SN
COMMUNICATIONS

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Extension Management

Web Portal Access

Technical Services Team

Web login to your extension

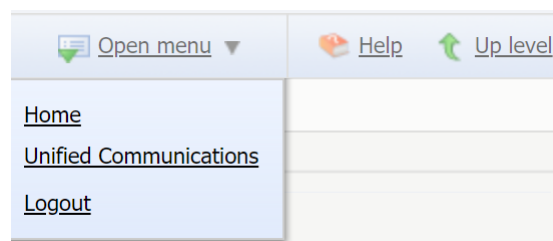You can manage your extension features and reset your email password by way of a Web login.

Instructions to login into your extension

1. Open your browser
2. Enter the following link: http://controlpanel.sn-communications.com . The login page will open
3. Enter your credential then press **Login**

Upon successfully login into the UI, you will see 2 main sections in the portal. You have the tool section and the extension overview. Before we explain the 2 sections, let's go through the 3 buttons in the upper-right of the screen that you will notice once clicking on an icon.
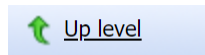
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When clicking on the open menu, you will have 3 options. Only 2 shall be used.
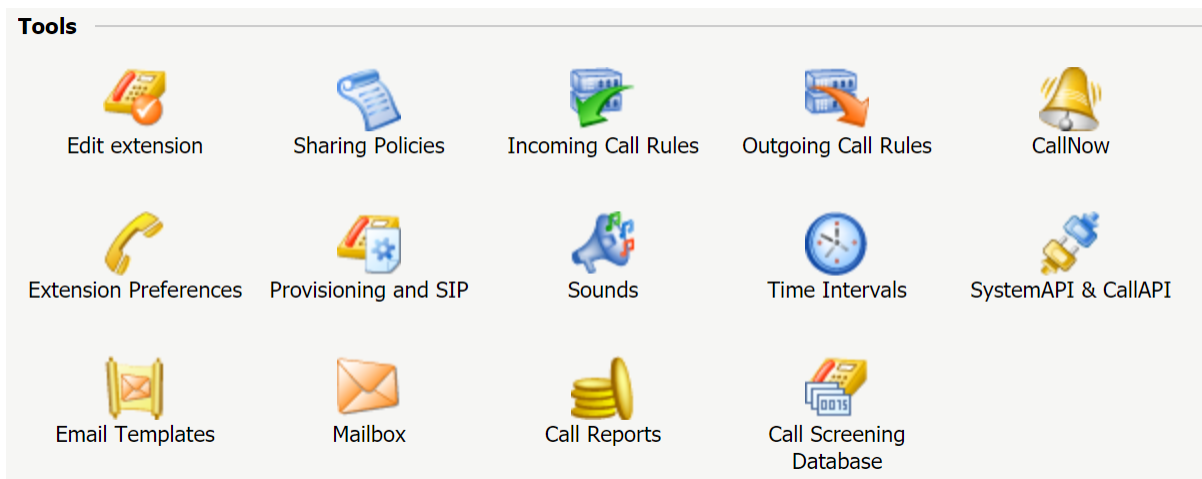
- Home
  When selecting this option, you will be returned to the main page.

- Unified Communication
  Not used for extension management purpose

- Logout
  When selecting this option, you will disconnect from the server

When navigating through the different features available, always use the "Up Level" icon to move up.

Tool Section

We will explain in this section all the useful widgets you might be interested to.

From upper-left to bottom-right, we will go through each relevant functions.

Edit Extension

When selecting this option, you will be able to change personal information belonging to the extension. For example, you can change the extension name, address information and many more.

Any email address you enter in the email section will result in having voicemail send to this address.

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Warning: Do not change the **login name and the password.** Any changes to these 2 fields will result in you phone no longer working. A service call might be required to restore its configuration.

Incoming Call Rules

When selecting this option, you can define rules to apply when a call is received as well as sequence of operation to perform on all incoming calls or specific call. The incoming call rules feature is considered as an advanced feature and it should be treated as such. Any mishandling call rules might lead to incoming call not properly handled for that particular extension.

Outgoing Call Rules

When selecting this option, you can define rules to apply when a call is made. This feature is mostly used to control oversea calls for a specific extension.

Extension Preference

When selecting this option, you will be able to change the following set of features

- Music when putting someone on hold
- Caller ID and Phone Number to display when calling out
- Hide Number when calling out
- Keep original caller's number when transferring the call. If **Preserve original CallerID on transferred calls** is not checked, the original phone number will not be transferred along with the call.
- Managing Call Waiting feature
- Managing Do Not Disturb (DND) feature
- Voicemail configuration

Mailbox

When selecting this option, you will be able to change the following set of features

- Deactivate voicemail
  By clicking this option, you can either activate or deactivate the voicemail feature o this specific extension

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- Manage Greetings
This feature allows you to upload your greeting directly from the portal. User can perform the same action by accessing to their voice mailbox from their phone.

Any voicemails you have received will be shown in this option as long as the retention rule applies.

Call Reports

When selecting this option, you will be able to see all calls (incoming and outgoing) made from this extension. Detail logs will be shown split by months. You can also search and export call log for further analysis.

Extension Overview

This section gives you basic information such as the type of phone connected, whether the phone is online or offline, the number of voicemail currently kept and phone IP address to name only those.

Extension Overview

Extension type	Phone terminal
Your phone terminal login	2842*100
Extension internal number	100
Extension terminal	Yealink SIP-T23P 44.83.0.35
Extension state	Registered / Online
Extension IP address	192.222.137.104
Extension's registration expires on	Jun 29, 2020 22:38:19
Last registration	Jun 29, 2020 21:38:19
Password protected phone access status	Currently access to phone is unrestricted
Number of voicemail messages	0 messages, using 0 KB (100.00% free)
Number of sound files	0 sound files, using 0 KB
Number of music on hold files	0 music on hold files, using 0 KB

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