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End User Interactive Center

User Manual

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1. Introduction

1.1. Your End User Center

Offer your customers VoIP communications services today using our non-branded site http://www.icallhere.com**.** With a basic Internet connection your end users can:

- download our PC-to-Phone dialer;
- access the Reseller Interactive Center (IC) to perform a variety of functions (described below) and;
- review the terms and conditions of use for the site.

Embed the Reseller Interactive Center link and the PC-to-Phone dialer software onto **your own website** and your users will have seamless access to their accounts through directly through your website!

1.2. Interactive Center Overview

The Reseller Interactive Center (IC) is a suite of applications that allow you and your customers a simple, straightforward way to track all account activities -- online, in real-time. The Reseller IC is a fully automated, continually updated resource that serves as a focal point for displaying calling and billing information relevant to your customers, including:

- Call Detail Records,
- Activity Logs and
- Personal Information

As well as the above, the IC also includes the following:

Recharge My Code

You and your customers can add money to their existing calling accounts using our 'Recharge My Code' application. This enables your end users to keep the same calling account for as long as they want. 'Recharge My Code' enables you to sell your customers recharge coupons, which can be used to add money to their existing calling account.

My Inbox

If you have a deltathree inbound telephone number, and you are not available to answer your inbound calls, you can always view and hear your voicemails through the 'My Inbox' application.

My Devices

Manage your deltathree-configured devices using the ‘My Devices’ application. You can add, delete, and modify the technical information of your devices, and use the instructions provided to configure deltathree certified devices.

My Call Center

Use deltathree's ‘My Call Center\ application, to manage each of the phones in your call center, on an individual basis. View real-time Call Detail Records (CDRs) and print them as a receipt to your customers. Simply enter in the calling account number, then click on the CDR link, and print the records. You can also choose to show, hide or change the rate per minute on the printable invoice, enabling you to perform customized billing in a simple, straightforward manner.

Web-to-Phone

Web-to-Phone offers a new way to make VoIP calls. Simply access our ‘Web-to-Phone’ application online, enter the phone numbers of two telephones you wish to connect via VoIP. In a matter of seconds (or longer if you choose) ‘Web-to-Phone’ allows the selected telephones to connect using VoIP.

1.3. Using This Document

This document highlights the design features and pages included the IC package.

- Chapter 1 – provides an overview of IC functionality.
- Chapter 2 – discusses the features available for customization and includes a table summarizing how each feature is implemented.
- Chapter 3 – details each page of the IC.

2. Site Design

deltathree's Reseller Interactive Center (IC) site can be customized to match the overall look and feel of your website. To provide this seamless end user experience deltathree includes graphic design and layout, such as the color scheme and font type, as well as regional requirements, such as local currency and language customizing.

For more info please contact your Sales Manager or send an email to **deltathreeReseller@deltathree.com** or visit our corporate site: **http://corp.deltathree.com**.

Sign Up with the Reseller Program.

Your IC site can be customized to fit the overall look and feel of your website. This includes both cosmetic aspects, such as the color scheme and font type, as well as localization requirements, e.g., in what currency should customer charges appear. Ultimately, the IC appearance is your call.

2.1. Customized Feature Overview

2.1.1. Hosting Options

There are three options for hosting the generic product:

1. We host an exact replication of our iConnectHere site. iConnectHere-specific links and content will be included. The only exceptions are that the top left banner will contain the partner logo, and the email signature will be that of the partner rather than deltathree.com. A "Powered by" reference to deltathree.com will appear underneath the banner.
2. We host the database-driven IC body pages and the frames surrounding it. Top and left frames are custom-designed by the partner. The partner defines all parameters, and can add links that point to their own HTML pages.
3. We host the database-driven IC body pages only. Top and left frames are custom-designed and hosted by the partner. The partner defines all parameters for the IC.

The options are summarized in the following table:

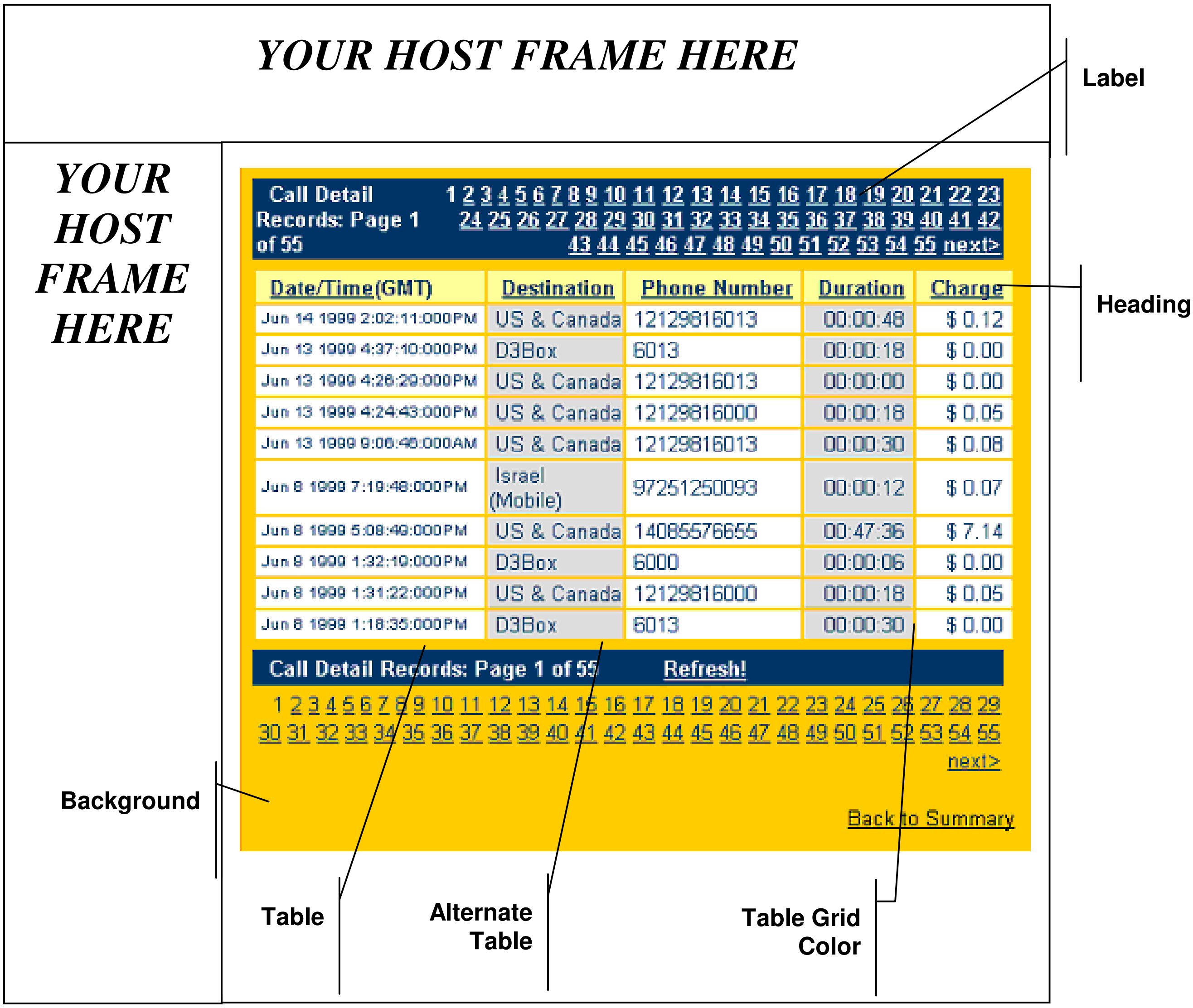
Option	Hosted by deltathree.com?	Customizable parameters	Does deltathree.com provide frame content?
Option 1	Yes	No, only the banner changes	Yes
Option 2	Yes	Yes	No
Option 3	Body – Yes Frames - No	Yes	No

2.1.2. Branding

We can brand the Interactive Center to varying degrees, according to partner specifications. Aspects of our product that can be customized include the integration of a partner's name, email address, phone number.

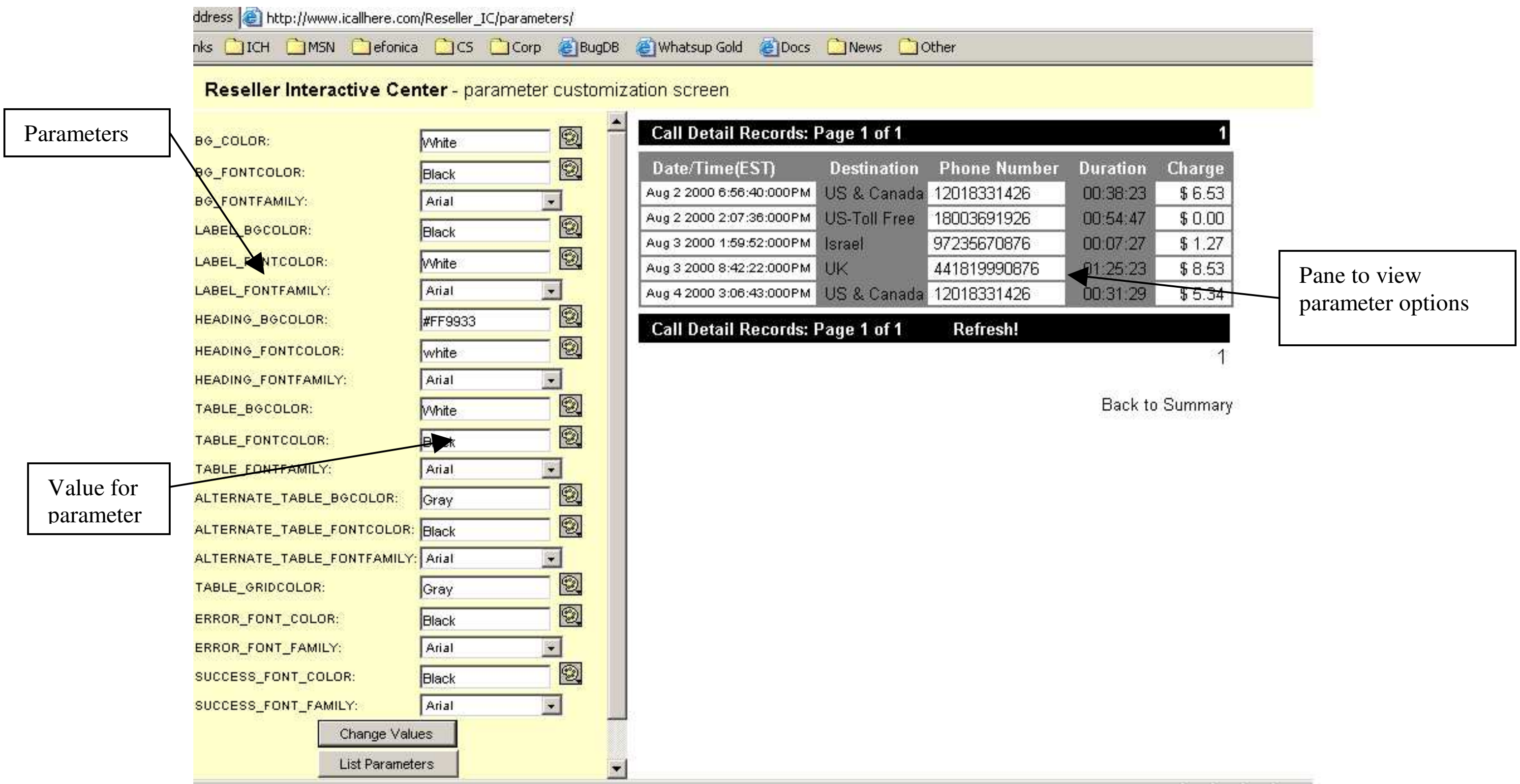
2.1.3. IC Look and Feel

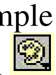
To ensure that the IC body blends in seamlessly with your host site, we offer a site that is fully customizable. We offer a full range of background colors, font colors and font families; just select the colors and styles best suited to your design needs.
The following is a sample layout showing the relationship of the IC frame to the host site. It also explains the layout features:


YOUR HOST FRAME HERE
YOUR HOST FRAME HERE
Label
Heading
Background
Table
Alternate Table
Table Grid Color
Call Detail Records: Page 1 of 55
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 next>
Date/Time(GMT)
Destination
Phone Number
Duration
Charge
Jun 14 1999 2:02:11:000PM
US & Canada
12129816013
00:00:48
$ 0.12
Jun 13 1999 4:37:10:000PM
D3Box
6013
00:00:18
$ 0.00
Jun 13 1999 4:26:29:000PM
US & Canada
12129816013
00:00:00
$ 0.00
Jun 13 1999 4:24:43:000PM
US & Canada
12129816000
00:00:18
$ 0.05
Jun 13 1999 9:06:46:000AM
US & Canada
12129816013
00:00:30
$ 0.08
Jun 8 1999 7:19:48:000PM
Israel (Mobile)
97251250093
00:00:12
$ 0.07
Jun 8 1999 5:08:49:000PM
US & Canada
14085576655
00:47:36
$ 7.14
Jun 8 1999 1:32:19:000PM
D3Box
6000
00:00:06
$ 0.00
Jun 8 1999 1:31:22:000PM
US & Canada
12129816000
00:00:18
$ 0.05
Jun 8 1999 1:18:35:000PM
D3Box
6013
00:00:30
$ 0.00
Call Detail Records: Page 1 of 55
Refresh!
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55
next>
Back to Summary

To set the parameters you wish for your IC, go to
http://www.iCallHere.com/Reseller_IC/parameters/.

The page looks as follows:



Each filed refers to a different part of the example page in the right hand frame. In order to change a parameter, click the palette button  next to desired field.
A color pallet opens:

Place your cursor over the desired color and click. The palette disappears and the color appears in the field as code.
Click the ‘Change Values’ button. The right hand frame will be updated with the change that you made.

Call Detail Records: Page 1 of 1 1

Date/Time(EST)	Destination	Phone Number	Duration	Charge
Aug 2 2000 6:56:40:000PM	US & Canada	12018331426	00:38:23	$ 6.53
Aug 2 2000 2:07:36:000PM	US-Toll Free	18003691926	00:54:47	$ 0.00
Aug 3 2000 8:42:22:000PM	UK	441819990876	01:25:23	$ 8.53
Aug 4 2000 3:06:43:000PM	US & Canada	12018331426	00:31:29	$ 5.34

Call Detail Records: Page 1 of 1 **Refresh!**

1

If you a mistake or wish to start again click the ‘Reset Defaults button.

When you are satisfied with the changes, click the ‘List Parameters’ button. A list of all the parameters that you chose will appear in the right hand frame.

List of parameters for Reseller_IC BG_COLOR = White
BG_FONTCOLOR = Black
BG_FONTFAMILY = Arial
LABEL_BGCOLOR = Black
LABEL_FONTCOLOR = White
LABEL_FONTFAMILY = Arial
HEADING_BGCOLOR = #FF9900
HEADING_FONTCOLOR = white
HEADING_FONTFAMILY = Arial
TABLE_BGCOLOR = White
TABLE_FONTCOLOR = Black
TABLE_FONTFAMILY = Arial
ALTERNATE_TABLE_BGCOLOR = Gray
ALTERNATE_TABLE_FONTCOLOR = Black
ALTERNATE_TABLE_FONTFAMILY = Arial
TABLE_GRIDCOLOR = Gray
ERROR_FONT_COLOR = Black
ERROR_FONT_FAMILY = Arial
SUCCESS_FONT_COLOR = Black
SUCCESS_FONT_FAMILY = Arial

This list needs to be copied and sent to your account manager.

2.1.4. Currencies and Rates

The IC supports billing customers in a specific currency. Just let us know which one you'd like. The currency you choose will be reflected throughout the IC.
Our Rate Converter/Calculator can bridge currency differences with a series of dropdown lists. This currency conversion works in two ways:

- Entering an originating and destination country and displaying the calling rate.
- Converting a displayed calling rate into any currency.

This feature does not change the actual currency in which the customer is billed. For example, if your billing currency is based on Euro, a customer can view rates and charges in pounds, but ultimately will be charged in Euro.

2.1.5. Local Time

You can define the time zone according to which the originating call time will be displayed in the IC. This calling time record is displayed as part of the detailed CDR summary table.

2.1.6. Date Format

You can define the date format (e.g., MM/DD/YY; DD/MM/YY) according to which the originating call time will be displayed in the IC. This calling time record is displayed as part of the detailed CDR summary table.

2.1.7. Feature Summary Table

Feature	Description
Refer to section 2.1.2 to see more about layout features	
Background Color	The color of the background panel.
Background Font Color	The font color of background panel text.
Background Font Family	The font family (e.g., Arial, Helvetica) of background panel text.
Label Background Color	The background color of labels external to a table (e.g., "Call Detail Records: Page 1 of 55").
Label Font Color	The font color of labels external to a table.
Label Font Family	The font family of labels external to a table.
Heading Color	The background shading color of table cells holding static information (e.g., the 'Name' and 'Address' cells).
Heading Font Color	The text font color of table cells holding static information (e.g., the 'Name' and 'Address' cells).
Heading Font Family	The text font family of table cells holding

Feature	Description
	static information (e.g., the 'Name' and 'Address' cells).
Table Background Color	The background shading color of table cells holding dynamic information (e.g., cells where the user-specific information appears).
Table Font Color	The text font color of table cells holding dynamic information (e.g., cells where the user-specific information appears).
Table Font Family	The text font family of table cells holding dynamic information (e.g., cells where the user-specific information appears).
Alternate Table Background Color	The background shading color of alternate table cells holding dynamic information (e.g., cells where the user-specific information appears).
Alternate Table Font Color	The text font color of alternate table cells holding dynamic information (e.g., cells where the user-specific information appears).
Alternate Table Font Family	The text font family of alternate table cells holding dynamic information (e.g., cells where the user-specific information appears).
Table Grid Color	The color of the table gridlines.
Error Font Color	The font color in which error message text appears. The font chosen should contrast favorably with the background color.
Error Font Family	The font family of error message text.
Success Font Color	The font color in which success message text appears. The font chosen should contrast favorably with the background color.
Success Font Family	The font family of success message text.
Language	The language in which the IC interface appears.
Currency	The currency in which all rates and charges are given.
Local Time	The time according to which CDRs are displayed.
Date Format	The date format according to which CDRs are displayed.

2.2. Implementation Summary

To implement the features described above, you'll need to provide us with the following details:

2.2.1. Interface Implementation

Look and Feel

- A list of parameters as defined above

Languages

- The language in which you want the IC to appear.
- The languages from which your customers can choose to view their IC information (optional).

Currency

- The base currency to be used for rating.

Local Time

- The time zone according to which the originating call time will be displayed in the IC.

Date Format

- The date format (e.g., MM/DD/YY; DD/MM/YY) according to which the originating call time will be displayed in the IC.

2.2.2. Back-End Implementation

Frames

- The hosting option to be used. See section 2.1 for details regarding the four available options. If options #2 or #3 are chosen, the partner should determine the following:
  - Level of co-branding
  - Show/hide menu options
  - Customized frame layout
  - Customized frame content
  - HTML to be added on host menus

Domain Hosting

- mailto:partner@iConnectHere.com - We provide a DNS. The SSL certificate is from http://www.iconnecthere.com/.
- www.partner.com -The partner provides and updates the DNS. The partner is responsible for the SSL used.

Log in options

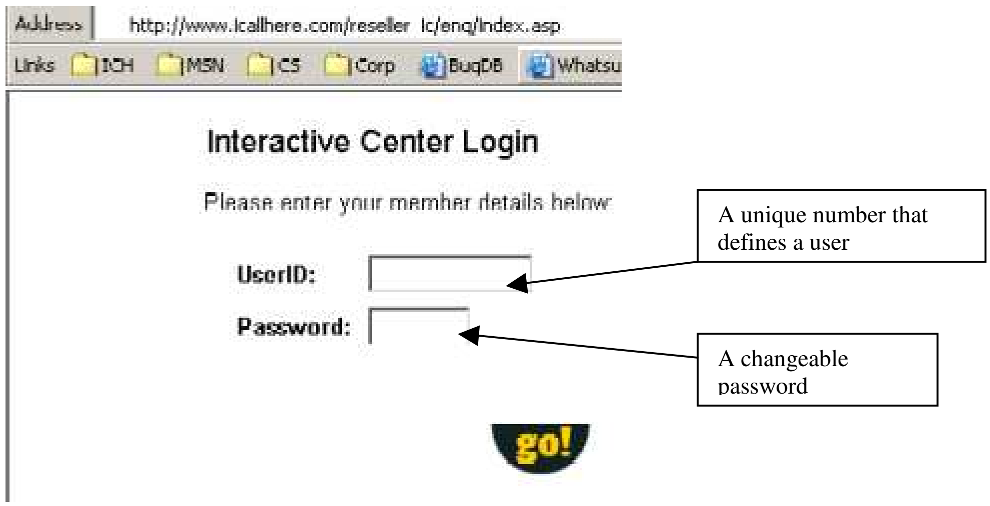
- iConnectHere.com UserID and Password.
- Outside (partner-generated) UserID/Password; we translate this ID to a iConnectHere.com ID.

3. Interactive Center Pages

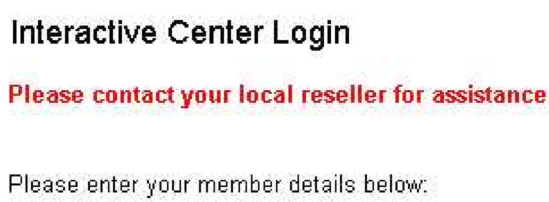
3.1. Secured Log In

In order to access the IC, a user needs to log in to the system. Each user needs a unique UserID and password. UserIDs and passwords are obtained from your Account manager.

Link: http://www.icallhere.com/reseller_ic/eng/index.asp



The user enters his UserID and password and password and clicks the 'Go' button. If there are problems with the account (the user made a mistake with the UserID or Password or the account is suspended), the user will see the following screen message

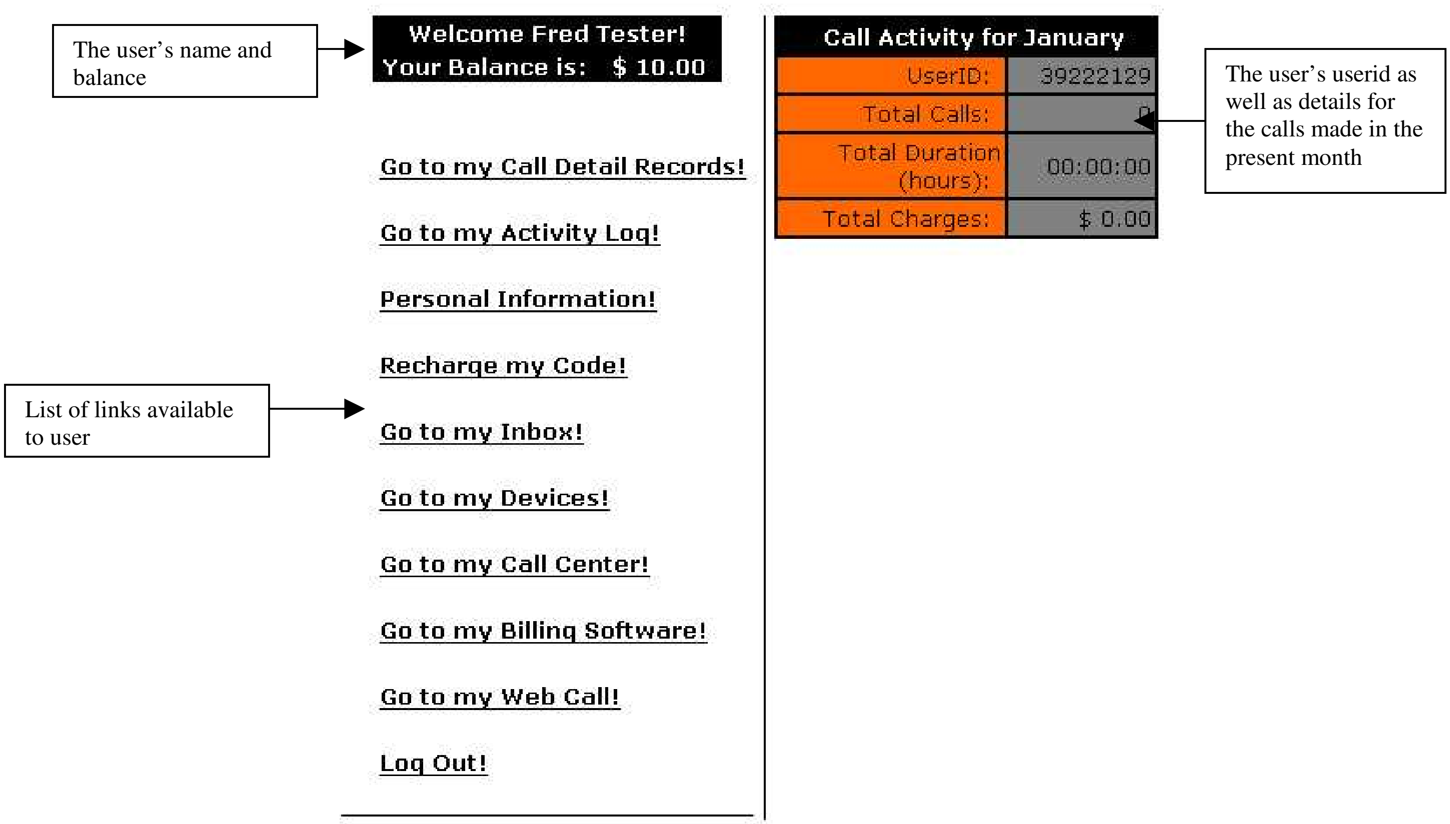


3.2. Account Summary

If the user is successful in their login, the first page the user will see is the summary page. The summary page is split into 2 frames. The right frame displays information about calls and charges made against this account during the current month. The left frame displays the user's name and the account balance as well as links to the other pages in the IC.

The diagram below displays all the available links. The specific links that your users will see is to be decided with your Account Manager.

Link: http://www.icallhere.com/reseller_ic/eng/myinfo/summary.asp



3.3. Call Detail Records

This page displays a detailed list of the user's Call Detail Records (CDRs). Users can show the CDRs for a certain time frame by using the From/To fields. Users can also sort by clicking on a field (e.g., by Date/Time or Destination) to see their call list organized in the manner most convenient to them. There may be a delay between the completion of a call and its CDR appearing in the results table.

There will be a maximum of 10 records per page. Additional records will appear on the next pages. Clicking on the numbers at the top and bottom of the page will access the additional records. If you have more than 200 additional records, you need to click on the 'Next 20' link.

The fields in the table are as follows:

- Date/Time – the time of the call (EST unless otherwise defined)
- Destination – the country of the dialed phone number
- Phone Number – the phone number dialed
- Duration – the length of the call
- Charge – the charge of the call (this is calculated by the duration multiplied by the rate (rates are defined through the Account manager))
- Device – the method of the call (P2Phone, PC2Phone. Device
- Call Type – the type of call, either Inbound or Outbound

Link: http://www.icallhere.com/reseller_ic/eng/myinfo/call_detail.asp

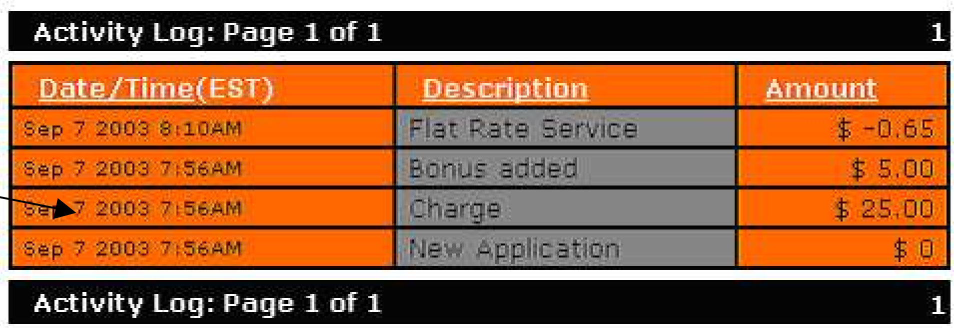
3.4. Activity Log

This page displays all financial transactions, such as recharge codes or bonuses received. Users can also sort by clicking on a field (e.g., by Date/Time or Description) to see their transaction list organized in the manner most convenient to them. The fields in the table are as follows:

- Date/Time – the time of the transaction (EST unless otherwise defined)
- Description – the type of transaction
- Amount – the amount of the transaction

Link: http://www.icallhere.com/reseller_ic/eng/myinfo/activity_log.asp

Entries in the user's activity log



Activity Log: Page 1 of 1 1

Date/Time(EST)	Description	Amount
Sep 7 2003 8:10AM	Flat Rate Service	$ -0.65
Sep 7 2003 7:56AM	Bonus added	$ 5.00
Sep 7 2003 7:56AM	Charge	$ 25.00
Sep 7 2003 7:56AM	New Application	$ 0

Activity Log: Page 1 of 1 1

3.5. Personal Information

This page allows the user to view and change his/her personal information, by entering the correct information and clicking ‘Update’.

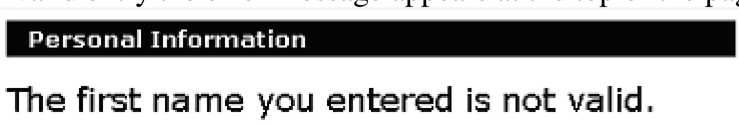
The following fields are mandatory:

- First Name
- Last Name
- Email
- Phone

The First Name field only accepts letters A-Z
The Last Name field accepts letters A-Z and numbers 0-9
The Email field accepts letters A-Z, numbers 0-9 and all characters EXCEPT <>()[]{},;:/\"". In addition the email must contain an @.
The Phone field only accepts numbers 0-9
The Fax field only accepts numbers 0-9
The New Password field only accepts numbers 0-9. There must be four (4) numbers
The Hint Question and Hint Answers fields are not currently in use.

Link: https://www.icallhere.com/reseller_ic/eng/myinfo/personal_info.asp

If you enter an invalid entry the error message appears at the top of the page:

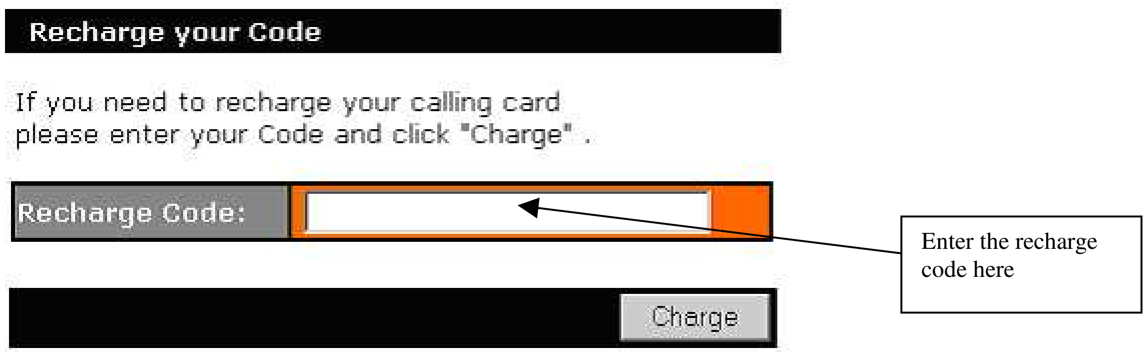


3.6. Recharge My Code

You and your customers can add money to their existing calling accounts using our 'Recharge My Code' application. This enables your end users to keep the same calling account for as long as they want. 'Recharge My Code' enables you to sell your customers recharge coupons, which can be used to add money to their existing calling account.

This page allows the user to add money to their account by entering a code given to them by the reseller. This feature is used in the same way as a coupon. The user can either buy a code from the reseller or the reseller can give the user a code as a bonus. Codes can be bought through your Account manager.
Link http://www.icallhere.com/reseller_ic/eng/myinfo/activate_reseller_code.asp

Enter the code of the coupon and click 'Charge'.



If an incorrect code is entered the following error is received:

For a code to work, the user must be on the same Price Plan that the code is associated with.

If a code is entered that is associated with a different Price Plan, the following error is received:

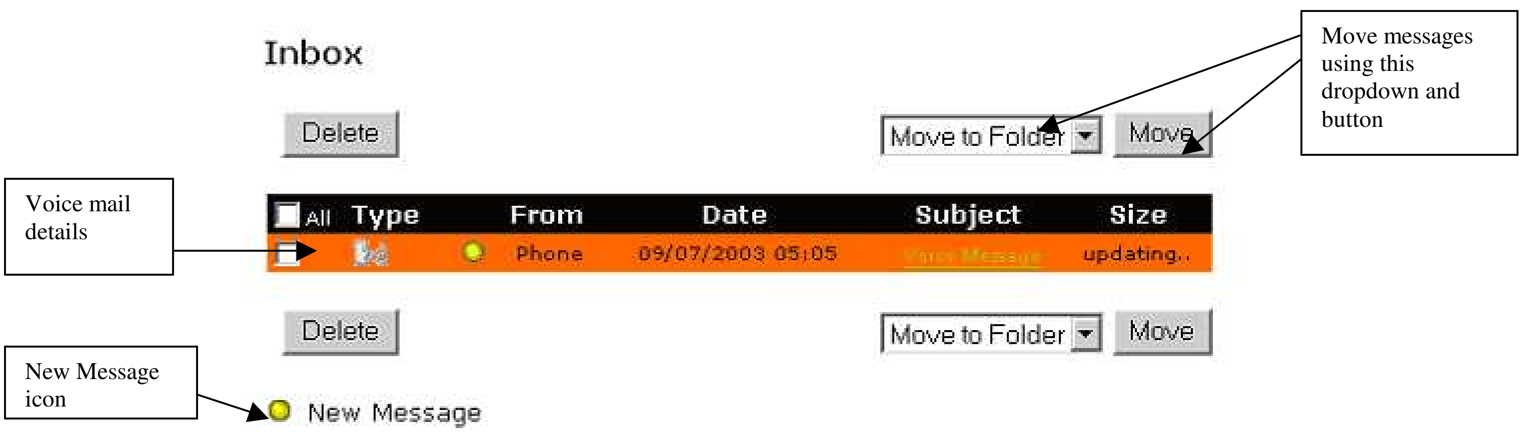
When a correct code is entered, the following message is received (the code was for $10):

3.7. Inbox Information

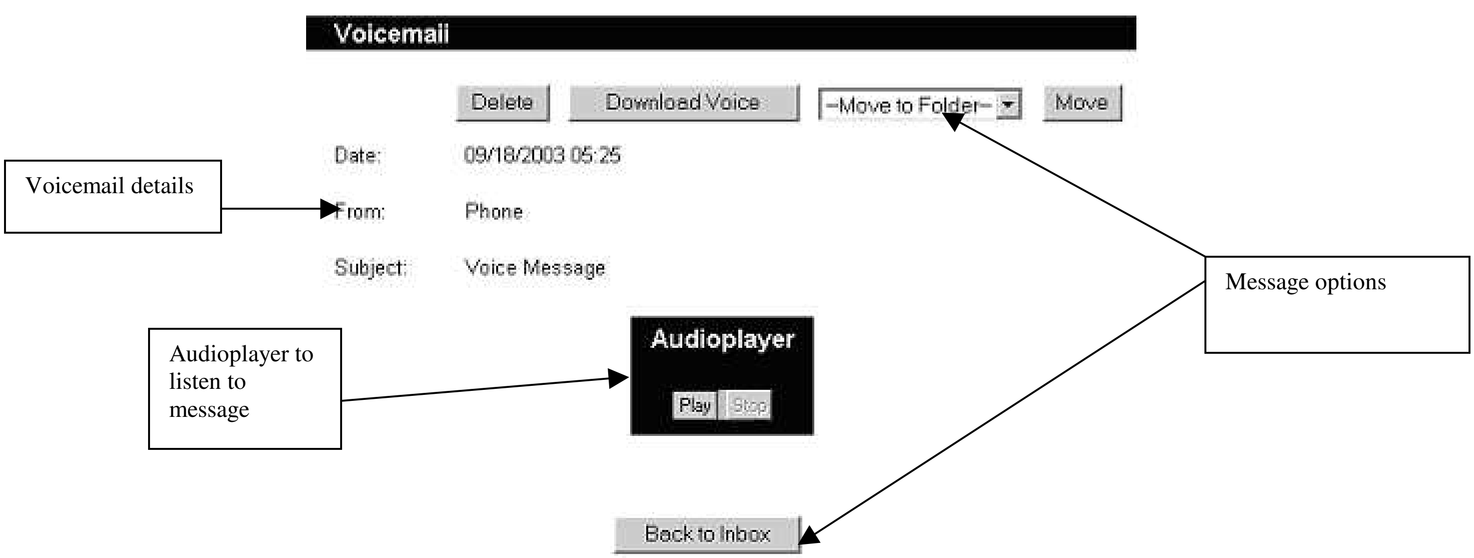
If you have a deltathree inbound telephone number, and you are not available to answer your inbound calls, you can always view and hear your voicemails through the 'Inbox' application.

This page allows the user to view voicemail messages received to his/her DID number. DID numbers are arranged via the reseller's Account Manager. New messages appear with a yellow icon next to the 'From' filed. To hear a message, click on the subject link. Messages may be moved to various folders using the 'Move' button or deleted via the 'Delete' button.

Link: http://www.icallhere.com/reseller_ic/eng/inbox/inbox.asp



When you click on the subject link to hear a message, the audio player page will open.



To listen to the message, click the 'Play' button.

You can download the message to your desk top by clicking on the "Download' button.
To delete the message click the 'Delete' button.
In order to move the message from the Inbox to another folder, choose a folder from the 'Move to Folder' drop down and click the 'Move' button.

Clicking on the Folders link from the Inbox takes the user to the Folders page. Here, he/she can move see how many messages they have each folder, whether the messages are new and the total size of the messages in each folder.

Manage Folders

Folder options

Folder	Messages	New	Size
Inbox	2	0	35.29k
Trash	0	0	0k
My Folder	0	0	0k
Total	2	0	35.29

The Trash and My Folder folders work in the same manner as the Inbox folder.

3.8. Device Information

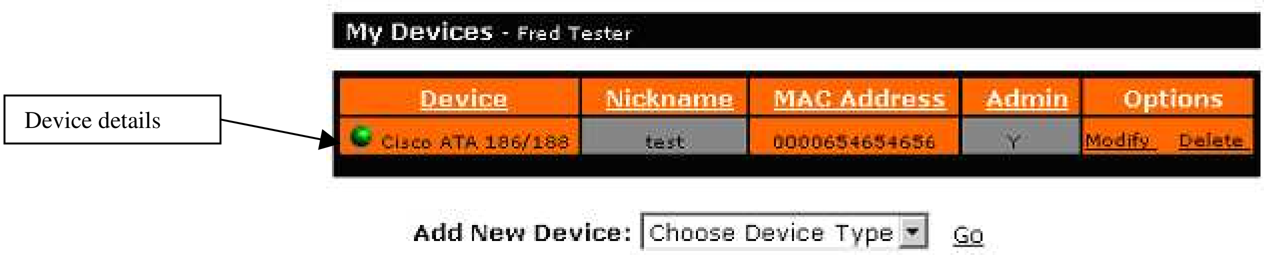
Manage your deltathree-configured devices using the ‘My Devices’ application. You can add, delete, and modify the technical information of your devices (such as ATA), and use the instructions provided to configure deltathree certified devices to work with our VoIP telephony network. You can manage and modify configurations of multiple devices in remote locations

Link: https://www.icallhere.com/reseller_ic/eng/device/devices.asp

When you enter the ‘My Device’ application, a list of devices associated with your UserID are displayed. There are two ways of being associated with a device:

- You are the Administrator of the device: You can modify this device configuration, or delete it
- You are a User on one of the ports of the device (with no Admin rights): You can only view the configuration but cannot make any changes.

The green light next to the device means that the device is configured and ready to use. A red light next to the device means the device is in the process of being updated, and is momentarily not available.

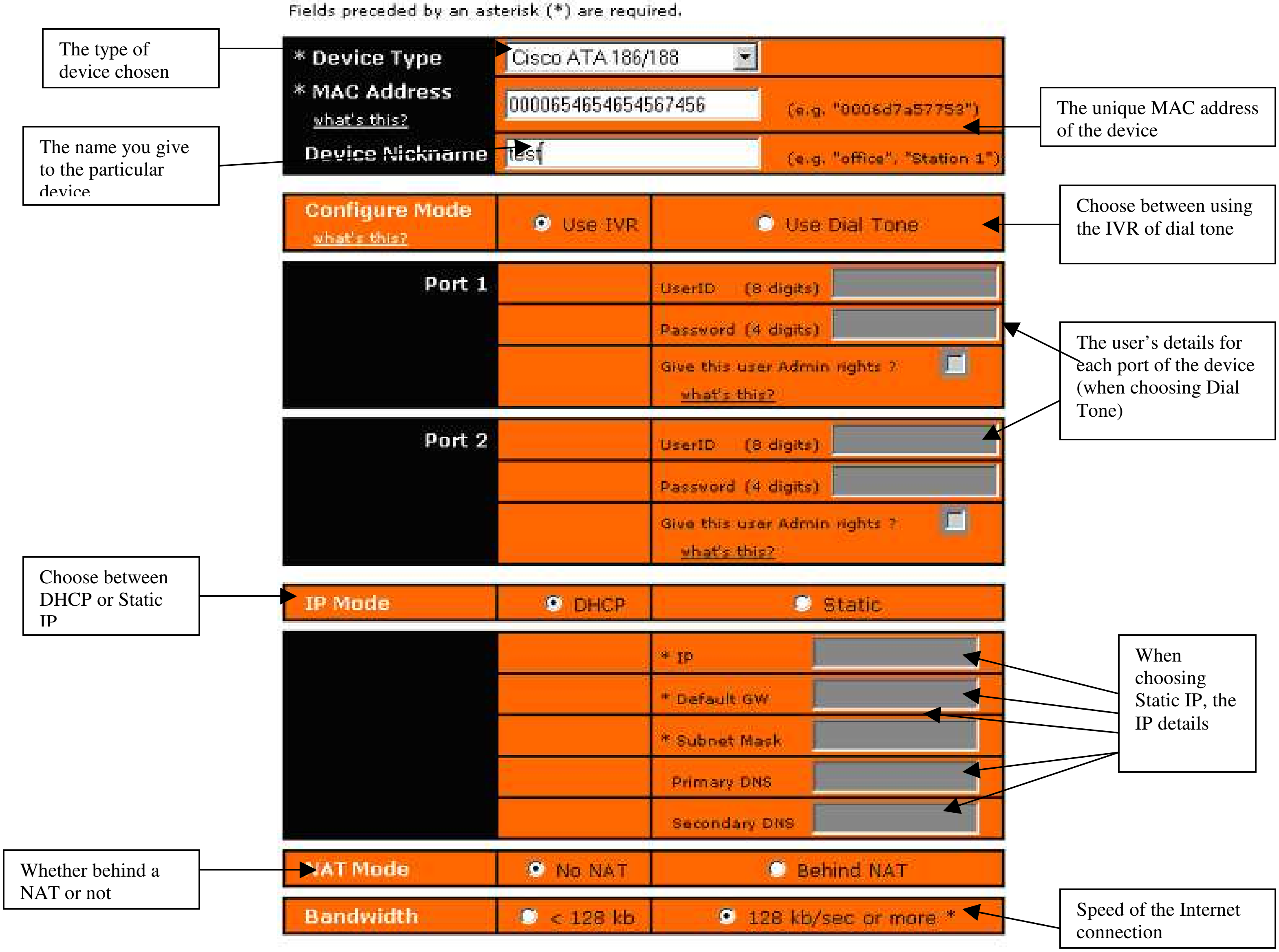


Configuration Steps
Follow the Step-by-Step Instructions carefully!

- Make sure you check that your device has an IP address
- Upgrade the ATA firmware – this is critical
- Fill in the configuration form and click ‘Save’
- Key in your Encryption Key and TFTP address, as per the instructions
- Restart your ATA to load the new configuration

To add a device, choose a device from the drop down menu and click ‘Go’.

Fill in the information on the following page:



Link: **https://www.icallhere.com/reseller_ic/eng/device/device_configuration.asp**

- MAC address: The unique code number for the specific device
- Device Nickname: A name by which you recognize the specific device (important when you have more than one device).
- Configure Mode: Either Use IVR (need to enter userid and password) or Use Dial Tone (automatically recognizes that calls are through a specific userid and password)
    - If you choose Use IVR then every time you pick up the receiver, you will need to enter your UserID and password.
    - If you chose Use Dial Tone, you can define 2 different UserID (one for each port on the device). If you give the UserID Admin rights, the user has the ability to Modify or Delete the device settings.
    - IP Mode: Either DHCP (when using an Internet Service Provider) or Static (when you have a permanent IP)
        - If you chose DHCP then you do not need to fill in the next fields.
        - If you chose Static, open the Command window on your computer and type ipconfig Fill in the fields according to the results.
        - NAT Mode: Whether you are behind a NAT or not
        - Bandwidth: The speed of your Internet connection. Either <128 Kb or > 128 Kb

To clear the fields click the ‘Reset’ button.
When you have finished entering all the details click the ‘Save’ button.
An instruction page will open. In the first section step 4 of 5, are two pieces of information, which are very important for your device to function properly.

Step 4 of 5: Set up hardware

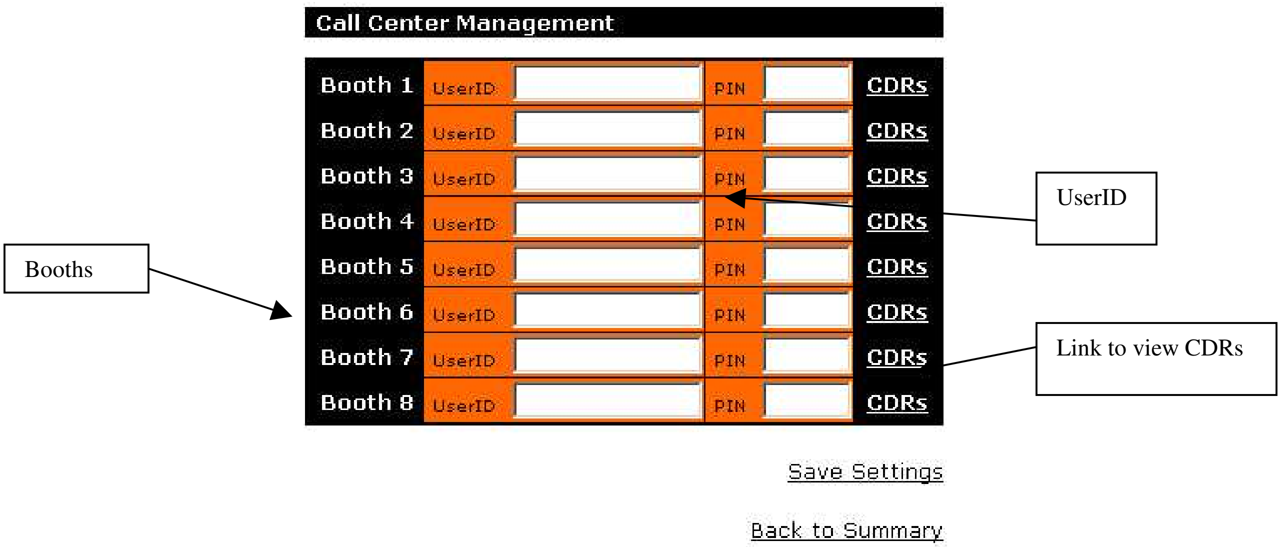
Your TFTP Address is: **213.137.70.75**
Your Encryption Key is: **40746522**

You need to follow the instructions on this page in order to configure your device correctly. You can print this page by clicking on the ‘Print this page’ link.
To modify or delete a device, click on the appropriate link in the Options field.

3.9. Call Center

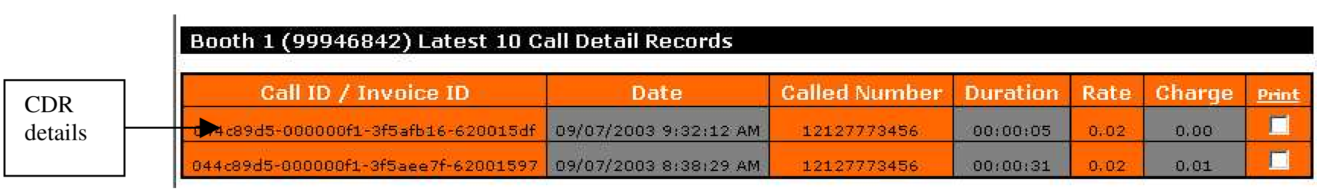
Use deltathree's 'My Call Center' application to manage each of the phones in your call center, on an individual basis. View real-time Call Detail Records (CDRs) and print them as a receipt to your customers. Simply enter in the calling account number and pin, then click on the CDR link, and print the records. You can also choose to show, hide or change the rate per minute on the printable invoice, enabling you to perform customized billing in a simple, straightforward manner.

This page allows the user to view 'real time' CDRs for a number of UserIDs. The number of Booths can be changed by contacting your Account Manager.
Link: http://www.icallhere.com/reseller_ic/eng/callcenter/cdrs.asp
Enter the userids in the Booth fields and click on the CDRs link.



The results appear as in the figure below. The fields are as follows:

- Call ID/Invoice ID: A unique number for the CDR
- Date: The date and time (EST) of the call
- Called Number: The number dialed
- Duration: How long the call lasted for
- Rate: The rate which the call will be charged (defined with the Account Manager)
- Charge: The cost of the call calculated by Duration X Rate
- Print: Prints an invoice for the CDR



Booth 1 (99946842) Latest 10 Call Detail Records

Call ID / Invoice ID	Date	Called Number	Duration	Rate	Charge	Print
[illegible]4c89d5-000000f1-3f5afb16-620015df	09/07/2003 9:32:12 AM	12127773456	00:00:05	0.02	0.00	☐
044c89d5-000000f1-3f5aee7f-62001597	09/07/2003 8:38:29 AM	12127773456	00:00:31	0.02	0.01	☐

In order to print an invoice, check the Print checkbox next to the CDRs that you want and click the ‘Print’ link.
The invoice opens as a popup

Treasure Planet
User : 84696673
9/23/2003 8:50:28 AM

print

Invoice of each CDR

Invoice ID:	044c89d5-00000066-3f6f0187-64001b7a
Call Time:	9/22/2003 2:05:10 PM
Booth ID:	1
Dialed Number:	9611511811
Call Duration:	00:06:56
Rate:	0.44
Charge:	3.08

Invoice ID:	044c89d5-00000066-3f6ee9b5-64001a94
Call Time:	9/22/2003 12:23:33 PM
Booth ID:	2
Dialed Number:	9611511811
Call Duration:	00:02:06
Rate:	0.44
Charge:	0.88

The name of the Company appears at the top of the invoice. Underneath is the UserID and the date of the call. The fields are as follows:

- Call ID/Invoice ID: A unique number for the CDR
- Date: The date and time (EST) of the call
- Called Number: The number dialed
- Duration: How long the call lasted for
- Rate: The rate which the call will be charged (defined with the Account Manager)
- Charge: The cost of the call calculated by Duration X Rate

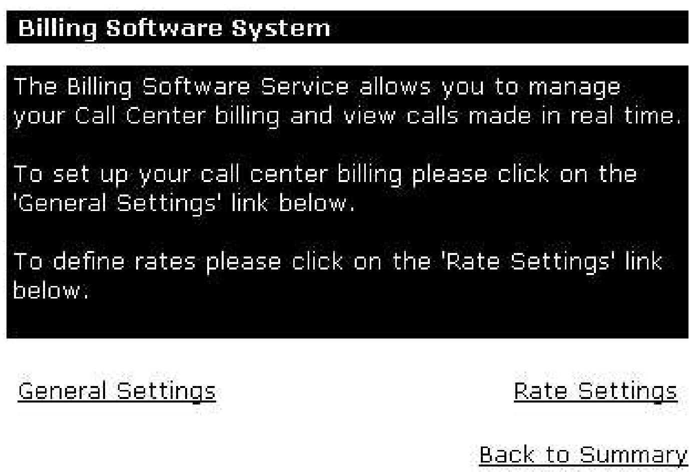
To print the invoice, click the ‘Print’ link.
If you want to save the UserID in the booth, click on the ‘Save Settings’ link. Every time you open the Call Center link, the saved UserIDs will appear in the booths automatically.

3.10. Billing Software

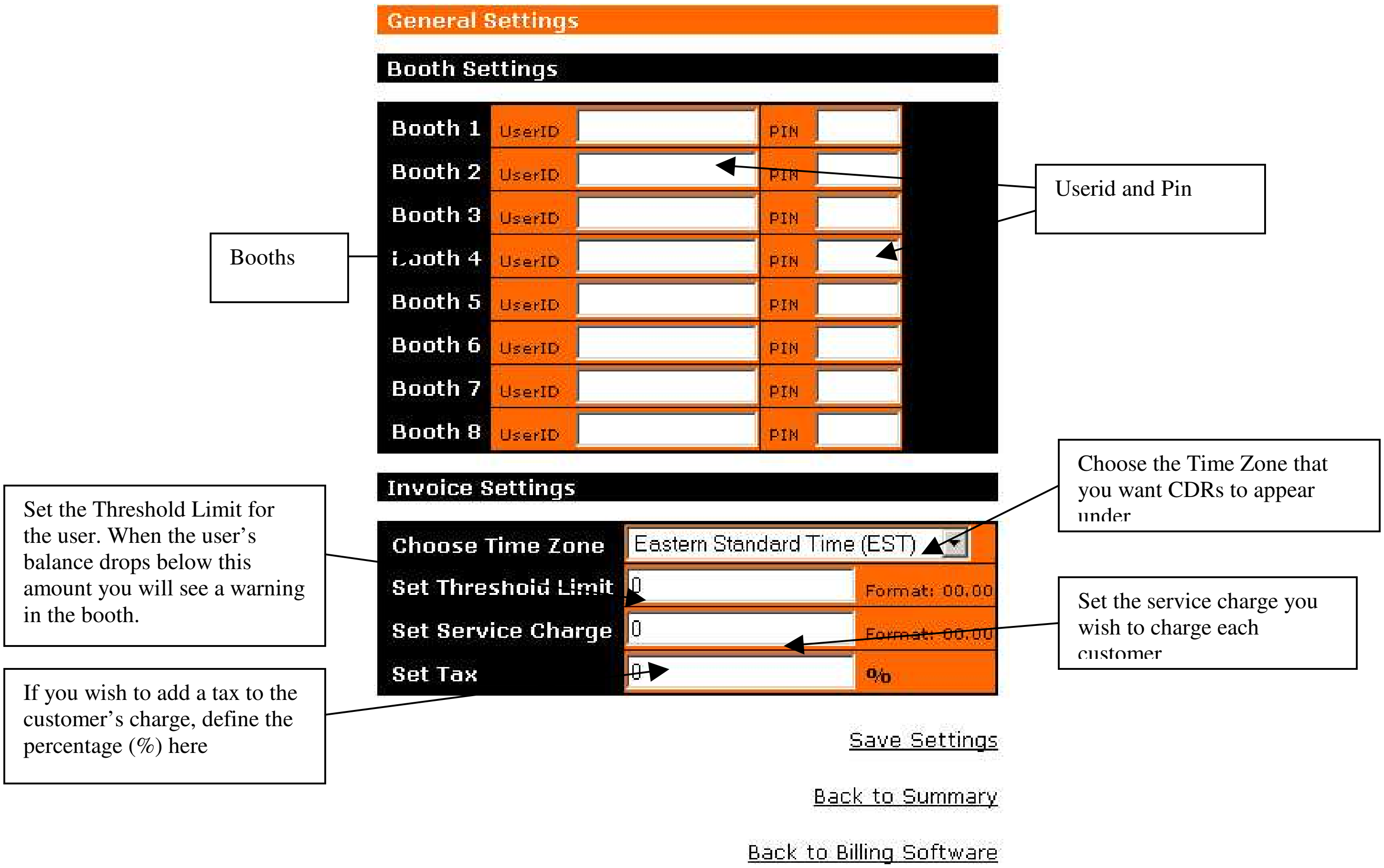
Use deltathree's ‘Billing Software’ application to manage each of the phones in your call center, on an individual basis at rates, service charge and taxes defined by you. View real-time Call Detail Records (CDRs) and print them as a receipt to your customers. Simply enter in the calling account number and pin, then click on the CDR link, and print the records. You can define different rates for countries other than the ones offered by Deltathree. You can set a service charge for each invoice and you can charge a different tax for each call. You can also define which time zone CDRs will appear as. You can also choose to show, hide or change the rate per minute on the printable invoice, enabling you to perform customized billing in a simple, straightforward manner.

This page allows the user to view ‘real time’ CDRs for a number of Userids. The number of Booths can be changed by contacting your Account Manager.
Link: http://www.icallhere.com/reseller_ic/eng/billingware/cdrs.asp

The first time that you enter the page, you will see the following. Click on the ‘General Settings’ link.



The following screen opens:



- Enter the userids and pins for the accounts that that you wish to view and click the 'Save Settings' link

  If you enter an incorrect userid or pin you will receive the following error:

  We were unable to save your new settings because we have no record of the UserID and PIN that you entered.

- Choose the Time Zone that you want the CDRs to appear under from the drop down list
- Enter the Threshold Limit for your users. When the user's balance drops below this amount you will see a warning in the booth.

  The figure must be a numeric value no more than 327.66
- When you have finished click the 'Save Settings' link

When the page refreshes a link will appear to the right of each booth that you entered a userid and PIN called 'Details'. Clicking on the link opens the following popup:

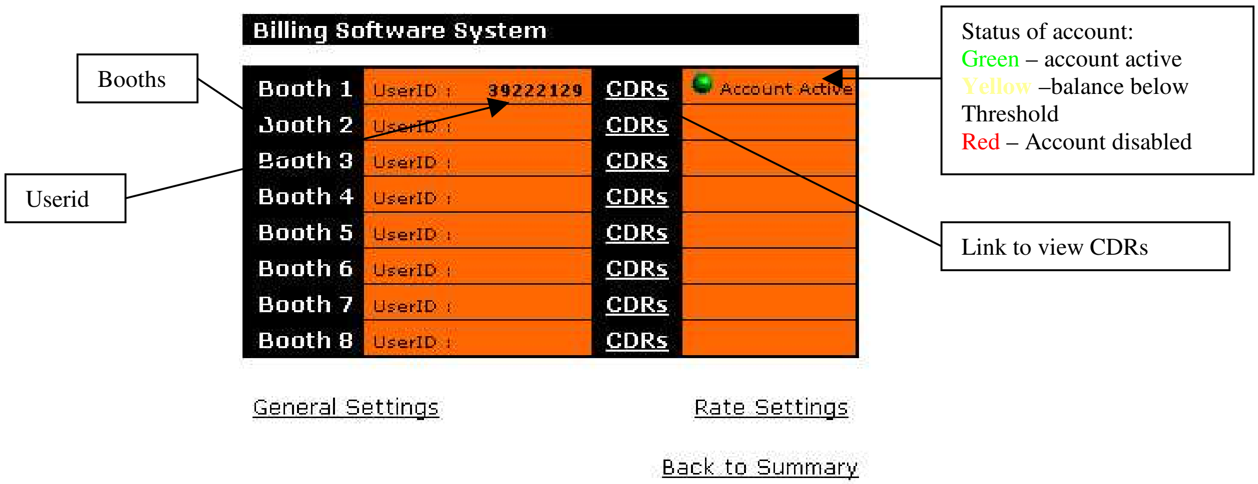
User Details

UserID	Balance	Price Plan	Enable	Lock
39222129	USD 10	Test Group	True	False

The fields are as follows:

- Userid: The user's userid
- Balance: The user's balance and currency
- Price Plan: The price plan that this user is associated with
- Enable: True – the account may be used, False – the account may not be used
- Lock: False – the account is not in use, True – the account is in use.

Click the 'Back to Billing Software' link. The following screen opens:



Click on the 'Rate Settings' link. The following screen opens:

Contact your Account Manager to have rates entered. If you have rates then the following screen opens:

- Use the drop down list to choose the country whose rate you wish to change. Countries that have multiple rates for different area codes/mobiles will have multiple entries
- When you choose a country, the present rate will appear in the 'Rate' field
- Enter the new rate in the 'Rate' field
- Click the 'Save Settings' link

If the change was successful you will see the following message:

We have successfully updated your rate

If the change was unsuccessful you will see the following message:

We unable to save your rate.
Please try again later

Click on the 'View Invoice Rates' link. You will be able to see all rates that you have altered.

Rates Table

Destination	Area Code	Invoice Rate	Default Rate
USA (1)	1	0.10	0.03

The fields are as follows:

- Destination: The name of the country whose rate was changed
- Area Code: The number of the area code whose rate was changed
- Invoice Rate: The new rate
- Default Rate: The original rate

To view CDRs go to the Billing Software page and click on the 'CDR' link next to the relevant userid. The following screen opens:

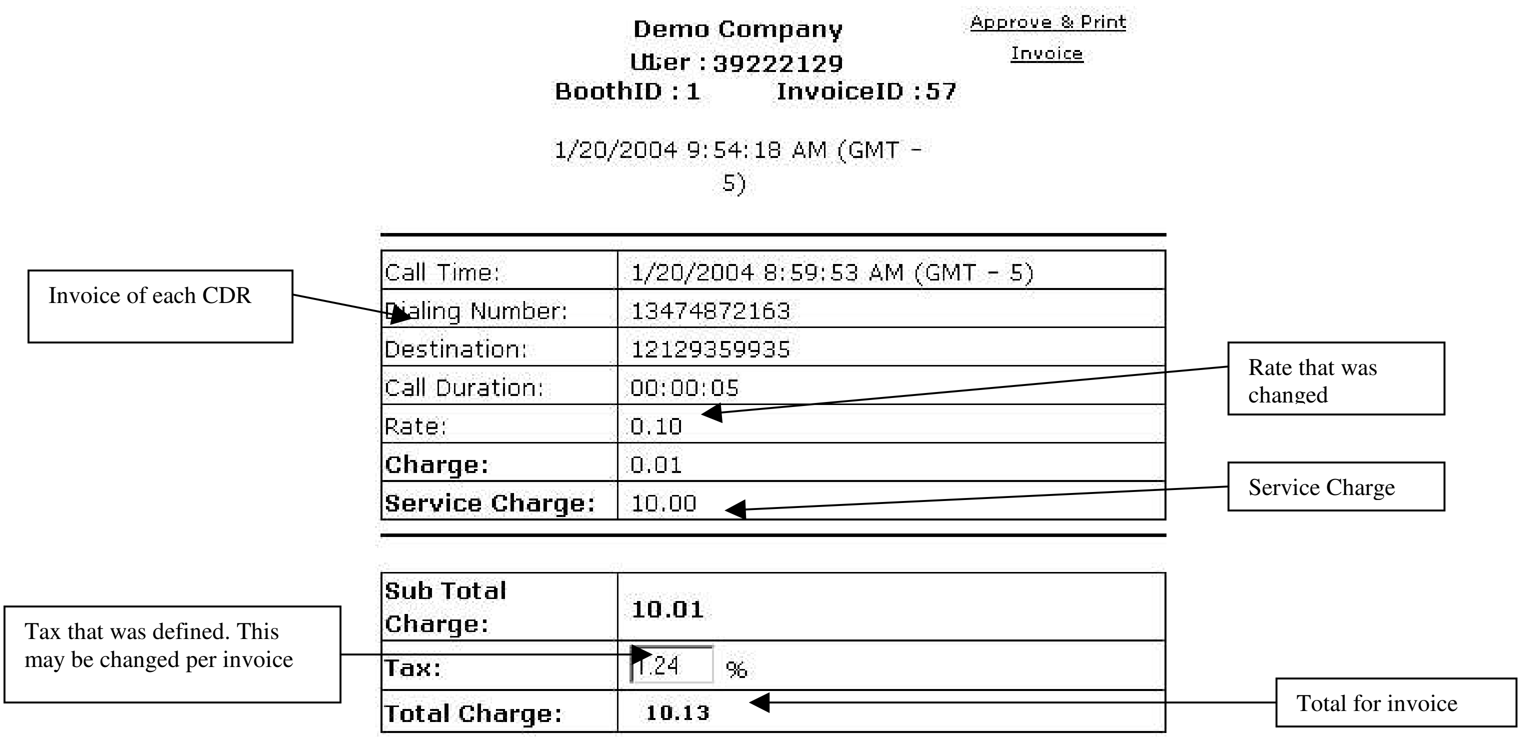
Booth 1 (39222129) - Latest 10 Call Detail Records (only uninvoiced records are displayed)

Call ID / Invoice ID	Date (GMT + 1)	Called Number	Duration	Print
10792000-000000fa-33947185-d589464e	1/20/2004 2:59:53 PM	12129359935	00:00:05	☐
10791000-000000fa-33942171-d589464e	1/20/2004 2:59:32 PM	12129359935	00:00:11	☐
10790000-000000fa-3393d3ed-d589464e	1/20/2004 2:59:13 PM	12129359935	00:00:07	☐
10789000-000000fa-339397fe-d589464e	1/20/2004 2:58:57 PM	12129359935	00:00:06	☐
10788000-000000fa-33935056-d589464e	1/20/2004 2:58:39 PM	12129359935	00:00:07	☐
10787000-000000fa-3393134d-d589464e	1/20/2004 2:58:24 PM	12129359935	00:00:05	☐
10786000-000000fa-33907789-d589464e	1/20/2004 2:55:33 PM	12129359935	00:00:19	☐

The results appear as in the figure above. The fields are as follows:

- Call ID/Invoice ID: A unique number for the CDR
- Date: The date and time of the call according to the time zone defined
- Called Number: The number dialed
- Duration: How long the call lasted for
- Print: Prints an invoice for the CDR

In order to print an invoice, check the Print checkbox next to the CDRs that you want and click the 'Print' link.
The invoice opens as a popup



Demo Company
User : 39222129
BoothID : 1 **InvoiceID : 57**

Approve & Print Invoice

1/20/2004 9:54:18 AM (GMT - 5)

Call Time:	1/20/2004 8:59:53 AM (GMT - 5)
Dialing Number:	13474872163
Destination:	12129359935
Call Duration:	00:00:05
Rate:	0.10
Charge:	0.01
Service Charge:	10.00

Sub Total Charge:	**10.01**
Tax:	1.24 %
Total Charge:	**10.13**

The name of the Company appears at the top of the invoice. Underneath is the UserID, BoothID of the user, InvoiceID and the date of the call (according to the Time Zone defined). The fields are as follows:

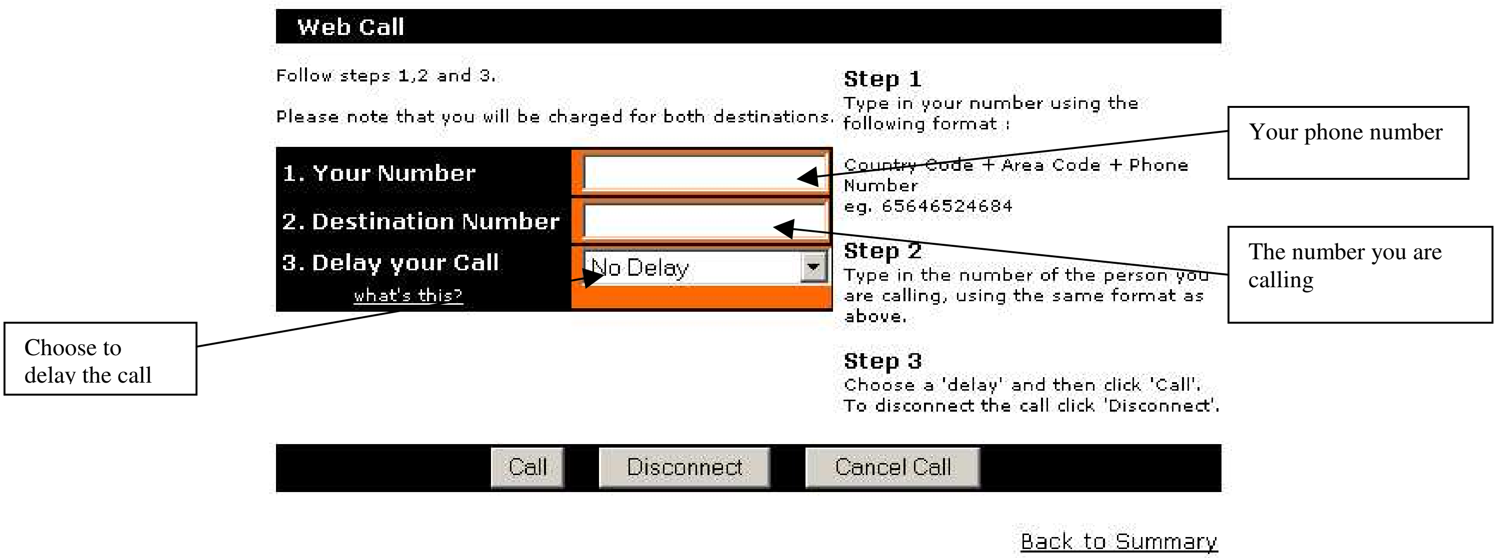
- Call Time: The date and time of the call (according to the Time Zone defined)
- Dialing Number: The number of the phone the call was made from
- Destination: The number dialed
- Call Duration: How long the call lasted for
- Rate: The rate which the call will be charged (Either the default or if the rate was inputted manually, the new rate)
- Charge: The cost of the call calculated by Duration X Rate
- Service Charge: If a service charge was defined then it appears here
- Sub Total Charge: Charge + Service Charge
- Tax: If a tax was defined then it appears here. It may be changed per invoice
- Total Charge: The total cost of the invoice
-

To print the invoice, click the 'Approve and Print Invoice' link.
Once a CDR has been invoiced, it will be removed from the user's list of CDRs.

3.11. Web Call

Web-to-Phone offers a new way to make VoIP calls. Simply access our 'Web Call' application online, enter the phone numbers of two telephones you wish to connect via VoIP. In a matter of seconds (or longer if you choose) Web-to-Phone allows the selected telephones to connect using VoIP. (Please note that the user is charged for both calls)

This page allows the user to make a pc-to-phone call but from one telephone to another. All you need to do is enter your phone and the number that you are dialing. Once you have done this, click the 'Call' button.



Link: http://www.icallhere.com/reseller_ic/eng/webcall/webcall.asp

When you click call the page refreshes giving the amount of time available for this call in minutes. You will hear a voice tell you that we are trying to complete your call.

Web Call

Please wait while we retrieve data ...

If your phone line is currently being used then the call will not go through.

If you are using this line to connect to the Internet, you must disconnect now.

When you answer your phone, you will hear a message telling you that your call is being placed and then the dialed number will ring.

When you hang up, the cost and duration will be listed in your Call Detail Records.

You have entered the following numbers:

Your Phone Number	12127773456
The Destination Number	16177773456

Disconnect

Back to Summary

Your phone will ring. You need to answer it. When you answer it, you will hear a prompt:

Please hold whilst the number is dialed.

You will then hear the other side ringing.
When the other side answers the phone, the page will refresh as follows:

Web Call

Your call is proceeding ...

To end a call, one side needs to hangs up or press the 'Disconnect' button, When the call finishes the page refreshes back to the first Web Call page.

If you would like to delay a call (for example if you only have one line for making calls and connecting to the internet) choose the time delay from the drop down menu and then click 'Call'

You will receive the following message (the delay time is according to what was chosen):

Web Call

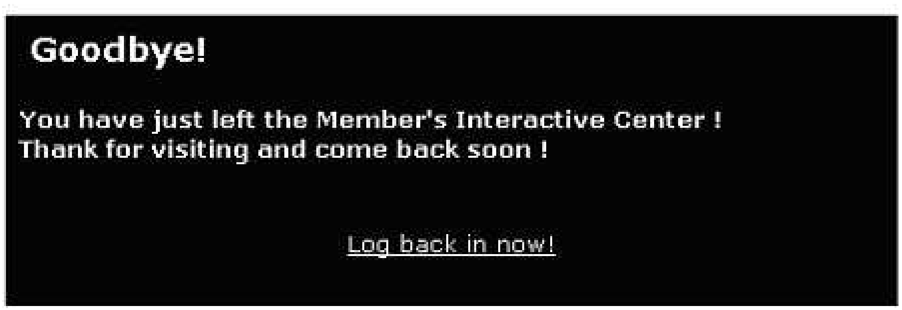
**Your call has been scheduled (30 seconds).
Please note that no other calls can be scheduled until this call has been processed.**

If you decide you do not want to make the call, click the ‘Cancel Call’ button (this will only work if the call has not started). You will receive the following message:

3.12. Exit

Once the user clicks the ‘Exit’ button in the Partner frame, the Exit screen will be displayed. In order for the user to return to the IC, he must log back in.

Link: http://www.icallhere.com/reseller_ic/eng/exit.asp



Appendix A: Glossary

IC	Interactive Center
HTML	Hyper Text Markup Language
CDR	Call Detail Record
DNS	Domain Name System
SSL	Secure Socket Layer
EST	Eastern Standard Time
DID	Direct Inward Dialing
MAC Address	Media Access Control Ad
IVR	Interactive Voice Response
DHCP	Dynamic Host Configuration Protocol
GW	Gateway