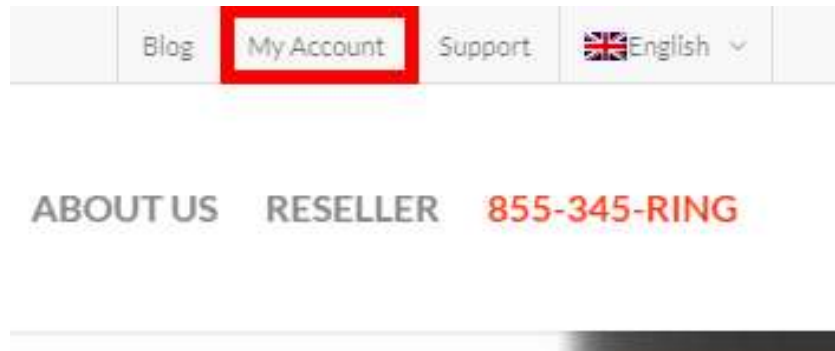# ULTREX

Admin Overview

RingByName®

ULTREX

(1) Go to ringbyname.com

(2) Click on "My Account."

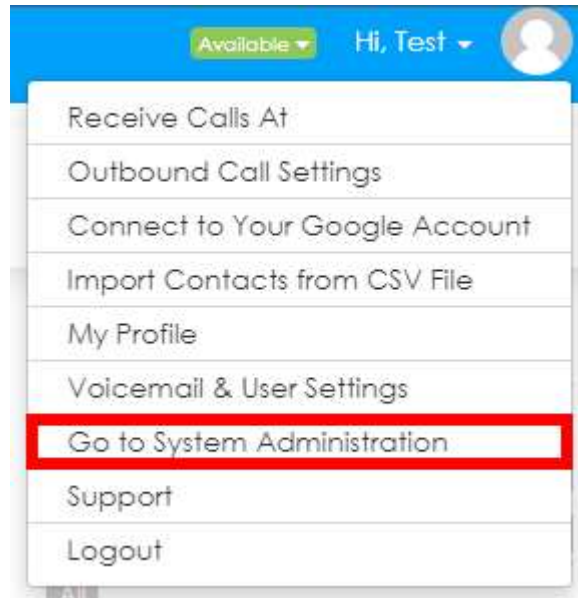**(3)** Log in using your email address and password.

If unknown, contact Ultrex.

(4) Click here on the top right of the screen.
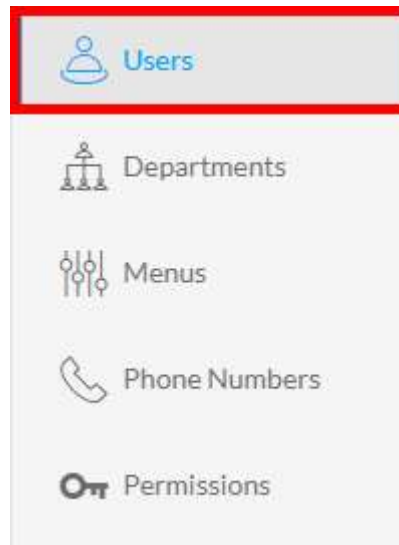
ULTREX

(5) Click 'Go to system administration.'

(6) From here, click 'Main setup.'

Users

To adjust settings for a given user, click on their extension.

Ext ▲	Name ⌄	Type ⌄	Direct # ⌄	Desktop SoftPhone ⌄ (2/2)	Admin ⌄	Center ⌄
103	Test User	R! Extension	None	✓	✓	
1001	Reception User	R! Single Seat		✓	✓	

User-friendly settings:
- First & Last name
- E-mail
- Password
- Outbound Caller ID
- Password
- Voicemail Greeting
- Administrative Rights*

Note: Do **NOT** remove Ext. 100 as an administrator. This will reset the user.

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User Details

First Name	Test
Last Name	User
E-mail	[redacted] ⑦
Password	Password ⑦
Confirm Password	Confirm Password ⑦
Center Name	Your Center Name Here ⑦

What is the extension number for this user?

Extension	103 ⑦
Direct #	None ⑦
Outbound Caller ID	[redacted] ⑦
Outbound Department	Sales ▾

Where should we send calls for this user? ⑦
Send calls to (Click on the device to get credentials)

🔴 ■ Device [redacted] - ⑦

Display Name   Display Name ⑦

🔴 ■ R! Desktop Softphone - ⑦

Add another VoIP device ›

Also send calls to:

Add another mobile or landline destination › ⑦

Voicemail options

■ Enable Voicemail Box of User Calls ⑦

Password   1234 ⑦

Delete All Voicemails

Voicemail Greeting

◉ Use Automatic Greeting ⑦

○ Say this ⑦

Say this

○ Use this file ⑦

▾

⬆ Add New File

Other Options
■ Enable Callback Request
☐ Require key press to accept transferred calls
☐ Allow callers to press 0 for the operator

Timeout options
Ring this user's devices for 5 rings

Addon Features
■ Allow others to remotely answer this user's calls
■ Enable Desktop Softphone

Admin options ⑦
☐ Make this user an admin
☐ Enable Department Presence View
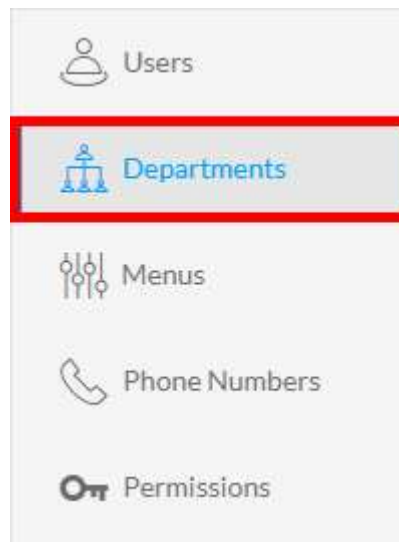
Save

Would you like to reset this user to System Default?

Warning: Resetting will erase all the settings for this user, including login settings, passwords and voicemails. This action cannot be reversed.

Yes, reset this user

ULTREX

Departments

Click on the department that is to be adjusted.

Ext ▲	Name ▾	Reference Tag ▾	VM Box # ▾ ⓘ	Members	Queue ▾	In Use ▾ ⓘ
8000	Sales		10001	3		✓
8001	Technical Support		10002	3		✓

User-friendly settings:
- Department name
- 'Who should receive calls from this department:'
- 'How should we distribute calls for this department?'
- 'Voicemail Greeting.'

Department Configuration

How would you like to call this department? ⑦

Sales

Department reference tag ⑦

Department Reference Tag

What is the extension for this department? ⑦

8000

Who should receive calls for this department? ⑦

Search for: Extensions, Users, Direct N   [Search]

☐	Name	Center
☑	Reception User	
☑	Test User	

Show [10 ⌄] Per page

Total of records found: 2

[«] [‹] [1] [›] [»]

Call Queueing

☐ Enable call queueing for this department

How should we distribute calls for this department?

◉ Ring all members at the same time ⑦   Advanced settings

○ Ring all members in a specific order ⑦

○ Round Robin ⑦

When should we send calls to this department?

◉ Send calls to the department 24 hours per day ⑦

○ Use these hours for this department ⑦

When we can't reach anyone, how should we handle the call?

◉ Enable Voicemail/Request Call Back

   ☑ Enable Voicemail Box of Departmental Calls

   Send Voicemails to   [Sales ⌄]

   Mailbox ID   10001

   PIN   1234

   Timezone   [America/New_York ⌄]

   [Delete All Voicemails]

   Voicemail Greeting

   ◉ Use Automatic Greeting ⑦

   ○ Say this ⑦   Say this

   ○ Use this file ⑦

   [⌄]

                    ⬆ Add New File

   Other Options

   ☑ Enable Callback Request

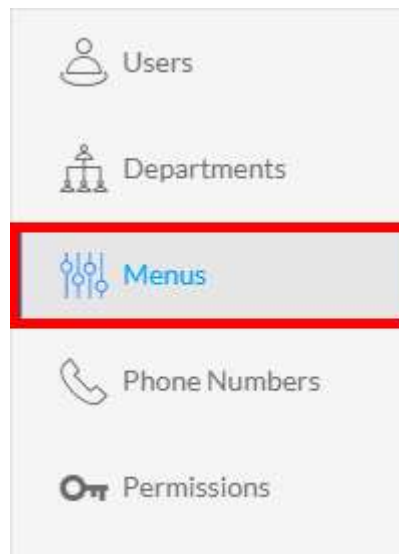   ☐ Allow callers to press 0 for the operator

○ Enable Rollover

[Save]

Would you like to remove this department?

Warning: This action cannot be reversed.

[Yes, remove this department]

ULTREX

Menu

Select the menu that is to be changed.

User-friendly settings:
- Menu Name
- Routing operator calls
- 'Caller Presses:' & 'Send Calls to:'
- Caller greeting

Menu Settings

Please provide a name or description for this menu (?)

Menu Name   Company Menu

When caller presses   Send Calls To

1 ∨   Sales ∨   🗑

2 ∨   Technical Support ∨   🗑

Add another menu option

☐ Allow callers to press 0 for the operator

Route operator calls to:

[∨]

How should we greet your callers?

◉ Use Auto Greeting "For Sales, press 1"

Read this message in   [English ∨]

○ Read the message I've typed below

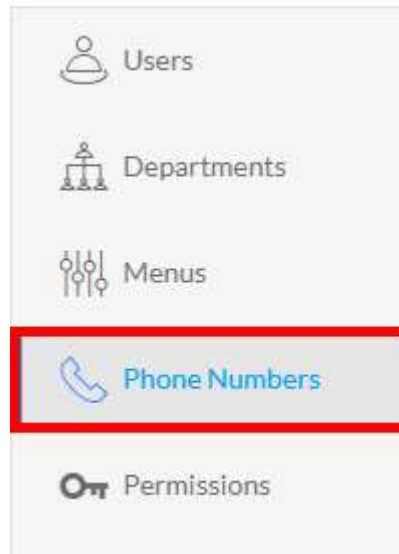Press 1 for sales, 2 for technical support

○ Use an MP3 I've uploaded

[∨]

📤 Add New File

○ Just ring

Save

Would you like to remove this menu?

Warning: This action cannot be reversed.

Yes, remove this menu

Phone Numbers

Select the phone number that is to be adjusted.

Company Numbers ?	Company Line ID	Send Calls To
	Ultrex Demo	User: Reception User

User-friendly settings:

- 'Send calls to:'
- Caller ID
- 'The system should also:'

ULTREX

Company Phone Number Settings -

This is a Central Point, OR, United States phone number

Where should we send calls received on this number?

Send calls to: [Reception User   ⌄] (?)

When should we send calls to this phone number?

- ● Send calls 24 hours per day (?)
- ○ Use these hours for this phone number (?)

How should we identify calls made on this telephone number?

Caller ID Name   [   ] (?)

Company Line ID   [   ] (?)

- ☐ Show Company Line ID as part of Caller ID information. (?)

I would like the system to:

- ☐ Welcome back callers and offer to route them to the last person they spoke to (?)
- ☐ Greet callers by name (?)

The system should also:

- ○ Say: "Hi, Thank you for Calling" (?)

[   ]

- ○ Read the message I've typed below (?)

[   ]

- ○ Use an MP3 I've uploaded (?)

[⌄]

⬆ Add New File

- ● Just ring (?)

[Save]