



General Information

Demo System access

Point your web browser to: <http://demo.teleblade.net/>

Username: demo

Password: demo

If you want to connect carriers or customers to test the demo system use the following details -

IP Address (es) both signalling and media (RTP):

NUMBERS MODULE - 109.200.27.139 (demo system IP)

WHOLESALE MODULE - 5.152.218.154 (demo system IP)

Signalling port: 5060

RTP port range: Negotiated, but nominally 16384-32768

Protocol: SIP

CODECs: G711a, G711u, G729

When using your own system the IP details will be different.

Support

If you need to report a problem, or have questions not answered in this guide, please raise a ticket by emailing support@voiceblade.com and one of our NOC engineers will get back to you as soon as possible. We encourage the use of the ticketing system instead of direct Skype or email to avoid delays should a specific person not be available.

Normal support is 9am to 5.30pm UK time, Monday to Friday.

Out of hours support is provided 24/7 for catastrophic issues, and though someone is usually about to pick up non-catastrophic tickets outside of office hours this is not guaranteed.

Finance

You can contact our finance department on finance@vmqtechnology.com.

For general issue escalation please contact Anthony Rees at arees@vmqtechnology.com or on [+44 7870 634 164](tel:+447870634164).

Quickstart Guide

Here's a quick guide to get you started with your new VoiceBlade switching system...

Add supplier/client

1. Click the CRM icon in the main menu. This will show you your existing list of contacts (which is probably empty at the moment).
2. Click the ADD button on the right of the table. A pop up window prompting the client name will appear.
3. Enter the name and click SAVE.
4. You will be asked if you want to edit this client. Clicking YES will take you to the details page, clicking NO will return you to the client overview page (which will now have an entry).

Note that a client is neither a supplier nor a customer at this stage. They become a supplier if you add a Firewall entry allowing them to send you calls, and they become a customer if you route numbers to them.

Turn a client into a supplier or carrier

1. Click the CRM icon to see the client list, then click on the client you wish to make into a supplier or carrier. Their details page will show.
2. About half way down on the left is a box called FIREWALL with no data in it. Click the ADD button and a pop up window will appear.
3. In this pop up window, enter the IP address they will be sending you calls from. You can leave the subnet as 32 most of the time and the username/password is hardly ever used, so leave them blank unless you've been specifically asked to add them.
4. Click SAVE. The screen will refresh showing you the newly added IP.

Technically the link between your platform and the newly added supplier/carrier is now open, but to allow the supplier/carrier to send you calls from that IP address, but you need to add the numbers you have been allocated to the system or the calls will fail.

Adding numbers

Numbers are grouped broadly by the Number Type, and the billing information is stored in the Billing Group. We recommend you add the following number types - UK Geo, UK NGN, and Intl. PRN. This broadly categorises numbers in the system, to make them easier to find later on. You might need to adjust these according to the country you mostly deal in.

To add number types-

1. Click the ADMIN menu option on the top menu which is next to your username, just under the VoiceBlade logo.
2. Select the Number Type tab.
3. Click ADD and enter the type in the title. The description is optional and most people don't use it.
4. SAVE it.

The billing groups is where you set the rebates/outpayments and is used to more specifically identify the number ranges. You can set billing groups up prior to loading any numbers. To do so, click NUMBERS on the main icon menu, then in the submenu that appears underneath in italics, click EDIT BILLING GROUPS.

Clicking ADD will take you through the billing group wizard -

1. Title - this is to help you identify the numbers when allocating them to clients and in the stats. We always suggest something meaningful here, such as country followed by the relevant prefix (e.g. Chile 56124), or Adult £1.50/min).
2. Currency - this is the currency in which your rebate or cost is in.
3. Time of day - there is a time of day already set up called All Day 24/7 which most people use. You can set up more in the ADMIN menu. A number needs billing data for a full 24/7 period. The drop charge is the connection charge and the per minute is self-explanatory. Most numbers are 1/1 billing - you won't usually need to change this for retail traffic as this is a wholesale thing normally. 50p would be represented by 0.50 as an example.
4. Calling restrictions and notes (the next two pages) don't work at the moment and can be added elsewhere in the system as a service (I'll explain that later).
5. When you confirm and save this will be added to your billing group list. Note this whole process can also be done in the next bit when you add numbers to the system.

Now you have a Number Type and a Billing Group, let's upload a number -

1. Click NUMBERS icon.
2. Click UPLOAD NUMBERS on the menu or the UPLOAD icon on the right. This will start the upload wizard.
3. The supplier list will contain only people with a FIREWALL entry.
4. Select number type.
5. Select the billing group (or VIEW to add/edit them - takes you to the same process as above)
6. Upload type - range, single number or manual list. Range will ask for a start number and a quantity for a continuous range, single will just ask you for the number (can also be done in range with a quantity of 1) and manual list allows you to enter numbers manually or cut/paste from a spreadsheet for example.
7. Choose initial service - we recommend our conference service Polar Bear, as it requires no set up and easily allows you to test. You can change the service later when you allocate the numbers to clients.*
8. Description - leave blank, it's a deprecated feature.
9. Click confirm and save. The system will insert these numbers into the database.

*see services section below for more detail on available services

Please note the numbers need to be exactly as they will be presented by your carrier. This is usually in E.164 Format (country code then number, e.g. 447974428316) and is the format we encourage.

If you give the system a minute to propagate the changes, you should now be able to dial your numbers!

SERVICES

Each new VoiceBlade system comes with the following services added.

Polar Bear

This is an audio conferencing application. Polar Bear has two beeps prior to a US English female voice saying "Please enter the conference PIN" so you can easily identify that your calls have landed on your system.

ITM

ITM (Inbound Traffic Manager) is not exactly a service, but a filter used as a method to control inbound call traffic.

If you want control how your traffic is handled by VoiceBlade, you use ITM – which is found in the drop down list of services. Simply route numbers to it - the rest should be fairly self-explanatory once you see the configuration screen.

If there are any complex scenarios you would like help with, please email them to support@voiceblade.com and we will respond with instructions.

Playback, Playback L & Playback R

The Playback services are a method to get your numbers to play an audio file that you upload to your system.

To upload Audio, click **admin** then **audio** then **add**.

VoiceBlade accepts WAV files. All files must be 16 bit mono, 8 KHz.

If your audio files are not in the correct format, you can convert them using a programme called audacity, which is available here:

<http://audacity.sourceforge.net>

What the options mean

Playback

Is simply a playback of the file you upload. The call will end after one playback of the file. If the file is short, then the call will be as well.

Payback L

This option will loop the audio, playing it repeatedly until the caller hangs up.

Playback R

This allows you to specify a set duration for the call, the audio will be looped until the specified duration is reached at which point the call will be terminated

Reject

This service rejects calls

Route to Customer

This service is used to deliver calls to an external system. To use this make sure the customer is created in the CRM section, and that the customer has a valid gateway entry. Your customers can have more than one IP address entered in the gateway section.

Options:

Choosing the customer ID alone will mean that the calls will be delivered to the IP address entered in the gateway field. If more than one IP address is entered in the gateway field of the customer's CRM entry, VoiceBlade will attempt to deliver to each of them until successfully answered.

DDI. You customer might want you to deliver calls to a normal telephone number over the PSTN. If this case enter the DDI the want you to deliver to in E164 format in the DDI field.

NB You will need to have a carrier able to deliver calls over the PSTN added you your wholesale section. Contact support@voiceblade.com if you require assistance with this.

You can also deliver calls to external IP addresses with a prefix if your customers requires this. Choose the correct entry in the Customer ID field and add the prefix to the prefix field and your calls will be delivered with the specified prefix.

Advanced Features

Mass Import

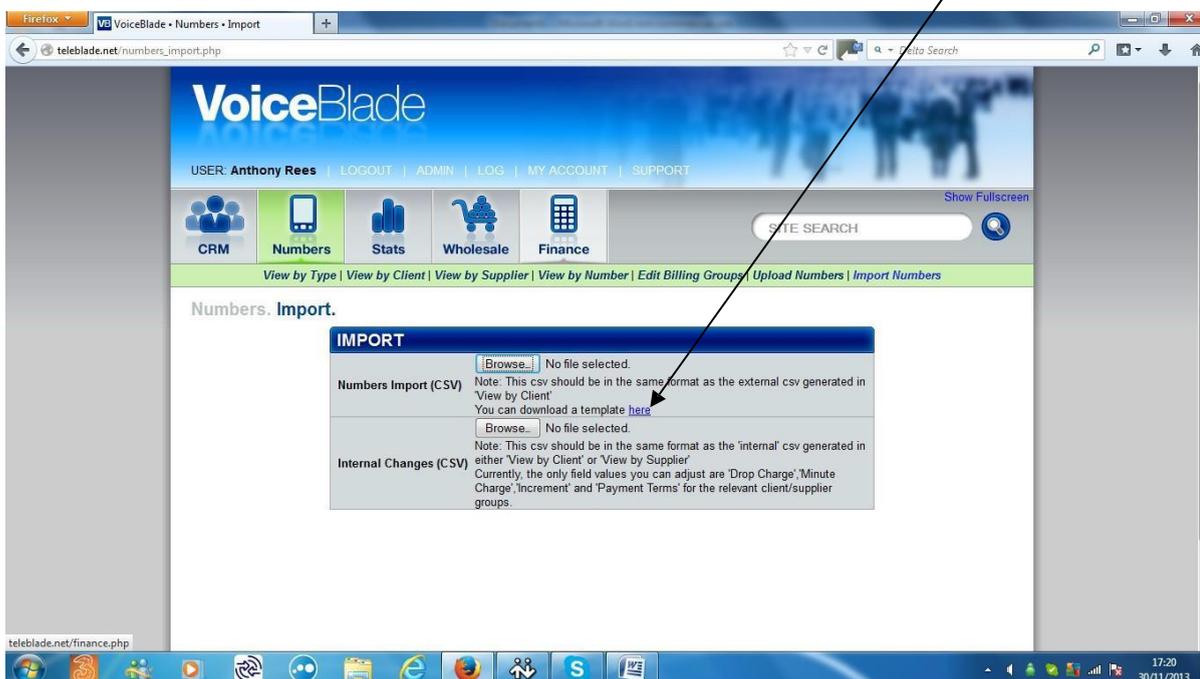
The number import function can save a lot of time if there are many different types of numbers to add at once. Importing numbers is achieved by using a CSV document.

Before starting the process make sure the supplier of the numbers is entered in CRM and has a valid firewall entry.

Click numbers, then click import numbers

the following screen appears:

Download the CSV template used to add numbers to the system by clicking here



The CSV has the following columns:

- A. Example Group (name of the billing group)
- B. Time of Day (relates to time of day periods – as entered in the ADMIN SECTION)
- C. Days (relates to time of day periods – as entered in the ADMIN SECTION)
- D. Hours (relates to time of day periods – as entered in the ADMIN SECTION)
- E. Currency (can be set to USD GBP or EUR)
- F. Drop Charge (the payment received on call connection)
- G. Minute Charge (the per minute rate payable, increasing with call duration)
- H. Increment (Almost invariably set to 1/1. Whilst duration dependent rebates/charges (minute charges) are usually quoted on a per minute basis they are calculated using a 1 sec minimum duration and rounded to the nearest second thereafter.
- I. Payment Terms - (when payment is due on the number – as contained in the ADMNSECTION)

If the information entered into Columns a B C D and I duplicates information already in the system exactly, the imported numbers will be added to, for example, existing billing groups, or existing times of day will be employed.

If information that is not already contained in the system is entered in these columns, then new billing groups, times of day and payment terms will be created.

TIME OF DAY NOTES

If the numbers have one rate that applies at all times:

COLUMN B - enter "All Day" here

COLUMN C - enter "All Days" here

COLUMN D - enter "All hours" here

If the numbers have different rates that apply at different times of day and during different days of the week:

COLUMN B – enter the name of the time of day period here -e.g. UKPeak

COLUMN C – enter the first three letters of the days of the week during which the time period applies, separated by commas. In the case of UK Peak this will be Mon, Tue, Wed, Thu, Fri

COLUMN D – enter the hours of the day during the days of the week that the time period applies in the following format:

Start time periods on the hour using a colon as a separator – e.g. 08:00 for 8am

End time periods using 59 minutes past the previous hour e.g. for 6pm use 17:59

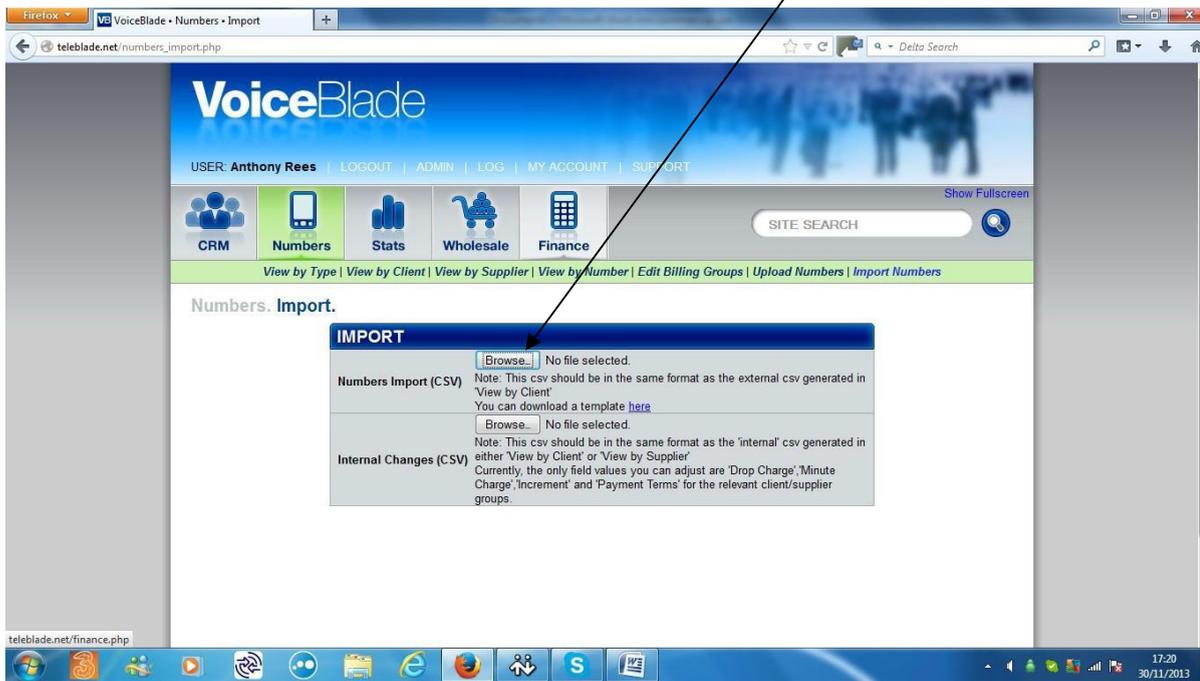
Separate start and end times using a "-"

Separate two distinct time period that apply during the same day using a comma

See example below for completing using the standard UK day evening and weekend

Time of Day	Days	Hours
UK Day (8am-6pm)	Mon,Tue,Wed,Thu,Fri	08:00-17:59
UK Eve (6pm-8am)	Mon,Tue,Wed,Thu,Fri	00:00-07:59, 18:00-23:59
UK Weekend	Sat,Sun	All Hours

Once the CSV has been saved with the values you want, click browse and upload it



You will then be prompted to select

- a. your supplier (make sure the supplier is entered in CRM and has a valid firewall entry)
- b. an initial service for the numbers

Once this is done, click confirm and save and the import process will be complete

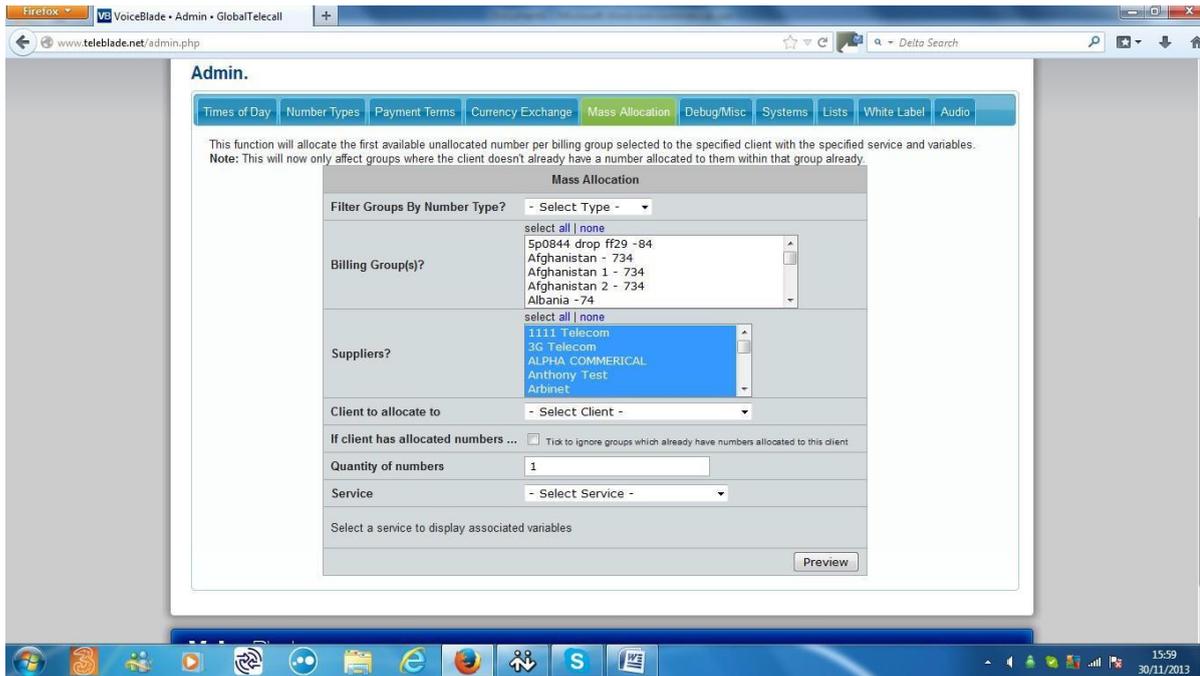
Mass Allocation

if you want to take one (or more) number(s) from each billing group that you have in the system and allocate them to a client this can be time consuming if there are a lot of billing groups to work with.

Mass allocation was designed to solve this problem – it is particularly useful when used in conjunction with “Internal Changes” (see below) to create a ratecard.

To carry out a Mass allocation, click admin then click mass allocation

you’ll get this screen



You can filter by:

Number type - to choose from numbers of all types, leave the drop down list on “select types”

Billing group – you can choose to select numbers from all, one or some of your billing groups.

To choose all, select all

To choose one, left click on one entry

To choose more than one, but not all of your billing groups, hold the Ctrl key down and select as many as you like by clicking on them

You can then choose to select only numbers given to you by certain suppliers – you can choose all suppliers , some or only one by left clicking on the correct entry on the drop down list and using the ctrl key as described above

Then choose the client to allocate the numbers to

INTERNAL CHANGES

Adjusting all (or some) the rates you receive from a supplier, or give to a client, can be done quickly using the Internal Changes function.

To change the rates you receive from a supplier

Click numbers, click view by supplier click download csv next of the name of the supplier whose number you wish to edit. Inbound rates are in column H. Change these to the new value and save the CSV.

Click import numbers – click browse next to the internal changes box.

Upload the CSV you saved and this will edit the rates.

Adjusting the rates you give to a customer is a similar process – with the difference that there are two types of client CSV: i. internal (which displays inbound and outbound rate information) and ii. External – this displays only the rates that the client gets. The internal csv is for use with the internal changes function, the external csv is the one to download and send out to clients as a ratecard/list of test numbers.

Click number click view by client select internal as the Csv type and then down load the csv. The client per minute rates are in column H, the per call rates are in column G.

Adjust the relevant values in these columns and click save

Upload the CSV you saved and this will edit the rates.

When editing rates like this if there are values you don't want to change, leave them as they are and they will remain unchanged when you upload the csv.

ITM

ITM (Inbound Traffic Manager) is a way to control inbound call profiles.

If you want to use ITM you'll find it in the drop down list of services – simply route numbers to it - the rest should be fairly self-explanatory once you see the configuration screen.

If there are any complex scenarios you would like help with, please email them to support@voiceblade.com and we will respond with instructions.