Web Portal
You will need the following information to log in to the Web Portal:

1. The web address for the End-User Portal. This web address at: [https://eup.gopioneer.com](https://eup.gopioneer.com)
2. Your user name and password. This was set up during your installation.

   Enter your user name and password in the login screen and click **Sign In**.
Call Logs and Voicemail Messages
Manage call logs and access voicemail messages. Voicemail messages can be played from this tab; both call logs and messages can be selected and deleted.

The Event column shows the type of event such as incoming, outgoing, missed calls and voicemails.

The Contact/Number column displays the name or the phone number associated with the event.

The Status column displays voicemail state (read or unread).

Confirmation assures that your action was intentional.

The Time column displays the date and time an event occurred.

Enabling the check box selects items that will be deleted.

The Duration column displays the length of the event.

One-click to listen to voicemail messages.

Message playback controls.

End-User Portal Call Logs Page.
**Address Book - Contacts**

Add, manage, or edit your personal address book contacts. Create custom groups to organize your contacts into logical entities. Often custom groups are used to organize users by site or department. The entries and edits made here become visible in the clients for iOS, Android, PC, Mac, and the web.

There are two aspects to the address books, your personal address book and a company address book. Your company address book consists of all of the users in your organization, as well as any additional entries created by your company’s system administrator. Your personal address book is completely under your control; simply add entries from the corporate address book and then edit and organize as you see fit. You can also create new entries for frequent contacts that are external to your organization.
Address Book - Company List
Search for users within your organization or for entries added by your administrator. Users can add contacts from the Company Address Book List into their Personal Address Book List and then organize into Groups - making it easy to connect with the people you contact the most.

End-User Portal Company List

Enable the check box next to the contact(s) that will be added to your personal address book list or group.

To Search, enter all or part of the contact’s name and press the enter/return key.

To copy a contact to your personal address book click Copy to List.

To copy a contact to a group click Copy to Group and choose the desired group from the dropdown list.
Address Book - Manage Groups

Create groups to make it easy to connect with the people you contact the most.

End-User Portal Manage Groups Page

Contacts

Assign contacts to a group from the Contact Add or Edit pages

Here is an examples of how groups are displayed in the PC Client. Groups help you logically organize a large personal address book.
Address Book - Add and Edit Contact
Easily add external contacts to your Personal Contact List. An Add Contact page will be displayed allowing you to enter the new contact’s information.

After adding or editing a contact select the Save Contact button to confirm your changes.
Address Book - Manage Self

Update the personal information others will see about you in the Corporate Address Book. You can also add/remove a profile picture.

To add a profile picture:
1. Click on Manage Self
2. Select Add Picture (Provide a picture that is 25kb or less and no greater than 160x120px)
3. Select Upload
4. Select Save Contact

Update the contact information that others will see when they search the company directory.
Address Book - Import Contacts
Easily upload bulk contacts into your Personal Address Book.
Routing - Rules
Create call routing rules to improve how calls are routed and managed; redirect calls based on simple filtering parameters. It’s easy to ring multiple devices to increase your access to callers or conversely screen calls or send all calls to voicemail to preserve privacy.

End-User Portal Routing Page

Call Redirection
Call Redirection enables you to redirect inbound calls to multiple devices and phone numbers.

Simultaneous Mode
Simultaneous Mode enables you to add phone numbers (such as a mobile number or home number) that all ring at the same time (in parallel) if someone calls your office number.

You can define how many rings the caller hears before the call is transferred to your voicemail. (If voicemail is disabled the caller will hear a disconnect tone).

Sequential Mode
Sequential Mode enables you to add phone numbers (such as a mobile number or home number) that ring after your office number is unanswered.

You can define a string of numbers that ring in sequence in an attempt to locate you. If no one answers, the call will be transferred to your voicemail (if voicemail is disabled the caller will hear a disconnect tone). Users should be attentive to the total number of rings they define as an extended period of ringing may not be acceptable to callers.

Presence Based Mode
This mode uses your Presence status to determine if a call should be redirected to another number. For example, if you are offline and someone calls your office, you can forward those calls to your mobile phone.

You can define the Number of Rings, the forwarding number and the Presence status that triggers call redirection.
**Settings - Services**

Adjust personal account settings such as voice features, voicemail, and conferencing.

The Call Grabber features enable users to seamlessly switch live calls between devices or clients. You can also program an external number, like a mobile phone, to be authorized to grab a call. A Call Grabber access number will be provided by your system administrator. It will recognize your Caller ID (matching the number entered) and automatically deliver the call to that line.

### End-User Portal Settings Page

<table>
<thead>
<tr>
<th>Service</th>
<th>Setting</th>
<th>Value</th>
<th>Parameters</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time Zone</td>
<td>Central Standard Time</td>
<td>Dropdown</td>
<td>VoIP Numbers</td>
</tr>
<tr>
<td>Authorized Grabber</td>
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<td>Call Grabber Access</td>
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</tr>
<tr>
<td></td>
<td>Report when inactive</td>
<td>Disabled</td>
<td></td>
</tr>
</tbody>
</table>

Once all changes are made, select **Save Settings**.

Enable/Disable Call Return (often referred to as *69, 1471 or *10) to allow/disallow access to the last incoming call on your line.

Enable Auto Retrieve to assure that any call that you park rings back to your line if it is unanswered.

Enable/Disable these parameters to affect how your presence information is presented to other users.

This information is for use with the Call Grabber feature - Call the Call Grabber Access number from the Authorized Grabber phone to grab the call from another client.
**Settings - Voicemail**

Update Voicemail settings, greetings and e-mail notifications.

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- **Set PIN for accessing voicemail**
- **Receive notification about new voicemails via email**
- **Enter an e-mail address for notifications**
- **Define voicemail message playback order (oldest or newest first)**
- **The phone number that is used to dial voicemail**
- **Once all changes are made select Save Settings**
- **The solution offers pre-recorded greetings as an alternative to a personal greeting. A busy signal can also be played (ideal for common areas, fax machines, etc).**
- **Enabling personal greetings overrides the default generic greeting. Users can upload personal messages for different situations.**
**Settings - Conferencing**

Users with access to the MeetMe Conference service can customize their conference session settings.

- **The Chairperson PIN** is the moderator’s security code – it should not be provided to participants.
- **Enabling Fast Start** allows a conference call to start and participants to join before the arrival of the Chairperson.
- **End on Chair Exit** disconnects all users when the Chairperson leaves the MeetMe Conference.
- **The Access Number** is the number users dial to access the MeetMe Conference service. In this example, a short dial number (6338) has been enabled to speed access. External dial-in numbers are available. Contact your system administrator for more information.

![End-User Portal Services - Conferencing Page](image)

Once all changes are made, select **Save Settings**.

When using UC clients for PC, Mac, Smartphones, and tablets, users choose to receive instant messages alerting them to the participants joining or leaving the conference.

MeetMe Conference recordings will be sent to the e-mail address provided.

When participants join a MeetMe Conference, they can play entry/exit tones, announce names, or be set to do nothing.
**Settings - Clients**
Advance parameters are available for configuration and troubleshooting. Links to the PC and Mac UC clients are also available here if your system administrator has granted access.

Account information including:
- the primary SIP Server (proxy)
- the router port used for SIP traffic
- your userid
- your organization’s domain

**End-User Portal Services - Clients Page**

Download links for the PC and Mac UC clients