



# Portal guide

Welcome to the eve portal user guide. This document is a quick start guide for end users. For Administrator guides, please contact your service provider. Some features may vary depending on handset and user types.

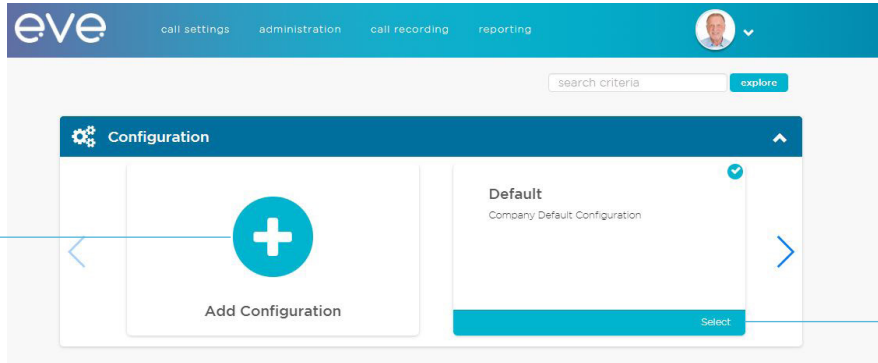
## Home Screen

The screenshot shows the eve portal home screen with the following sections and annotations:

- Header:** Includes the 'eve' logo, navigation links for 'call settings', 'administration', 'call recording', and 'reporting', a user profile picture, and a 'Log in/Log out' button. A 'Return to home' annotation points to the 'eve' logo.
- Search:** A 'Global keyword search' box with 'search criteria' and an 'explore' button. An annotation states: 'Global keyword search - searches across all eve assets i.e. Users, Groups, Sites'.
- My Profile:** Displays user details for Leonard Spinks (First Name, Surname, Email, Site) and a 'View' button. An annotation says: 'Click to access and edit your user profile'.
- Quick Configuration:** A section for handling incoming calls with options like 'Default', 'Call Forward', and 'Holiday'. An annotation explains: 'Quick Configurations enable you to decide how to handle incoming calls to your DDI. You can choose which configuration to apply here. Quick Configurations are set using the 'call settings' link in the header'.
- Contacts:** Shows personal contacts like Mary Spinks and Anton Green with 'Call' and 'View' buttons. An annotation notes: 'Your personal contacts are displayed here. These are only visible to you and are separate to the company directory'.
- Queue Groups:** Shows 'Marketing' with a toggle switch and a 'view all' button. An annotation states: 'Call Queues that you are a member of are displayed here. You can use the toggle switch to log in and out of these queues'.
- Import:** An 'Import People' button. An annotation says: 'Personal contacts can be uploaded in bulk format'.
- Call History:** Shows 'Recent Activity' with a missed call from Janet Brown on 01/05/19 at 12:42. An annotation notes: 'Last ten events in your call history are listed here. You are able to call contacts directly from the contact card'.
- Status:** A 'Set Status' dropdown menu currently set to 'Available'. An annotation says: 'Use the drop down box to set your Status'.
- Conference:** A section for creating new conferences with a search bar and navigation buttons.

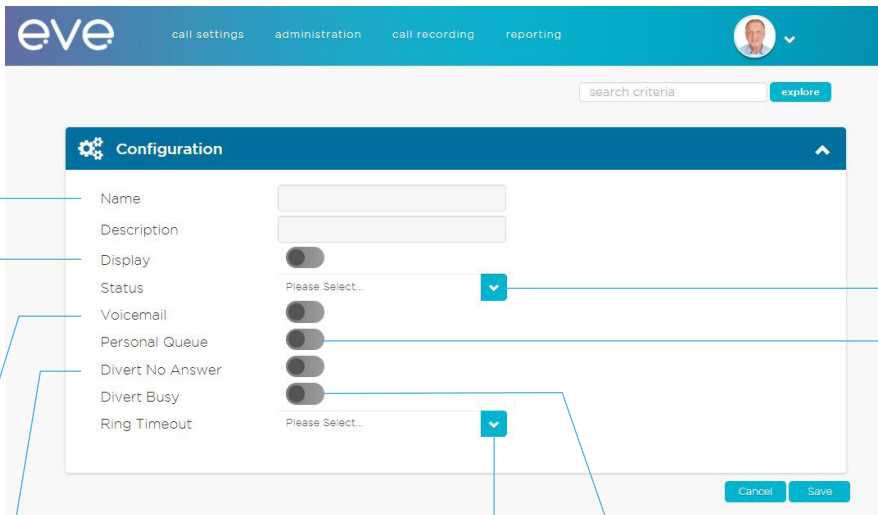


## Call settings



Click the + symbol to create new Configuration

Select a Configuration to activate it



Give the Configuration a name

When Display is turned on, the Configuration will be available to select in the Quick Configuration box on the home screen

Activate/ Deactivate your Voicemail

When Divert No Answer is activated, you will be prompted to select a phone number from a drop down box. This is the number your calls will be diverted to if you don't pick-up

How long your phone will ring before diverting

When Divert Busy is activated, you will be prompted to select a phone number from a drop down box. This is the number your calls will be diverted to if you are already on a call

Select Status to be applied when Configuration is activated

Personal Call Queue - If you are on a call and a receive a second call, the second caller will hear on-hold music until the current call ends. NB Personal Call Queue and Divert Busy cannot be active simultaneously



## Configuration screen

The screenshot shows the 'eve' user configuration interface. At the top, there are navigation tabs for 'call settings', 'administration', 'call recording', and 'reporting'. The user profile 'Leonard Spinks' is shown with a search bar and an 'explore' button. The main configuration area is titled 'User Details - Leonard Spinks' and includes fields for First Name (Leonard), Last Name (Spinks), Username (leonard.spinks@evemarketing.co.uk), Email (leonard.spinks@evenetworks.com), PIN, DDI (01452203545), Internal DDI, Presentation (CompanyDefault), Active status, and Show In Contacts. Below these are buttons for 'EVERYTHING 12 MONTH' and 'ENDUSER'. The 'Fax Number' section has a dropdown for 'Fax Number'. The 'Voicemail Settings' section has a dropdown for 'Notification' (set to None). The 'Call Recording Settings' section has dropdowns for 'Call Recording' (30 Days) and 'On Demand' (None). The 'Apps' section has toggle switches for 'load Support' and 'Conferencing'. The 'Activity Diversion' section has dropdowns for 'Activity' (Busy) and 'Destination' (07922576945), and a button to 'Add new activity diversion'.

A 'No Entry' sign means the field can only be edited by an administrator

Your direct phone number

The number presented when you make a call

To activate Fax to Email, select a number from the drop-down list. Any faxes sent to this number will be emailed to the email address in User Details

Voicemail Notifications:

None:  
No email notification. Voicemail notifications will only appear on handset and/or apps

Email:  
You will receive an email informing you that you have a voicemail message

Email + Audio:  
Attachment - You will receive an email with an audio file of the message attached

This is the name that other users see when you call

Email for receiving notifications

Voicemail pin

Your internal extension number

Create Activity Diversions based on your Status, e.g. When your Status is set to Busy, divert calls to a mobile number



Barring options are controlled at administrator level

**Barring**

\* Enabling toggle will bar call destination

Local / National	<input type="checkbox"/>	Directory	<input type="checkbox"/>
Mobile	<input type="checkbox"/>	UK Premium	<input type="checkbox"/>
Freephone	<input type="checkbox"/>	International	<input type="checkbox"/>
084	<input type="checkbox"/>	International Premium	<input type="checkbox"/>
087	<input type="checkbox"/>		

For reference purposes only. Displays the call groups you are a member of

**Permissions**

Call Recording Viewer

**Groups**

**eM Hunt Group**  
H EM HG  
HuntGroup  
[View](#)

**eM Pickup**  
Pickup Group  
PickupGroup  
[View](#)

Shows the devices associated to your account. Clicking Edit will take you to the Device Configuration screen

**Devices**

**Add Device**

**Leo**  
Other Soft Phone  
[Edit](#) [Delete](#)

The keys highlighted in blue can be programmed to perform different functions

**Device Configuration**

**Mitel 6869i**

Anton  
Anton  
00085D4B2F58

Provisioning Details  
Download Protocol: HTTPS  
Server: connect@eve.co.uk  
Path: /sipphone/t=118.0IU3NzUwYTA4Y2ZjMjAwOGRN;ZkNWFN2QwMmQ1MmNm  
Port: 443

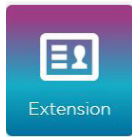
**Configure Keys**

Key	Function	Value
Top Key 6	Pickup	
Top Key 11	Park	
Top Key 12	Group Pickup	

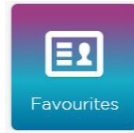
[Cancel](#) [Save](#)

List of currently programmed keys, with the corresponding function

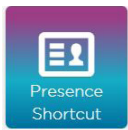
Definition of functions that can be assigned to handset keys:



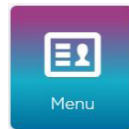
Monitor other users within your company. A red light indicates that their line is busy, green means they are available to take a call



Display contacts you've set as your favourites



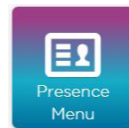
Change your active Status



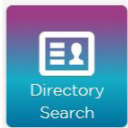
Access to a sub-menu of voicemail, group voicemail and presence menu



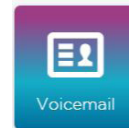
View call history



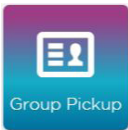
Select any Status categorisation from a sub-menu



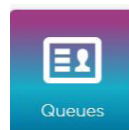
Access to the company directory including personal contacts



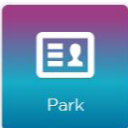
Dial in to your individual Voicemail



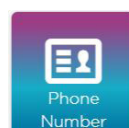
Answer calls that are made to other members of your Pickup Groups



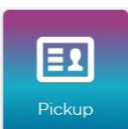
Sub-menu of queues you are a member of, select a Queue to log in/out



Park a call, this will be visible to other people within your Pickup Group



Speed-dial



Answer a parked call