | N | Specify a time zone. Valid time zones are provided in the DataHelp tab. |
| Network Class of Service | O | Enter one of the following: Network Class of Service - Specific NCOS. Valid network classes of service are provided in the DataHelp tab. <GroupDefault> - Use the Group-default Network Class of Service. New Voice Portal Default: <GroupDefault> |
| SIP Alias 1 | P | Enter a valid SIP URI as the SIP Alias. Enter NULL to delete the SIP Alias. Note that on export, the SIP Aliases are returned in an alphabetical order, regardless as to the order they were imported. New Voice Portal Default: No SIP Alias (empty) |
| SIP Alias 2 | Q | Enter a valid SIP URI as the SIP Alias. Enter NULL to delete the SIP Alias. New Voice Portal Default: No SIP Alias (empty) |
| SIP Alias 3 | R | Enter a valid SIP URI as the SIP Alias. Enter NULL to delete the SIP Alias. New Voice Portal Default: No SIP Alias (empty) |
| Allow Phone Number Login | S | Allow phone numbers or Voice Mail aliases on login in addition to extensions: True False New Voice Portal Default: False |
| Use Wizard | T | Use Voice Portal Wizard: True False New Voice Portal Default: False |

| Column Name | Col | Field Requirements |
|---|-----|---|
| External Routing | U | <p>Select the External Routing:</p> <p>UseSystemSettings – Use the system-level external routing settings</p> <p>UseGroupSettings – Use the group-level external routing settings</p> <p>New Voice Portal Default: UseSystemSettings</p> |
| External Routing Address | V | <p>Optionally enter a Phone Number or SIP URI that can be used for external routing.</p> <p>Enter NULL to delete the External Routing Address.</p> |
| Home Zone | W | <p>Optionally identify an Office Zone that is the Home Zone.</p> <p>Valid office zones are available via the DataHelp tab.</p> <p>Enter NULL to deselect the Home Zone.</p> |
| Reset Admin Password | X | <p>To reset the Voice Portal administrator password, enter a new admin password for the Voice Portal.</p> <p>This column is only imported. Passwords are never exported (column is left blank).</p> |
| <i>The rightmost column is used for error reporting.</i> | | |
| Error Response | Y | Used to provide detail of a failure in the Results Worksheet. |

9 WORKSHEET CHANGE SUMMARY

This section provides a summary of worksheet changes from previous OpEasy versions.

9.1 ADVANCED IMPORT

9.1.1 OPEASY 22.2 TO 22.3 CHANGES

- Users Tab:
 - **Device Billing Type** column added (column AX)
- SCA Tab:
 - **Device Billing Type** column added (column AB)
- Data Help tab
 - **Device Billing Types** column added (Column Y)

9.1.2 OPEASY 22.1.SP1 TO 22.2 CHANGES

- None

9.1.3 OPEASY 22.1 TO 22.1.SP1 CHANGES

- Users Tab:
 - **Automatic Call Address renamed to Automatic Call Destination**
 - **MS Teams XSI Plugin** column added (column AC)
 - **Ping Username** column added (column AX)
 - **Ping User Password** added (column AY)
- SCA Tab:
 - **MS Teams XSI Plugin** column added (column M)
 - **Ping Username** column added (column S)
 - **Ping User Password** added (column T)

9.1.4 OPEASY 21.2.SP1 TO 22.1 CHANGES

- Tabs have been reordered alphabetically
- Users Tab:
 - **User Billing Bundle Name** column added (column AO)

9.1.5 OPEASY 21.2 TO 21.2.SP1 CHANGES

- Users Tab:
 - Device Host Name/IP Address column added (column AP)
- SCA Tab:
 - Device Host Name/IP Address column added (column AP)

9.1.6 OPEASY 21.1 TO 21.2 CHANGES

- None

9.1.7 OPEASY 20.2 TO 21.1 CHANGES

- DataHelp Tab:
 - ERS ERL Record Names column added (column AA)
 - ERS ERL Record Information column added (column AB)
- Users Tab:
 - VM Transcription (Mutare) column added (column X)
 - Added new command **DeleteUserAndDevices** to delete a user and its associated devices.
- SCA Tab:
 - Added new command **ModifySCAInfo** to modify the SCA settings for a device.
 - Added new command **ModifyUserInfo** to modify the SCA settings for the user.

9.1.8 OPEASY 20.1 TO 20.2 CHANGES

- Users Tab:
 - Clearspan Password column has been renamed to User Password (Column O)
 - Use Organization ID column has been moved to Column Q
 - Account ID column has been moved to Column R
- AutoAttendant Tab:
 - First Level Ext. Dial column has been renamed to Ext. Dialing (Column AH)
- Voicemail Tab:
 - Mail Server Password column added (Column BE)

9.1.9 OPEASY 19.2 TO 20.1 CHANGES

- Users Tab:
 - Automatic Call Address column added (column M)
- Voicemail Tab:
 - Mail Server Password column removed

9.1.10 OPEASY 19.1 TO 19.2 CHANGES

- Sequential Ring Tab – new worksheet that adds, modifies, and removes provisioning information for the Sequential Ring feature.

9.1.11 OPEASY 4.11 TO 19.1 CHANGES

- Users Tab:
 - Use Organization ID column added (column AI)
- Simultaneous Ring Tab – new worksheet that adds, modifies, and removes provisioning information for the Simultaneous Ring feature.

9.1.12 OPEASY 4.10 TO 4.11 CHANGES

- Users Tab:
 - IPEI Number (Handset Registration Code) column added (column AP)
 - Repeater IPEI Number column added (column AQ)

9.1.13 OPEASY 4.9 TO 4.10 CHANGES

- All Tabs:
 - Passwords and passcodes are no longer exported in any column of any tab. Such columns are left blank when exported (instead of containing an actual password/passcode or containing “*****”).
 - In an exported worksheet, many columns now can contain “(Unspecified)” to indicate the settings have yet to be configured in OpEasy Provisioning. When importing an exported worksheet, the entry of “(Unspecified)” in affected columns is treated as if the column value was empty (i.e., the “(Unspecified)” value is ignored).
- DataHelp tab:
 - User Defined Field Names column added (column Y).
 - User Billing Types column added (column Z).
- Users tab:
 - ReplaceDevice command added.
 - User Billing Type column added (column AI).
- AlternateNumbers tab:
 - Change the worksheet so it can configure Alternate Numbers for Auto Attendants.
- UserDefinedFields tab – New worksheet to modify the User Defined Fields for a user or Auto Attendant.
- CallForwardingSelective tab:
 - Forwarding Criteria: Calls To section added (columns S to U):
 - Number Type column added (column S).
 - Phone Number column added (column T).
 - Extension column added (column U).
- PriorityAlert tab:
 - Criteria: Calls To section added (columns O to Q):
 - Number Type column added (column O).
 - Phone Number column added (column P).
 - Extension column added (column Q).

9.1.14 OPEASY 4.8 TO 4.9 CHANGES

- Users tab:
 - Device Configuration Mode column removed.
 - Alternate User IDs column added (column BD).
- SCA tab:
 - Device Configuration Mode column removed.
- AutoAttendant tab:
 - Network Server Site column added (column M).
- AlternateNumbers tab – New worksheet adds, modifies, or removes Alternate Numbers for existing users.
- ClearspanAnywhere tab – New worksheet to modify the general Clearspan Anywhere settings; add, modify, or delete associated Clearspan Anywhere Phone Numbers; and to add, modify, or delete Selective Criteria associated with each Clearspan Anywhere Phone Number.

9.1.15 OPEASY 4.7 TO 4.8 CHANGES

- Users tab:
 - Template Level column – Removed System level. System-level templates are no longer supported.
- SCA tab:
 - Template Level column – Removed System level. System-level templates are no longer supported.
- DeviceTypeConversion tab:
 - New Template Level column – Removed System level. System-level templates are no longer supported.

9.1.16 OPEASY 4.6 TO 4.7 CHANGES

- DataHelp tab:
 - Group IDs column renamed from Groups.
 - Group Names column added (column C).
 - Flex Seating Hosts column added (column K).
 - Flex Seating Host Services column added (column L).
- All Tabs:
 - Group ID columns renamed from Group.
 - FlexSeatingGuest tab – New worksheet to manage Flexible Seating settings for the user.

9.1.17 OPEASY 4.5 TO 4.6 CHANGES

- AutoAttendant tab:
 - Business Hours Schedule column added (column Z)
 - Business Hours Schedule Level column added (column AA)
 - Holiday Schedule column added (column AB)
 - Holiday Schedule Level column added (column AC)
 - Schedule Name column removed (replaced with above)
 - Schedule Type column removed (replaced with above)
 - Audio Announcement column in Menu Definition section renamed from previous Audio File
 - Audio Repository Type column in Menu Definition section replaced previous Audio Type
 - Video Announcement column in Menu Definition section renamed from previous Video File
 - Video Repository Type column in Menu Definition section replaced previous Video Type
 - Audio Announcement column in Menu Item Definitions section renamed from previous Audio File
 - Audio Repository Type column in Menu Item Definitions section replaced previous Audio Type
 - Video Announcement column in Menu Item Definitions section renamed from previous Video File
 - Video Repository Type column in Menu Item Definitions section replaced previous Video Type
- Announcements tab – New worksheet to manage announcements in the User Announcement Repository and Auto Attendant Announcement Repository.

- SCA tab:
- Position column removed because it was not useful
 - Voicemail tab:
- UserId / AutoAttendant ID column renamed from UserId
- Greetings columns added (columns K through AO)
 - Call Recording tab – New worksheet to configure Call Recording for users.

9.1.18 OPEASY 4.4 TO 4.5 CHANGES

- Users tab:
- Existing ERL Record Name column changed to User ERL Record Name.
- Device ERL Record Name column added.
 - FaxMessaging tab – New worksheet to modify the Fax Messaging settings of a user.

9.2 SYSTEM IMPORT

9.2.1 OPEASY 22.2 TO 22.3 CHANGES

- None

9.2.2 OPEASY 22.1 TO 22.2 CHANGES

- None

9.2.3 OPEASY 21.2 TO 22.1 CHANGES

- None

9.2.4 OPEASY 21.1 TO 21.2 CHANGES

- None

9.2.5 OPEASY 20.2 TO 21.1 CHANGES

- OpEasy Administrators tab (Export Only) has been removed

9.2.6 OPEASY 20.1 TO 20.2 CHANGES

- OpEasy Administrators tab (Export Only):
 - Two-Factor Authentication column added (Column R)
 - Mitel Support Administrator column renamed to Support Administrator (Column S)
 - OpEasy Login Rules tab (Export Only):
 - Two-Factor Authentication column added (Column X)
 - Two-Factor Authentication Retries column added (Column Y)
 - Two-Factor Authentication Timeout column added (Column Z)

9.2.7 OPEASY 19.2 TO 20.1 CHANGES

- OpEasy Administrators tab (Export Only):
 - Minimum Password Lifetime column added.

9.2.8 OPEASY 19.1 TO 19.2 CHANGES

- None

9.2.9 OPEASY 4.11 TO 19.1 CHANGES

- Account IDs tab – new worksheet to provision user account IDs for an enterprise, group, or department
- OpEasy Administrators tab (Export Only):
 - Added Account Active Date and Account Expiry Date columns for temporary administrator accounts.

9.2.10 OPEASY 4.10 TO 4.11 CHANGES

- None

9.2.11 OPEASY 4.9 TO 4.10 CHANGES

- None

9.2.12 OPEASY 4.8 TO 4.9 CHANGES

- None

9.2.13 OPEASY 4.7 TO 4.8 CHANGES

- None

9.2.14 OPEASY 4.6 TO 4.7 CHANGES

- DataHelp tab:
 - Enterprise IDs column renamed from Enterprises.
 - Enterprise Names column added (column C).
 - Group IDs column renamed from Groups.
 - Group Names column added (column E).
 - All Tabs:
 - Enterprise ID columns renamed from Enterprise.
 - Group ID columns renamed from Group.

9.2.15 OPEASY 4.5 TO 4.6 CHANGES

- OpEasy Administrators tab – New exported-only worksheet to list OpEasy administrators.
- OpEasy Login Rules tab – New exported-only worksheet to list Login Rules for OpEasy administrators.

9.2.16 OPEASY 4.4 TO 4.5 CHANGES

- New Import – System Import only has a single tab, AINList, which allows provisioning of the AIN (Account Identification Number) values that are defined in Remedy.

9.3 ENTERPRISE IMPORT

9.3.1 OPEASY 22.2 TO 22.3 CHANGES

- None

9.3.2 OPEASY 22.1 TO 22.2 CHANGES

- None

9.3.3 OPEASY 21.2 TO 22.1 CHANGES

- None

9.3.4 OPEASY 21.1 TO 21.2 CHANGES

- None

9.3.5 OPEASY 20.2 TO 21.1 CHANGES

- ERLRecords tab – New worksheet to provision ERL records in the Intrado ERS cloud service.
- Emergency Call Notification tab – New worksheet used to provision the Emergency Call Notification settings for an enterprise.

9.3.6 OPEASY 20.1 TO 20.2 CHANGES

- None

9.3.7 OPEASY 19.2 TO 20.1 CHANGES

- None

9.3.8 OPEASY 19.1 TO 19.2 CHANGES

- None

9.3.9 OPEASY 4.11 TO 19.1 CHANGES

- Account IDs tab – new worksheet to provision user account IDs for an enterprise, group, or department

9.3.10 OPEASY 4.10 TO 4.11 CHANGES

- None

9.3.11 OPEASY 4.9 TO 4.10 CHANGES

- None

9.3.12 OPEASY 4.8 TO 4.9 CHANGES

- None

9.3.13 OPEASY 4.7 TO 4.8 CHANGES

- None

9.3.14 OPEASY 4.6 TO 4.7 CHANGES

- DataHelp tab:
 - Group IDs column renamed from Groups.
 - Group Names column added (column C).
 - All Tabs:
 - Group ID columns renamed from Group.

9.3.15 OPEASY 4.5 TO 4.6 CHANGES

- None

9.3.16 OPEASY 4.4 TO 4.5 CHANGES

- EnterpriseVoiceVPNPolicy tab:
 - DeleteAll command has been added. This command is only available to Super Users (SUs). Other administrators need to contact Clearspan Support.

9.4 GROUP IMPORT

9.4.1 OPEASY 22.2 TO 22.3 CHANGES

- **GBL Settings – Poly Edge B** tab – new worksheet to provision Global Settings for the Poly Edge B series phones
- User Profiles tab
 - **Device Billing Type** column added (Column O)
- Data Help tab
 - **Device Billing Types** column added (Column Y)

9.4.2 OPEASY 22.1 TO 22.2 CHANGES

- **GBL Settings – AudioCodes M500** tab – new worksheet to provision Global Settings for the AudioCodes 500
- User Profiles tab
 - **User Billing Type** column added (Column xx)
 - **MS Teams XSI Plugin** column added (Column xx)
- Data Help tab
 - **User Billing Types** column added (Column xx)

9.4.3 OPEASY 21.2 TO 22.1 CHANGES

- Tabs have been reordered alphabetically
- Call Centers tab added
- Gbl Settings – Poly D230 tab added

9.4.4 OPEASY 21.2 TO 21.2.SP1 CHANGES

- Gbl Settings – Mitel Aastra tab:
 - HELD Account Name column removed (Column AF)
 - HELD Account ID column removed (Column AG)
- Gbl Settings – Polycom tab:

- HELD Account Name column removed (Column V)
- HELD Account ID column removed (Column W)

9.4.5 OPEASY 21.1 TO 21.2 CHANGES

- Gbl Settings – Mitel Aastra tab:
 - HELD Server column added (Column AE)
 - HELD Account Name column added (Column AF)
 - HELD Account ID column added (Column AG)
 - HELD Public Cert column added (Column AH)
 - HELD Private Cert column added (Column AI)
- Gbl Settings – Polycom tab:
 - HELD Server column added (Column U)
 - HELD Account Name column added (Column V)
 - HELD Account ID column added (Column W)
 - HELD Public Cert column added (Column X)
 - HELD Private Cert column added (Column Y)
- Gbl Settings – CS Engage Desktop tab:
 - Unified Call History column added (Column M)
- Gbl Settings – UC1 Enage Mobile/Tablet tab:
 - Unified Call History column added (Column L)

9.4.6 OPEASY 20.2 TO 21.1 CHANGES

- Gbl Settings – AudioCodes MP tab:
 - Tab was renamed to **Gbl Settings – AudioCodes MP** because it supports settings for 1XX and 1288 series devices.
 - Emergency Call Notification tab – New worksheet used to provision the Emergency Call Notification settings for a group.
- Hunt Groups tab:
 - Weights column added (Column F)
- New command **Modify User Weights** added.
- Gbl Settings - Grandstream tab added
- User Profile tab:
 - VM Transcription (Mutare) column added (Column AC)

9.4.7 OPEASY 20.1 TO 20.2 CHANGES

- HG Voicemail tab:
 - Mail Server Password column added (Column BC)
 - CC Desktop Tab renamed CSEngage Desktop
 - CSEngage MobTab Tab added
 - User Profiles tab:
 - Clearspan Mobile column removed
 - Clearspan Mobile LinePort Domain column removed

- Clearspan Mobile Template column removed
- Clearspan Mobile Template Level column removed
- Clearspan Tablet column removed
- Clearspan Tablet LinePort Domain column removed
- Clearspan Tablet Template column removed
- Clearspan Tablet Template Level column removed
- Clearspan Communicator - Desktop column removed
- Clearspan Communicator – Desktop is S4B column removed
- Clearspan Communicator - Desktop LinePort Domain column removed
- Clearspan Communicator - Desktop Template column removed
- Clearspan Communicator - Desktop Template Level column removed
- Clearspan Communicator - Mobile column removed
- Clearspan Communicator - Mobile LinePort Domain column removed
- Clearspan Communicator - Mobile Template column removed
- Clearspan Communicator - Mobile Template Level column removed
- Clearspan Communicator - Tablet column removed
- Clearspan Communicator - Tablet LinePort Domain column removed
- Clearspan Communicator - Tablet Template column removed
- Clearspan Communicator - Tablet Template Level column removed
- Desktop Enable column added (Column AY)
- Desktop Type column added (Column AZ)
- Desktop LinePort Domain column added (Column BA)
- Desktop Template column added (Column BB)
- Desktop Template Level column added (Column BC)
- Mobile Enable column added (Column BD)
- Mobile Type column added (Column BE)
- Mobile LinePort Domain column added (Column BF)
- Mobile Template column added (Column BG)
- Mobile Template Level column added (Column BH)
- Tablet Enable column added (Column BI)
- Tablet Type column added (Column BJ)
- Tablet LinePort Domain column added (Column BK)
- Tablet Template column added (Column BL)
- Tablet Template Level column added (Column BM)

9.4.8 OPEASY 19.2 TO 20.1 CHANGES

- HG Voicemail tab:
- Mail Server Password column removed
 - Group Paging Tab added
 - Gbl Settings – Media5 Tab added

9.4.9 OPEASY 19.1 TO 19.2 CHANGES

- Gbl Settings – Mitel Aastra tab:
 - Use DNS SRV Lookup column added (column E)
 - Outbound Proxy No Encryption Port column added (column F)
- Gbl Settings – Mitel DECT112 tab:
 - Use DNS SRV Lookup column added (column E)
 - Outbound Proxy No Encryption Port column added (column F)
- Gbl Settings – Mitel MiVoice tab:
 - Use DNS SRV Lookup column added (column E)
- Gbl Settings – Cisoc tab:
 - Use DNS SRV Lookup column added (column E)
 - Outbound Proxy No Encryption Port column added (column F)
- Gbl Settings – Panasonic tab:
 - Use DNS SRV Lookup column added (column E)
 - Outbound Proxy No Encryption Port column added (column F)
- Gbl Settings – Polycom tab:
 - Use DNS SRV Lookup column added (column E)
 - Outbound Proxy No Encryption Port column added (column F)
- Gbl Settings – AudioCodes 1XX tab:
 - External Proxy Encryption Port column added (column E)
- Gbl Settings – CC Desktop tab:
 - Use DNS SRV Lookup column added (column E)
 - Outbound Proxy No Encryption Port column added (column F)
- Gbl Settings – CC S4B tab:
 - Use DNS SRV Lookup column added (column E)
 - Outbound Proxy No Encryption Port column added (column F)
- Gbl Settings – CC Mobile tab:
 - Use DNS SRV Lookup column added (column E)
 - Outbound Proxy No Encryption Port column added (column F)
- Gbl Settings – CC Tablet tab:
 - Use DNS SRV Lookup column added (column E)
 - Outbound Proxy No Encryption Port column added (column F)
- Gbl Settings – CS MobileTablet tab:
 - Use DNS SRV Lookup column added (column E)
 - Outbound Proxy No Encryption Port column added (column F)

9.4.10 OPEASY 4.11 TO 19.1 CHANGES

- All Global Settings tabs names have changed to “Gbl Settings - ...”
- User Profiles tab:
 - Clearspan Mobile column added (column AZ)
 - Clearspan Mobile LinePort Domain column added (column BA)
 - Clearspan Mobile Template column added (column BB)
 - Clearspan Mobile Template Level column added (column BC)

- Clearspan Tablet column added (column BD)
- Clearspan Tablet LinePort Domain column added (column BE)
- Clearspan Tablet Template column added (column BF)
- Clearspan Tablet Template Level column added (column BG)
 - Gbl Settings - Mitel Aastra tab:
- Resync Start Time column added (column Z)
- Resync Frequency column added (column AA)
- Resync Window Length column added (column AB)
 - Gbl Settings – AudioCodes 1XX tab:
- Collector Server Address column removed (column AB)
 - Gbl Settings – CC Desktop
- Outbound Proxy Discovery Domain Override column removed (column F)
- Video Codecs column removed (column I)
- Emergency Number List column added (column J)
 - Gbl Settings – CC S4B
- Outbound Proxy Discovery Domain Override column removed (column F)
- Video Codecs column removed (column I)
- Emergency Number List column added (column J)
 - Gbl Settings – CC Mobile
- Outbound Proxy Discovery Domain Override column removed (column F)
- Video Codecs column removed (column J)
 - Gbl Settings – CC Tablet
- Outbound Proxy Discovery Domain Override column removed (column F)
- Video Codecs column removed (column J)
 - Gbl Settings – CS MobileTablet tab added.

9.4.11 OPEASY 4.10 TO 4.11 CHANGES

- None

9.4.12 OPEASY 4.9 TO 4.10 CHANGES

- Global Settings - Mitel DECT 112 Tab added
- Global Settings – Cisco Tab added

9.4.13 OPEASY 4.9 TO 4.10 CHANGES

- All Tabs:
 - Passwords and passcodes are no longer exported in any column of any tab. Such columns are left blank when exported (instead of containing an actual password/passcode or containing “*****”).
 - In an exported worksheet, many columns now can contain “(Unspecified)” to indicate the settings have yet to be configured in OpEasy Provisioning. When importing an exported worksheet, the entry of “(Unspecified)” in affected columns is treated as if the column value was empty (i.e., the “(Unspecified)” value is ignored).
 - DataHelp tab:
 - User Defined Field Names column added (column AJ).

- Global Settings – Mitel Aastra tab:
 - Background Image File column removed (column W).
 - Idle Screen Font Color column removed (column Y).
 - Idle Screen Mode column removed (column Z).
- Global Settings – Polycom tab:
 - Background Image column removed (column R).
 - Idle Display Image column removed (column S).
- Global Settings – AudioCodes 1XX tab:
 - Encryption (TLS/SRTP) column added (column H).
 - Encryption Certificate File column added (column I).
- Global Settings – CC Mobile tab:
 - Outbound Proxy Encryption Port column added (column E).
 - Outbound Proxy Discovery Domain Override column added (column F).
 - Encryption (TLS/SRTP) column added (column G).
- Global Settings – CC Tablet tab:
 - Outbound Proxy Encryption Port column added (column E).
 - Outbound Proxy Discovery Domain Override column added (column F).
 - Encryption (TLS/SRTP) column added (column G).
- HG AlternateNumbers tab – New worksheet to configure Alternate Numbers for Hunt Groups.
- HG CallForwardingSelective tab:
 - Forwarding Criteria: Calls To section added (columns S to U):
 - Number Type column added (column S).
 - Phone Number column added (column T).
 - Extension column added (column U).
- ManageGroups tab:
 - Force Password Change After Reset column added (column CC).
- UserDefinedFields tab – New worksheet to modify the User Defined Fields for a virtual user (Flexible Seating Host, Hunt Group, etc.).

9.4.14 OPEASY 4.8 TO 4.9 CHANGES

- DataHelp tab:
 - Conference Servers column added (column AI).
- Flexible Seating Host tab:
 - Active column added (column E).
 - Device Configuration Mode column removed.
- Global Settings – Mitel Aastra tab:
 - Outbound Proxy Encryption Port column added (column E).
 - Time Server 1 column (column H) renamed from Time Server.
 - Time Server 2 and Time Server 3 columns added (columns I and J).
 - Web Interface and Phone Lock columns added (columns O and P).
 - Conference Server, Firmware Server, Background Image File, Image Server, Idle Screen Font Color, Idle Screen Mode, Upload System Info On Crash, and Upload System Info Server columns added (columns U to AB).

- Global Settings – Mitel MiVoice tab:
 - Firmware Server column added (column H).
- Global Settings – Panasonic tab:
 - Outbound Proxy Encryption Port column added (column E).
 - Conference Server and Firmware File columns added (columns Y and Z).
- Global Settings – Polycom tab:
 - Outbound Proxy Encryption Port column added (column E).
 - Outbound Proxy (for Quality Monitoring) and Periodic Monitor Period columns added (columns P and Q).
 - Background Image column added (column R).
 - Conference Server and Firmware Server columns added (columns U and V).
- Global Settings – AudioCodes 1XX tab:
 - Registrar column removed from the SIP Settings and Stand-Alone Survivability sections.
 - SNMP Traps and SNMP Server Address List columns added (columns T and U).
 - Conference Server column added (column X).
- Global Settings – CC Desktop tab:
 - Outbound Proxy Encryption Port, Outbound Proxy Discovery Domain Override, and Encryption (TLS/SRTP) columns added (columns E to G).
- Global Settings – CC S4B tab:
 - Outbound Proxy Encryption Port, Outbound Proxy Discovery Domain Override, and Encryption (TLS/SRTP) columns added (columns E to G).
- Hunt Group tab:
 - Active column added (column D).
 - User ID List column (column E) renamed from Agent ID List.
- HG Voicemail tab:
 - After Playing Greeting column added (column AX)
 - After Greeting Forward to Phone column added (columns AY).
- VoicePortals:
 - Voice Portal Name column added (column F).

9.4.15 OPEASY 4.7 TO 4.8 CHANGES

- Flex Seating Hosts tab:
 - Template Level column – Removed System level. System-level templates are no longer supported.
- Global Settings – Mitel Aastra tab:
 - Encryption (TLS/SRTP) column added.
 - Encryption Certificate File column added.
- Global Settings – Panasonic tab:
 - Encryption (TLS/SRTP) column added.
 - Encryption Certificate File column added to replace the TLS Root Cert Name column.
 - TLS Settings section and TLS Root Cert Name column removed, replaced by the Encryption Certificate File column.
- Global Settings – Polycom tab:
 - Encryption (TLS/SRTP) column added.

- UserProfiles tab:
 - Device Level column – Removed System level. System-level devices cannot be created.
 - Template Level column – Removed System level. System-level templates are no longer supported.
 - Phone Number Activation column – Values changed to Activate / Deactivate / None to allow the phone number to be activated, deactivated, or no change to activation status of the phone number. This replaces the previous true/false values for phone number activation, which just optionally activated the phone number.
 - Clearspan Communicator – Desktop Template Level column – Removed System level. System-level templates are no longer supported.
 - Clearspan Communicator – Mobile Template Level column – Removed System level. System-level templates are no longer supported.
 - Clearspan Communicator – Tablet Template Level column – Removed System level. System-level templates are no longer supported.

9.4.16 OPEASY 4.6 TO 4.7 CHANGES

- DataHelp tab:
 - Group IDs column renamed from Groups.
 - Group Names column added (column C).
 - Flex Seating Hosts column added (column K).
 - Flex Seating Host Services column added (column L).
- All Tabs:
 - Group ID columns renamed from Group.
- ManageGroups tab:
 - Group Name column rename from Group Display Name.
- UserProfiles tab:
 - Clearspan Communicator – Desktop is S4B column added (column BA)
 - Flex Seating Hosts tab – New worksheet to configure Flexible Seating hosts at the group level.
 - FSH Guest Association tab – New worksheet to configure guest associations for Flexible Seating hosts.
 - FSH Privacy tab – New worksheet to configure privacy for Flexible Seating hosts.
 - Nine (9) Global Settings tabs, one for each of the phone/device manufacturers, replace the previous single Global Settings tab. The following are the names of the new tabs:
 - Global Settings - Mitel Aastra
 - Global Settings - Mitel MiVoice
 - Global Settings - Panasonic
 - Global Settings - Polycom
 - Global Settings - AudioCodes 1XX
 - Global Settings - CC Desktop
 - Global Settings - CC S4B
 - Global Settings - CC Mobile
 - Global Settings - CC Tablet

9.4.17 OPEASY 4.5 TO 4.6 CHANGES

- Announcements tab – New worksheet to manage announcements in the Group Announcement Repository and Hunt Group Announcement Repository.
- Global Settings tab:
 - Static Call Park/Pickup column added (column N)
 - HG Voicemail tab:
 - Greetings columns added (columns K through AO)
 - VirtualOnNetExtensions tab – New worksheet to manage the extensions defined for the Virtual On-Net Enterprise Extensions service.

9.4.18 OPEASY 4.4 TO 4.5 CHANGES

- UserProfiles tab:
 - Extension Only Formats column removed
 - Extension with Phone Number-Formatting Rule column removed
 - Extension Formats column removed