

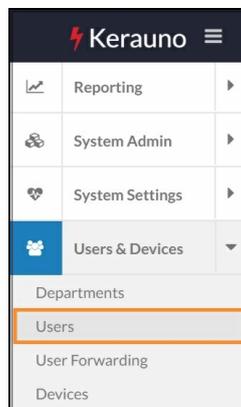
# Manage Users

Last Modified on 03/23/2020 3:55 pm EDT

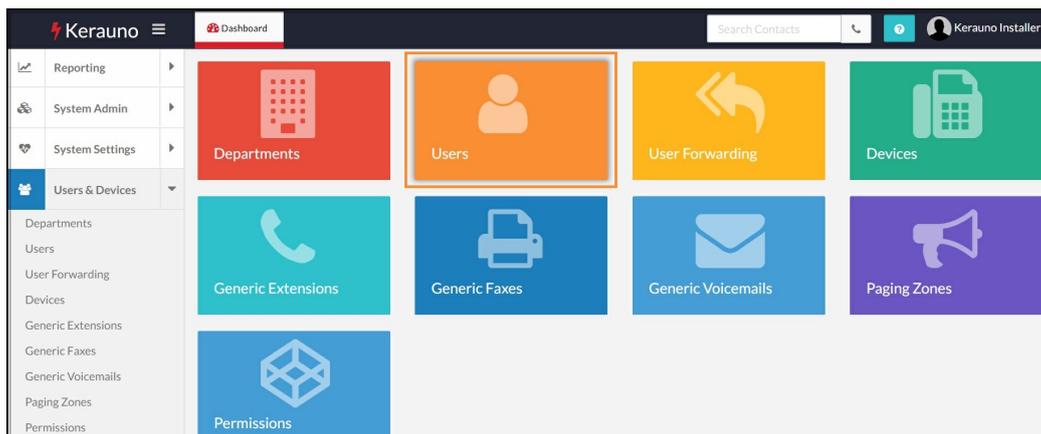
## Introduction

Each user is provided with a login to reach the Kerauno interface and a primary extension number. The **Users** menu allows administrators to build, modify, and delete user accounts and extensions.

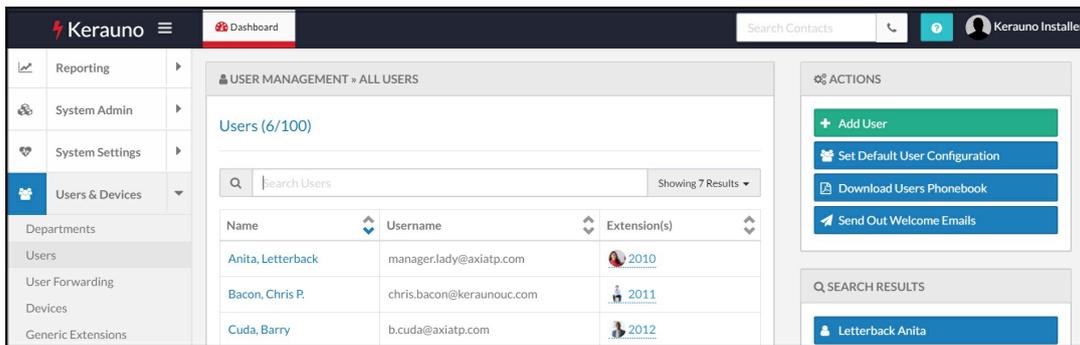
From the Kerauno homepage, click the **Users & Devices** drop-down, then select **Users** from the left-hand side of the screen.



There is also an orange **Users** shortcut icon in the center of the **Users & Devices** screen.



The main **User Management** screen contains a search bar and a table of all current users configured within Kerauno.



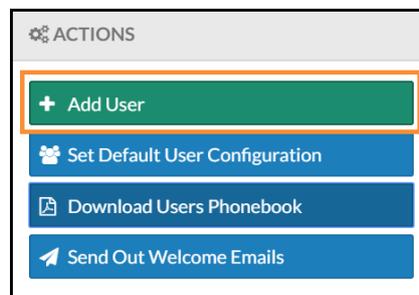
## Organizing Users

Use the **Search** bar at the top of the menu to search for a specific user. User data can be sorted alphabetically by **Name** and **Username**, or numerically by **Extension** number. Sort icons are available for each column:



## Add a User

Click the green **+ Add User** button on the far-right side of the screen to add a new user.



**Note:** When adding a new user, only the User Information and DID/Caller ID tabs are available to populate. Complete the fields and save the user in order to view all of the available user information tabs.

## User Information Tab

The first tab that appears is **User Information**.

User Information

Extensions Bolt Ring Groups & Depts DID/CallerID Voicemail More

User Information:

License Type:  
Enterprise

First Name: Mark Last Name: Richards

Username / Email: mark.richards@testuser.com [Change Username](#)

Job Title: Instructional Designer Mobile: 0000000000

Add to Company Phonebook?  Hide Mobile in Phonebook?

Update User Delete User Home Send Welcome Email Change Password

## License Type

Select type from the available drop-down list. Available licenses are dependent on your license agreement with Kerauno.

## Name and Username/Email

A company email address is generally used as the Username/Email. Adding hundreds of users to Kerauno can be problematic for users with similar names. Duplicate usernames (meaning everything before the @ sign) are not accepted.

**Example:** John Kenneth Smith and John Edward Smith cannot both have a JohnSmith@ username.

## Send Welcome Email

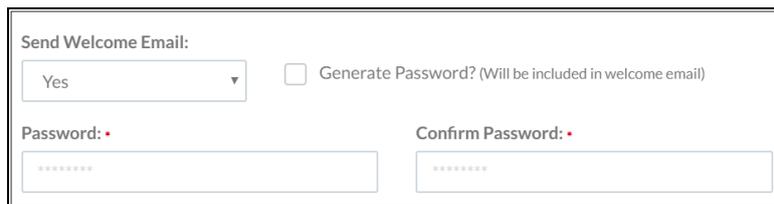
A Welcome Email is used to communicate account information to a new user including their username, password, extension number(s), and voicemail PIN. Select **No** from the drop-down menu when a welcome email is not necessary. Welcome email content is customized **here**.

## Generate Password

The **Generate Password?** checkbox is active by default and generates a password for the user to log into Kerauno. Upon login, the user is prompted to change the password.

To specify a password directly, uncheck the **Generate Password?** box and populate the password fields.

**Note:** The Welcome Email does not contain passwords set by an Administrator and must be communicated separately.



Send Welcome Email:  
Yes ▾  Generate Password? (Will be included in welcome email)

Password: •  Confirm Password: •

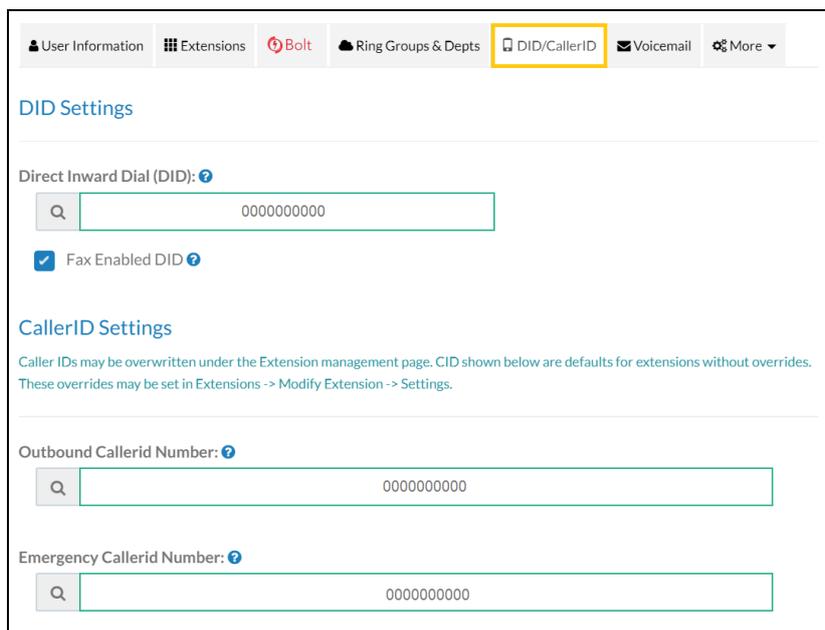
## Phonebook

Click the **Add to Company Phonebook?** checkbox to make the user searchable.

Click the **Hide Mobile in Phonebook?** checkbox to prevent the user's mobile phone from appearing in the phonebook.

## DID/CallerID Tab

Use this tab to set Direct Inward Dial (DID) and CallerID information.



User Information Extensions Bolt Ring Groups & Depts **DID/CallerID** Voicemail More ▾

### DID Settings

Direct Inward Dial (DID): ?

🔍

Fax Enabled DID ?

### CallerID Settings

Caller IDs may be overwritten under the Extension management page. CID shown below are defaults for extensions without overrides. These overrides may be set in Extensions -> Modify Extension -> Settings.

Outbound Callerid Number: ?

🔍

Emergency Callerid Number: ?

🔍

A DID number is the number used to reach a user externally. This number rings to the user's primary extension. The drop-down list is populated by the numbers stored in the **Number Manager**. When a DID is set for a user, this number dials the person directly, ringing to the user's primary extension.

Direct Inward Dial (DID): ?
Unselected
Unselected
3171234567

### Outbound Caller ID Number

The **Outbound Caller ID** field configures which ten-digit number is displayed to the receiving party when dialing outbound from this extension. This drop-down list is also populated by the **Number Manager**. When **Trunk Default** is selected from the drop-down, the **Caller ID** of the dial plan used is sent. When no **Caller ID** is set in the dial plan, the **Caller ID** set in **System Admin > Trunks** is displayed.

### Emergency Caller ID Number

The **Emergency Caller ID** field allows administrators to choose which ten-digit number the system sends to emergency services when a user dials 911. When no emergency Caller ID is specified, the ten-digit number set in the **Emergency Dial Plan** is sent.

**Note:** It is imperative to have a dial tone/telecommunications provider associate an extension's **Emergency Caller ID** number to the physical address of the user. The address on the carrier's file for the **Emergency Caller ID** number set here is sent to a 911 answering center to ensure a timely response. When in doubt about the service address provided to a number, please contact the telephone carrier.

Once the **User Information** and **DID/CallerID** tabs are populated, click **Create User** to quickly add the user or click **Create + Modify Advanced Settings** to continue setting up the user's account through additional tabs.

+ Create User	+ Create + Modify Advanced Settings	Home
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## Extensions Tab

The **Extensions** tab displays provides a list of all primary and additional extensions for a specific user.

Navigation: User Information | **Extensions** | Bolt | Ring Groups & Depts | DID/CallerID | Voicemail | More ▾

**Extension Status:**

Do Not Disturb On [Toggle](#)

**Primary Extension:**

Extension	Type	Display Name	
0000 <a href="#">i</a>	Desk Phone	Mark Richards	<a href="#">Modify Extension</a>

**Additional Extensions:**

Extension	Type	Display Name	
			<a href="#">+ New Extension</a>

Footer: [Update User](#) [Delete User](#) [Home](#) [Send Welcome Email](#) [Change Password](#)

## Extension Status

The **Extension Status** option allows administrators to enable **Do Not Disturb** (DND). To turn **DND** On/Off, click **Toggle** as shown above. When a user has **DND** active, no calls to the extension are received and incoming callers are sent straight to voicemail.

Navigation: User Information | Extensions | **Bolt** | Ring Groups & Depts | DID/CallerID | More ▾

**Extension Status:**

Do Not Disturb Off [Toggle](#)

**TROUBLESHOOTING TIP:** When a user is not receiving calls and/or callers hear a **Busy** message, check the user's **DND** status.

## Modify or Add New Extension

Each user may have up to five unique extensions (one primary and four additional) dependent upon licensing. To modify the settings for a specific extension, click the **Modify Extension** button. To create a new extension, click the **+ New Extension** button at the bottom of the screen.

Extension	Type	Display Name	
3611	Desk Phone	Jessica Finch	<a href="#">Modify Extension</a>

Additional Extensions:

Extension	Type	Display Name	
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[+ New Extension](#)

The **Modify Extension** pop-up includes options to **Delete** or **Update Extension** to save the extension information.

Modify Extension: 3351

Extension Information | CallerID Overrides | SIP Settings

Display Name • [?](#)  
Kathy Greene

Assigned Voicemail Box:  
▼

[Delete Extension](#) [Update Extension](#) [Cancel](#)

The **Add Extension** pop-up includes options to add an **Extension** number and an **Add Extension** button to save the new extension information.

New Extension:

Extension Information | CallerID Overrides | SIP Settings

Extension •  
1000

Display Name • [?](#)  
John Does Desk Phone

Assigned Voicemail Box:  
▼

[Add Extension](#) [Cancel](#)

## Populate Extension Information

### Extension Information Tab

**Extension:** Enter new extension number (for new extensions only)

**Display Name:** This is the name displayed on the LCD screen (if

applicable) on this particular handset. The value entered into the **Display Name** field is also the caller ID shown when dialing internally from extension to extension.

**Assigned Voicemail Box:** Select from drop-down box.

### CallerID Overrides Tab

**Outbound Callerid Number:** The ten-digit number displayed to the receiving party when dialing outbound from this extension.

**Emergency Callerid Number:** The ten-digit number the system sends to emergency services when a user dials 911.

Outbound CallerID Name Override checkbox

### SIP Settings Tab

**DTMF Mode:** Select from drop-down box.

**NAT?:** NAT allows for **Network Address Translation** to be added to the configuration of the extension settings and the physical phone. When an end user experiences problems with one-way audio or is receiving a **Seize Failed** or **Reorder** message, try enabling the **NAT** option.

**Qualify:** Yes/No drop-down box.

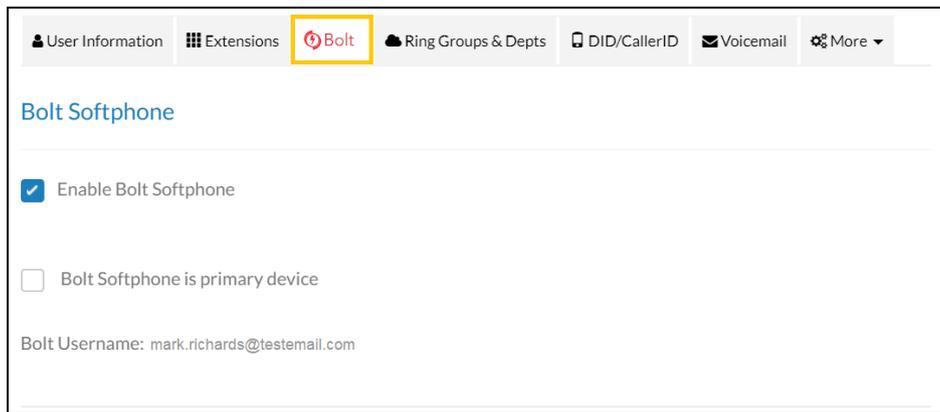
**Qualify Frequency:** Enter number.

Click either the **Update Extension** or **Add Extension** button to save changes.

## Bolt Tab

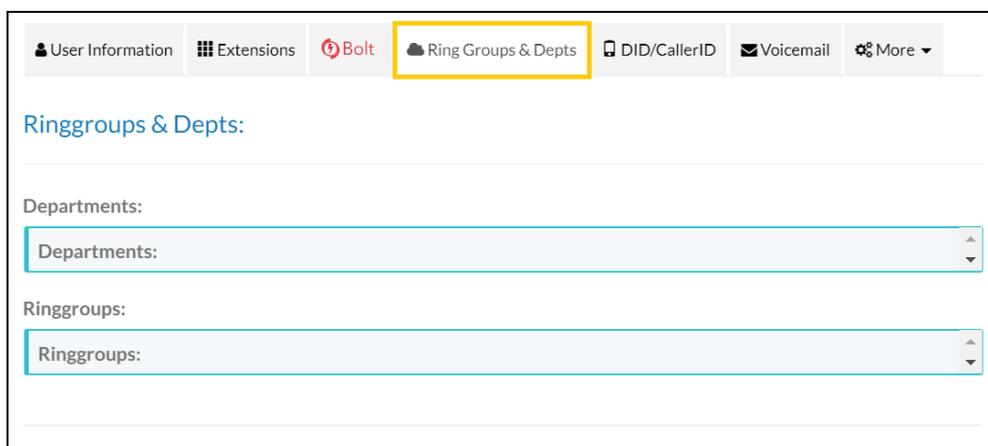
When the **Enable Bolt Softphone** checkbox is active, **Bolt Softphone is primary device** checkbox also displays.

If active, a Bolt Username is provided. The user is required to log into Kerauno before they can log into Bolt Softphone.



## Ring Groups & Depts. Tab

Assign users to Departments and Ring Groups.



## Voicemail Configuration Tab

The **Voicemail IVR Locator** is the only setting within the **Users and Devices > Users** menu that is not available for a basic user to modify.

The **Voicemail IVR Locator** function allows callers to dial into a voicemail box then transfer themselves out of the voicemail box to another number or extension.

**Example:** The president of a company may have a message that plays whenever his/her voicemail box is reached, e.g.: "To leave a message, please stay on the line. If you'd like to make an appointment with my executive assistant, press 1". When the caller presses 1, they are transferred to the executive assistant's extension.

User Information
Extensions
Bolt
Ring Groups & Depts
DID/CallerID
Voicemail
More ▾

### Voicemail Configuration

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**Enable Voicemail**

Rings before going to voicemail.  
Find Me Call forwarding is enabled -> Please use the Find Me menu to set the amount of Rings before going to voicemail.

**Voicemail Pin Code** •

Voicemail to Email? [?](#)

Voicemail Transcription?

Remove voicemail from system after email has been sent?

Show Advanced Features (Some Features Enabled)

### Voicemail Greetings

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↻ Reset Voicemail Greetings

### Voicemail IVR Locator

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**Enable Voicemail IVR Locator**

After enabling the **Voicemail IVR Locator** using the slider at the top of the section, a menu is displayed allowing the administrator to configure the IVR Locator through the following options:

- **Use when busy? Busy** occurs when the user is either on the phone or status is set to **DND** (Do Not Disturb). When enabled, the IVR Locator is active when the **Busy** greeting is played.
- **Use when unavailable? Unavailable** occurs when the phone is not picked up and goes to voicemail. When enabled, the IVR Locator is active when the **Unavailable** greeting is played.

**NOTE:** When using the same greeting for both **Busy** and **Unavailable** voicemail, both the **Use When Busy?** and **Use When Unavailable?** boxes should be checked.

The IVR locator allows the user to determine up to three (3) different locations which callers may be transferred to. Clicking inside of the light-blue box as shown in Figure 06 above allows administrators to assign a location to key presses for 0,1, or 2.

After clicking the light-blue box, a pop-up containing all call flow objects built into the phone system is displayed. This includes extensions, voicemails, ring groups, and external speed dials.

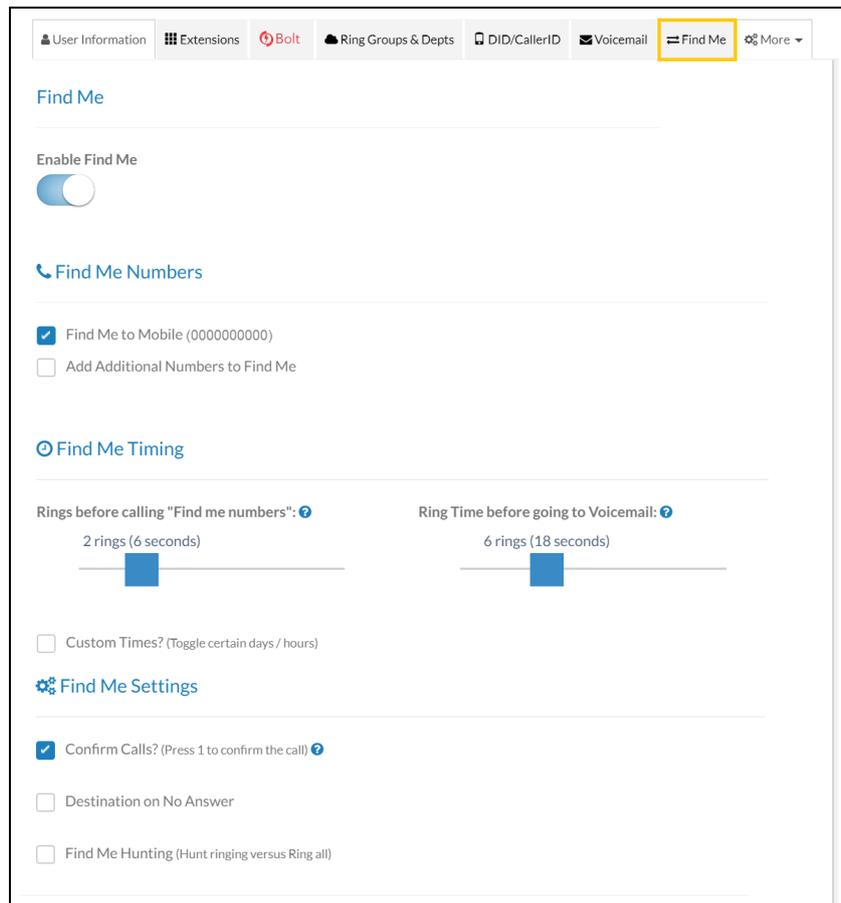
Enter the name of the desired destination in the search bar at the top of the screen. When the correct destination has been found, click the blue **Set Destination** button on the right to assign the destination to the selected key press. Repeat this process for up to three key presses (Digits 0,1, and 2). When finished, click the **Update User** button to save changes to the IVR Locator.



Figure 09: Callflow Control

## Find Me Tab

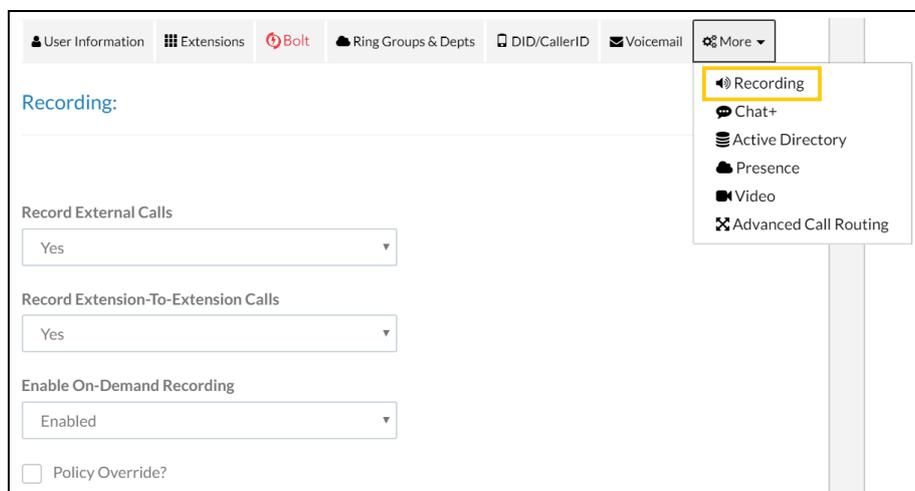
Establish forwarding options for a user's extension from this tab.



## Recording Tab

Configure how Kerauno records both external and extension-to-extension calls on the Recording tab.

**Note:** Ring Group recording must be enabled in order for Ring Group calls to the desired extension to be recorded.

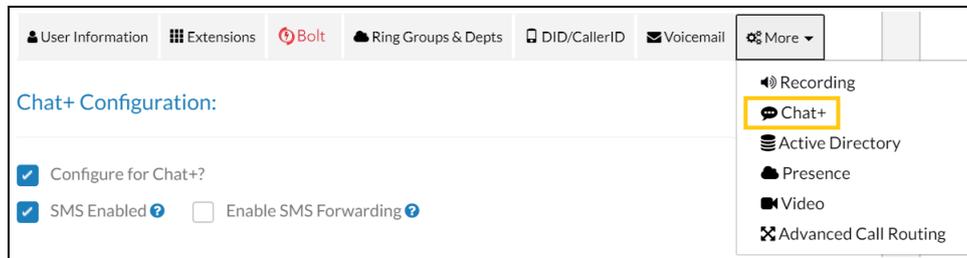


Setting these options to **Yes** records every single call originating from or

received by this extension.

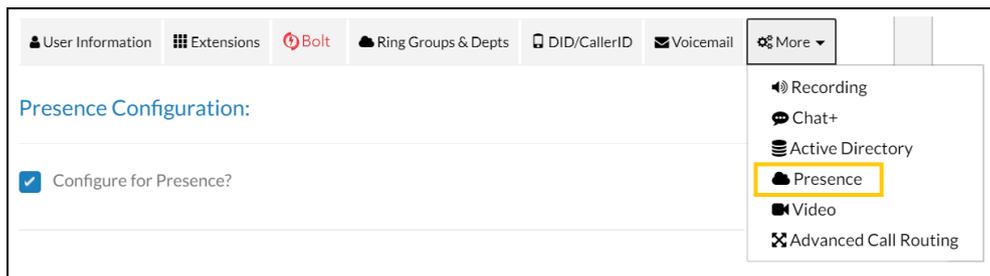
## Chat+ Tab

Click the Enable Chat+ checkbox to enable Chat+. Click the SMS checkbox to allow the user to use SMS within Chat+.



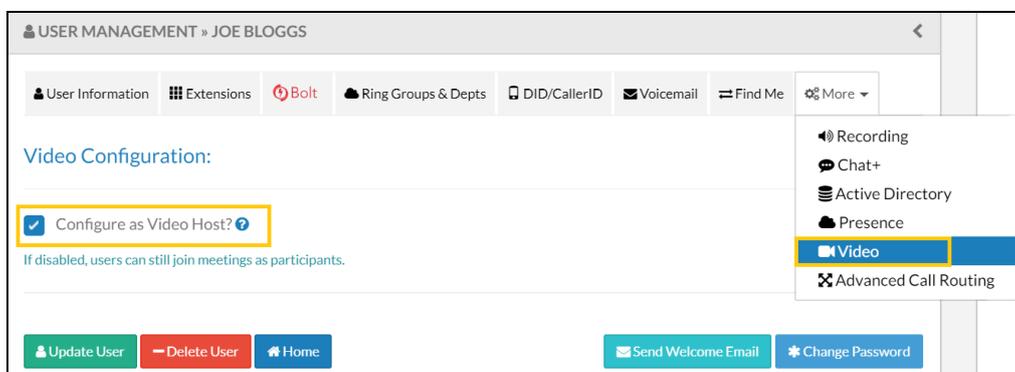
## Presence Tab

Click the Configure for Presence? checkbox to enable Presence.



## Video Tab

Click the checkbox for Configure as Video Host to allow the user to schedule and host videos meetings. Click **Update User** so save changes.

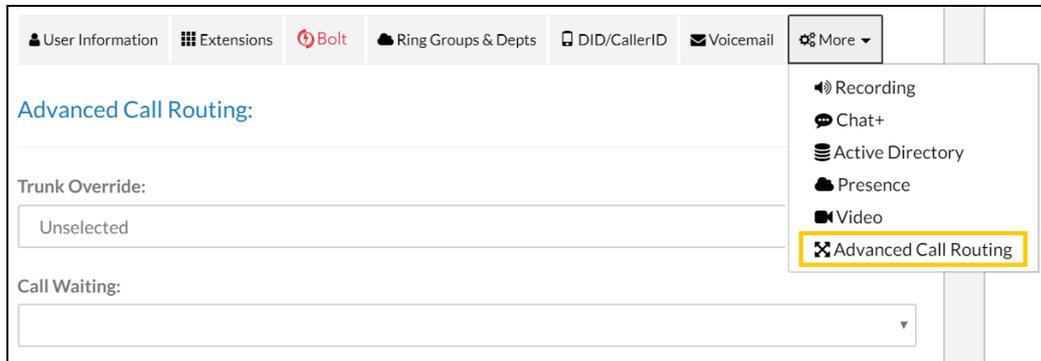


Apply Changes to finalize the edits.

Bulk Upload can also be used to add multiple hosts at once.

## Advanced Call Routing Tab

Establish a Trunk Override and Call Waiting settings as needed from this tab.



## Deleting a User

To remove an employee from the system entirely, use the **Delete User** function. If a user appears in a workflow, they must be replaced by another associate.

## Access User Voicemail

Administrator and Installer level users have the ability to access any voicemail box within Kerauno which is helpful when an employee is out for an extended time or leaves the company.

From the **Users & Devices** menu select **Users**. The **User Management > All Users** screen is displayed.

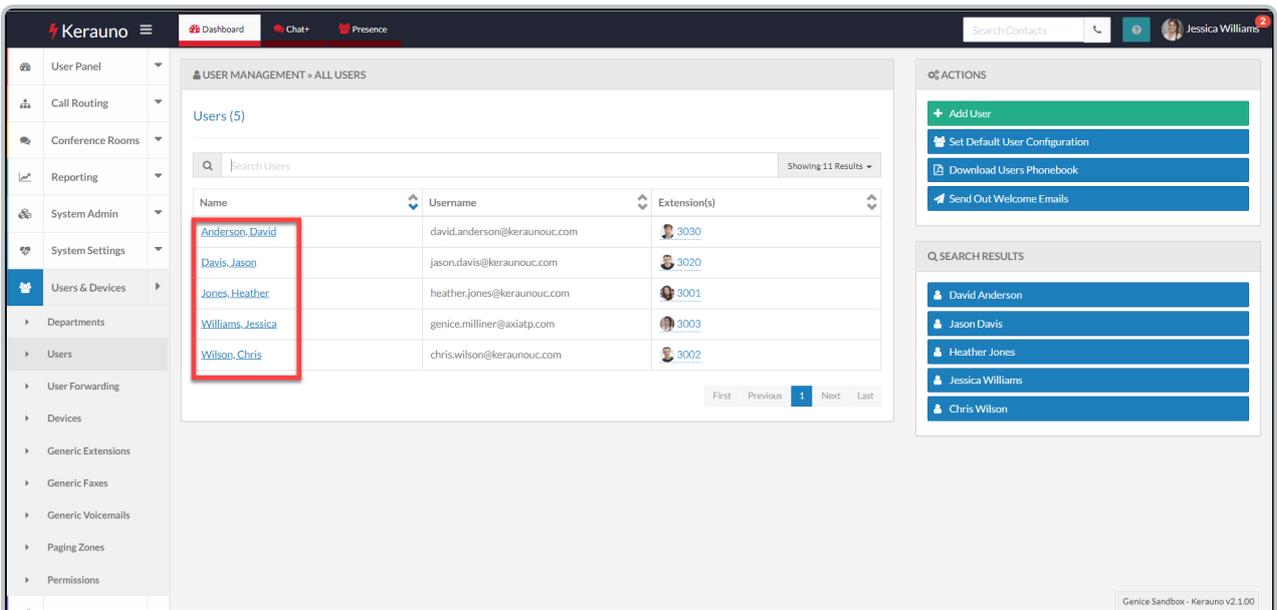


Figure 02 User Management > All Users

Select the user whose email you need to access. On the **User Management** screen for the selected user, scroll to the bottom of the page and select the **Voicemail** button under **Access Voicemail Box**.

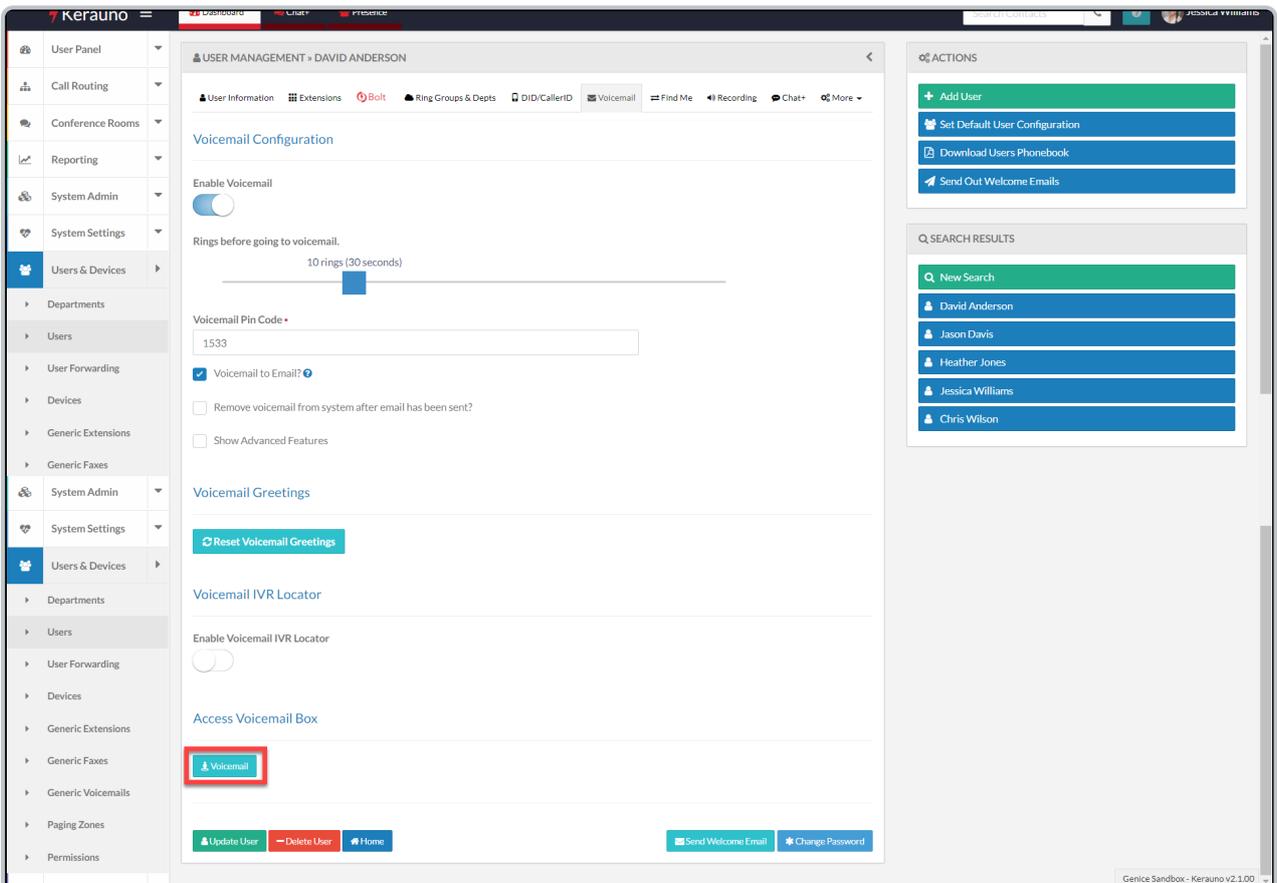


Figure 03 Access Voicemail Box

The User's Voicemail Box screen is displayed.

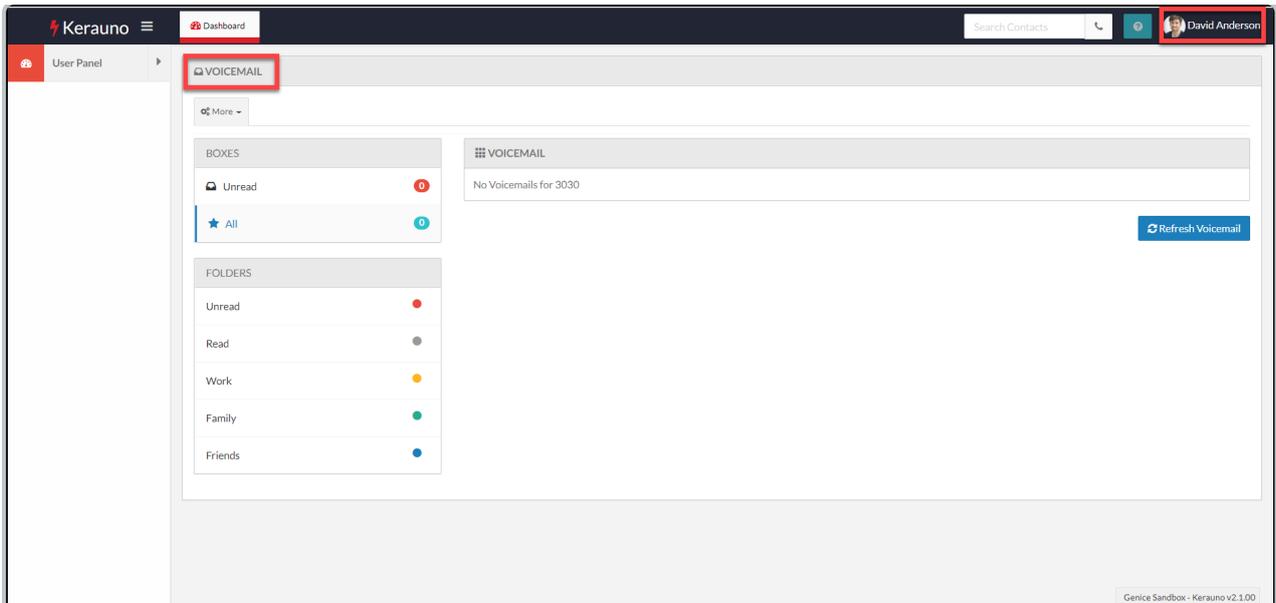


Figure 04 User Voicemail Box Screen