



Connect **Visible**

Web Administration Interface

Administrator manual

Welcome!

This manual gives you practical instruction on how to administrate company and user setup with help of Connect Visible – Connect’s Web Administration Interface.

If you feel uncertain or have questions,
you are always welcome to call us.

Best regards,
ipvision Support

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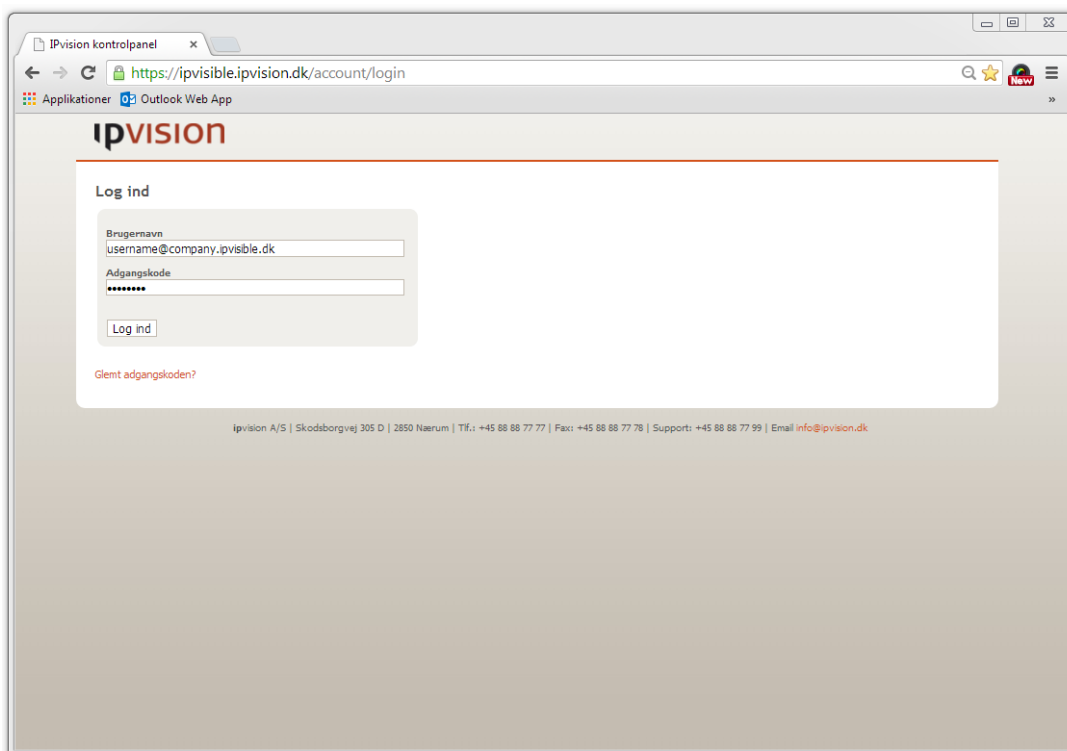
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1. Login

After you company's Connect Pro / Basic was created, you have received an e-mail with login credentials for our Web Administration Interface.

Go to ipvisible.ipvision.dk to access the login page, and enter your username and password from the welcome e-mail.



If you have lost or forgotten your login credentials, you can click 'Forgot your password?' link, and a new set of credentials will be generated and sent to you by e-mail.

2. User settings

User Settings section of Connect Visible gives you access to administration of your own account and, once you have been granted administrator privileges, accounts of other users in your company.

The sidebar on the left allows you to select administrative pages for users' accounts, phones and numbers, queue / group membership and voicemails.

2.1 Account

After a successful login, you are transferred to your personal 'User Account' page. Here you have access to editing your own personal information, e.g. name and e-mail address, selecting your language of preference, changing or uploading a new profile picture, selecting your department, changing your password or generating a new one.

The screenshot shows a web browser window displaying the IPVISION control panel. The address bar shows the URL: https://ipvisible.ipvision.dk/user_setup/10495/account. The page title is "IPVISION control panel". The main content area is titled "User account" and is for "User 01 (user1)".

The page features a sidebar on the left with navigation options: Account, Phones and Numbers, Queues, Groups, and Voicemail. The main content area is divided into several sections:

- Full name:** User 01
- E-mail:** user1@example.ipvision.dk
- Language:** English
- Department:** test1
- Roles:** Brugeradministration, Almindelig bruger, Faneblad Kundeopsætning, Faneblad PBX, Faneblad Statistik, Telefon Administration
- Directory Service:** Number: Not in use, Save
- Phone administration:**
- Security level:** Disable

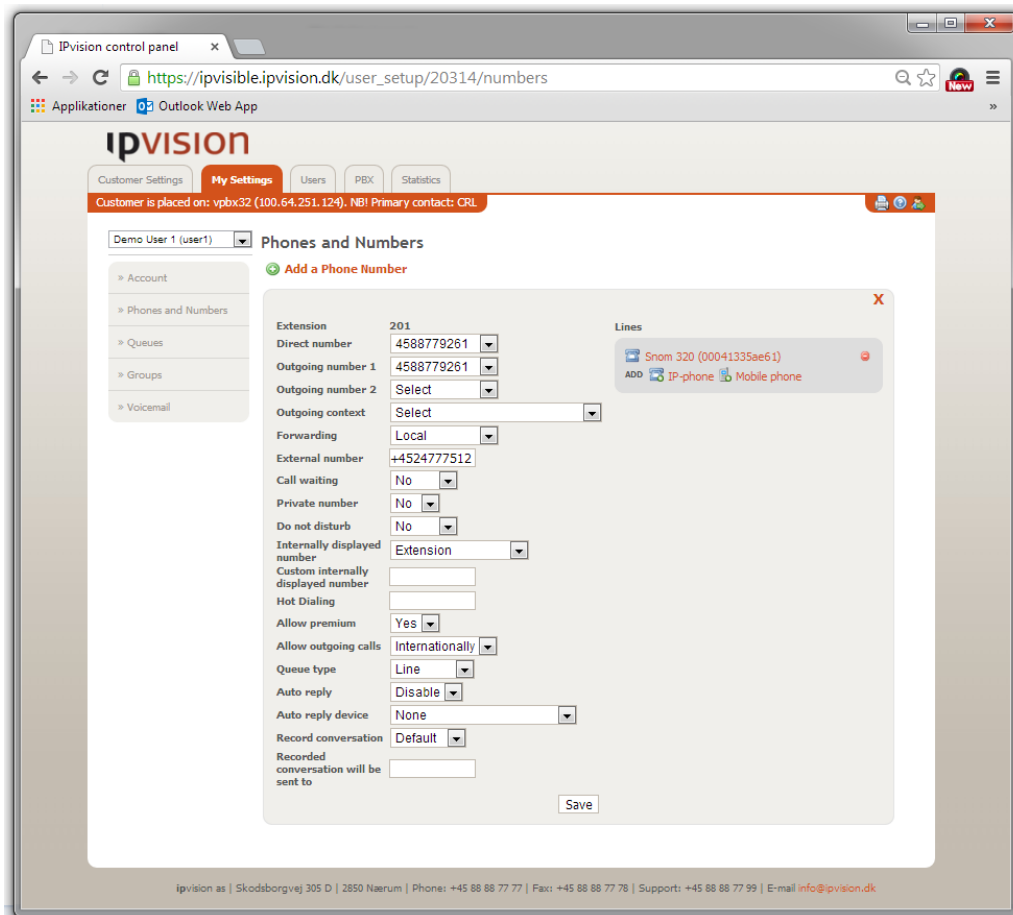
Below these sections are four buttons: "Change profile picture", "Create a new password", "Change password", and "Change department". A "Save" button is located at the bottom of the form. A note states: "NB: Not all of our products are supported in every language combination yet. Some features may appear in default language even though another language is selected." A footer at the bottom of the page provides contact information for IPVISION AS.

The right side of the page gives you a brief overview of your user roles and shows, if you have access to administrative functions via administration numbers 180 and 199.

Acting as a user administrator, you can select your colleagues in the drop-down menu above the sidebar on the left in order to view and modify their user accounts.

2.2 Phones and Numbers

This page gives you a full overview of your phone numbers and their configurations.



Each of the numbers appears with the following set of options for configuration:

- | | |
|--|--|
| Extension | Extension number registered in the PBX.
For mobile phones, this will by default be a 10-digit number: 45xxxxxxxx, where x's represent the mobile number itself. |
| Direct number | The public number assigned to the user. Note: The numbers, that are already in use, are not available for selection. |
| Outgoing number 1 | This number will be displayed for outgoing calls. Note: All numbers belonging to company are available for selection. |
| Outgoing number 2 * | The secondary number, displayed in case of outgoing calls. An outgoing context is required. |
| Outgoing context * | A set of rules for configuration of outgoing calls, regarding showing Outgoing number 2. |
| Forwarding | Number's forwarding configuration with following options: |
| <ul style="list-style-type: none"> • Local | No forwarding. |
| <ul style="list-style-type: none"> • External | All calls will be forwarded to the external number defined in 'External number' field below. |
| <ul style="list-style-type: none"> • Simultaneous | The number will ring simultaneously with the external number, defined in 'External number' field below. |

* For advanced use only

External number	After a number has been entered into this field, forwarding configuration takes effect.
Call waiting	
• Yes	Enables 'Call waiting' for all calls.
• No	Disables 'Call waiting'.
• Locally	Enables 'Call waiting' for internal calls only.
Private number	Enables 'Private number'.
Do not disturb	
• Yes	Enables 'DND' for all calls.
• No	Disables 'DND'.
• Locally	Enables 'DND' for internal calls only.
Hot Dialing *	Restricts all outgoing calls to go to the defined number.
Allow premium	Allows dialing premium rate numbers.
Allow outgoing calls	Defines the permission to dial international, national or local numbers.
Queue type *	It is recommended to select 'Extension' for common users and 'Line' for Call Centers.
Auto reply *	
• Default	Determined by PBX.
• Enable	All conversations will be answered automatically.
• Disable	Auto reply will be prohibited.
Record conversation	Enables conversation recording on the number.
• Default	Determined by PBX.
• Enable	All external conversations will be recorded.
• Disable	Prohibits conversation recording for this number.
Recorded conversation will be sent to	E-mail address, where the recorded conversations will be sent to.

Furthermore, for each of the phone numbers there is a list of physical phones registered to this number. These physical phones can be either IP phones defined by MAC address, or mobile phones, defined by the phone number on the SIM card.

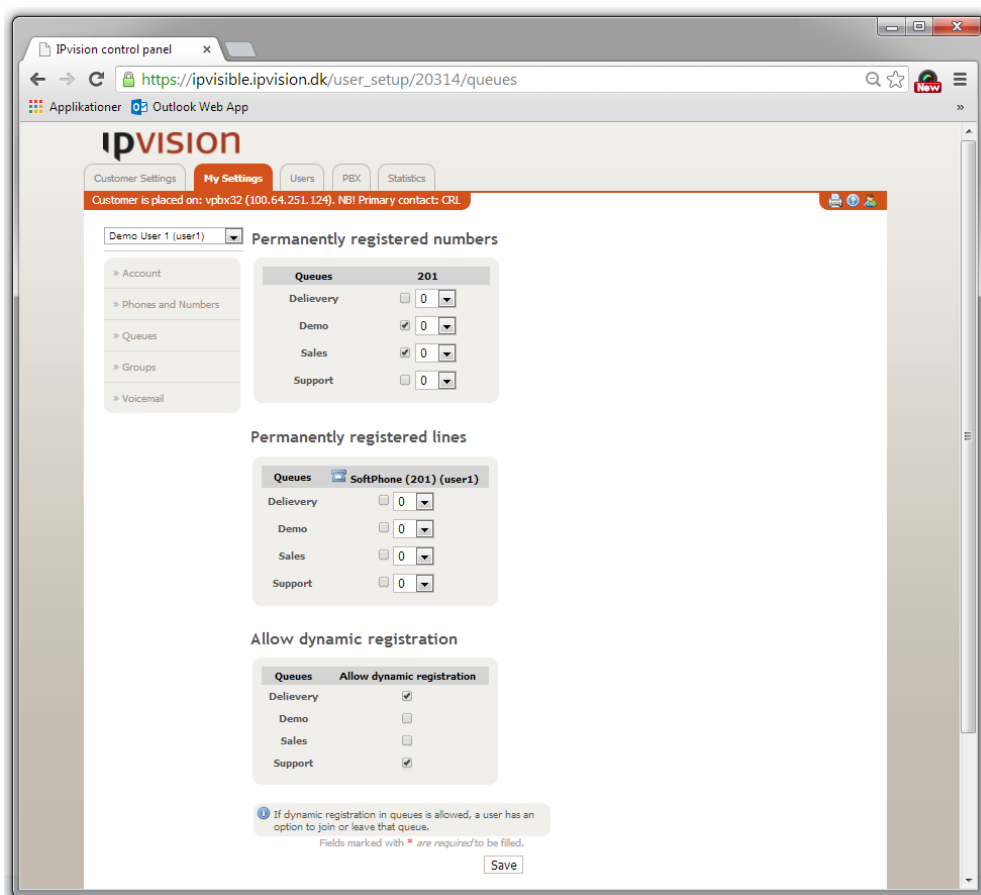
All changes to number configurations take almost immediate effect, after 'Save' button is pressed.

When a new number or a line is added, provisioning is required, before the changes take effect (See PBX section).

* For advanced use only

2.3 Queues

This page gives an overview over user's phones and numbers and their membership in company's queues.



The four main sections of the page are:

Permanently registered numbers *

Displays all queues registered in company's PBX and extensions' membership in them. Numbers in drop-down menus represent phone's priority in the given queue, where 0 - is the first to receive a call and 19 - is the last one.

Note: This depends on ringing strategy (see PBX section)

Permanently registered lines *

Displays all queues registered in company's PBX and lines' membership in them. Numbers in drop-down menus represent line's priority in the given queue, where 0 - is the first to receive a call and 19 - is the last one.

Note: This depends on ringing strategy (see PBX section).

Lines' registration in queues is only recommended for Call centers.

Allow dynamic registration *

Shows users ability to register in company's queues dynamically.

Dynamically registered lines

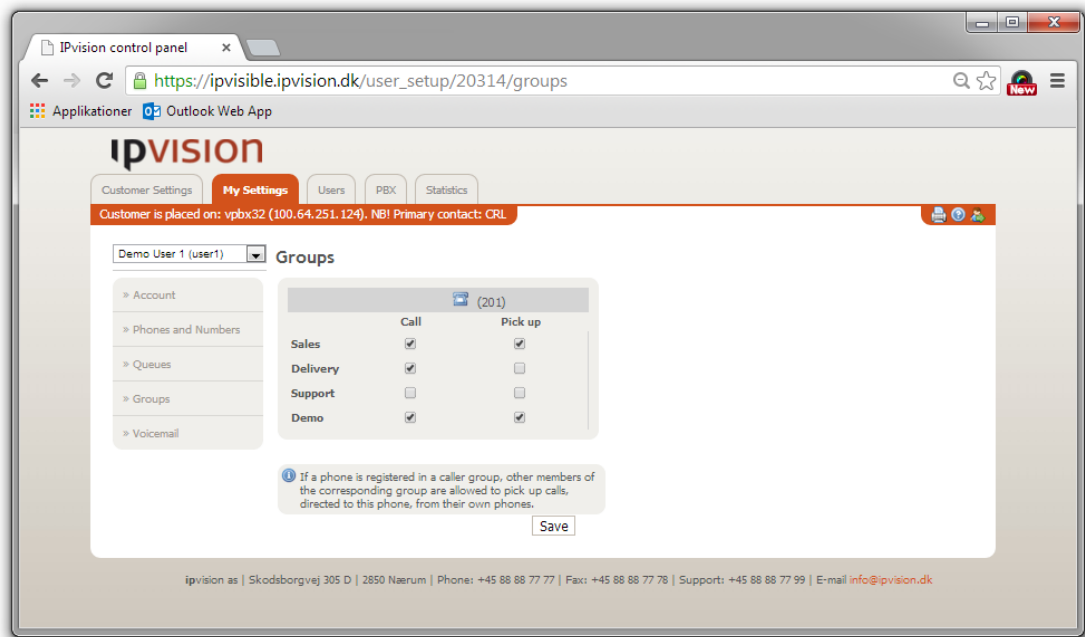
Shows user's lines, currently dynamically registered in company's queues.

* The changes on this page require provisioning, before they take effect (See PBX section).

2.4 Groups

This page gives an overview of user's membership in Call and Pickup Groups.

When a phone is registered in a caller group, other members of this group are allowed to pick up calls, directed to this phone.

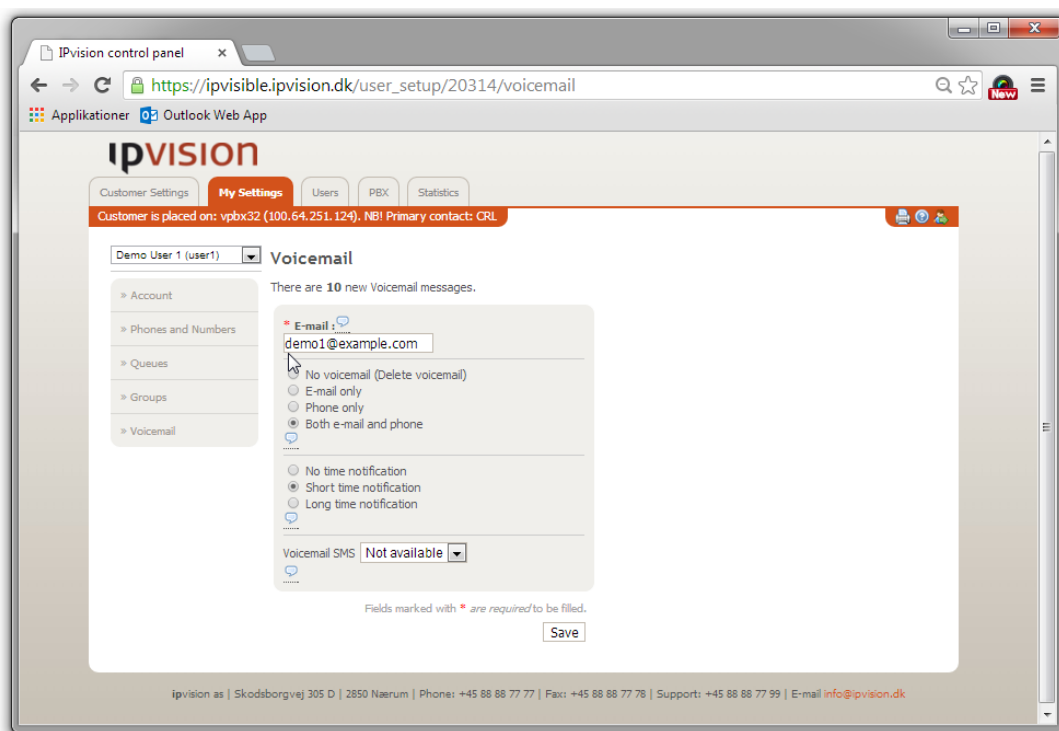


All changes on this page require provisioning, before they take effect (See PBX section).

2.5 Voicemail

This page provides access to editing voicemail configuration. You have option to select from the following list of settings:

- | | |
|-----------------------------|---|
| E-mail | E-mail address for voicemail messages, if defined. |
| Delivery method | Specifies voicemail delivery method.
The options for selection are 'no voicemail', 'e-mail only', 'phone only' and 'both phone and e-mail'. |
| Time notification | Specifies time notification format for voicemail.
The options for selection are: 'no time notification', 'short time notification' and 'long time notification'. |
| Voicemail SMS | Select the mobile phone number, you want to receive your voicemail notifications on. Select 'No SMS' to disable this service.
Note: This service is not available, when no SIM card is assigned to the user. |
| Voicemail delegation | Allows to delegate voicemail access to Connect users with receptionist function. Enables these users to intercept and alter voicemail's greeting message. |

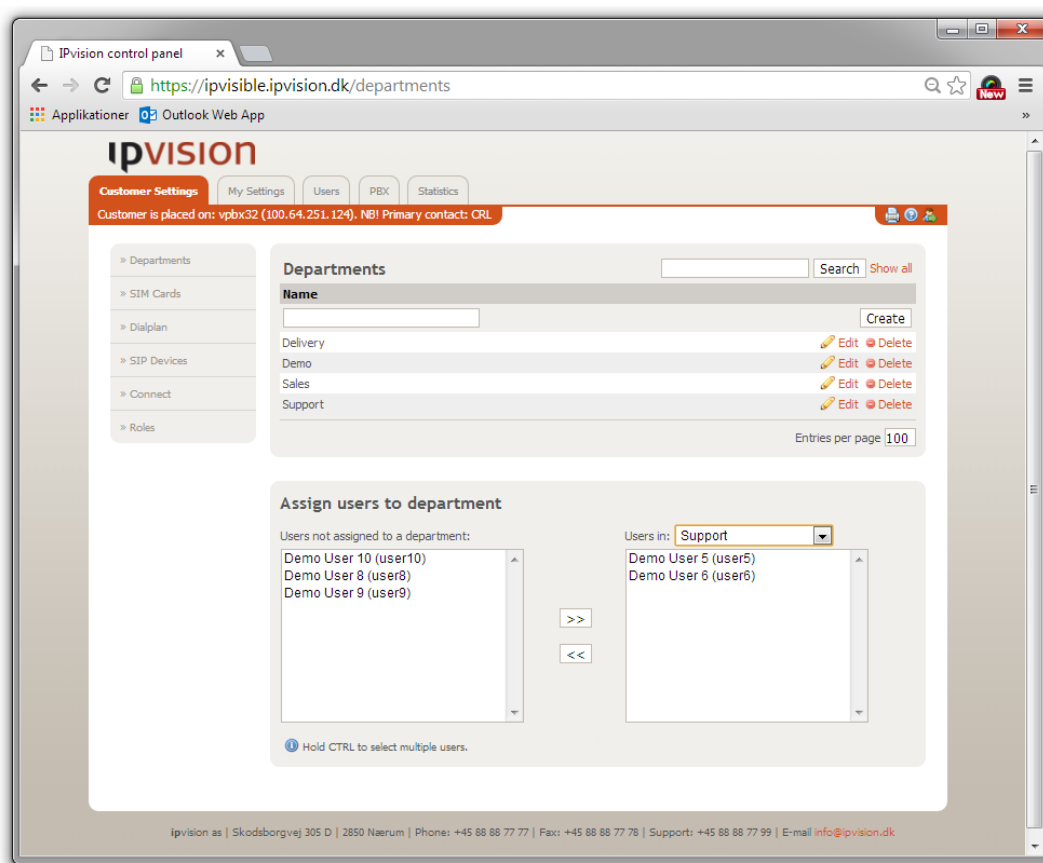


3. Customer Settings

User Settings section of Connect Visible provides access to configuration of company's departments, modification of public Dialplan elements and an overview of SIM cards, SIP devices and user roles.

3.1 Departments

This page contains an overview of company's existing departments. A new department can be created in the top line of the table. To change name of an existing department, click 'Edit' in the right side of the corresponding line.



Users' association with departments can be edited using the box 'Assign users to department' in the bottom of the page.

Similar functionality is available from 'User Settings' page.

Note: A user should be removed from his current department, before he can be assigned to a new one.

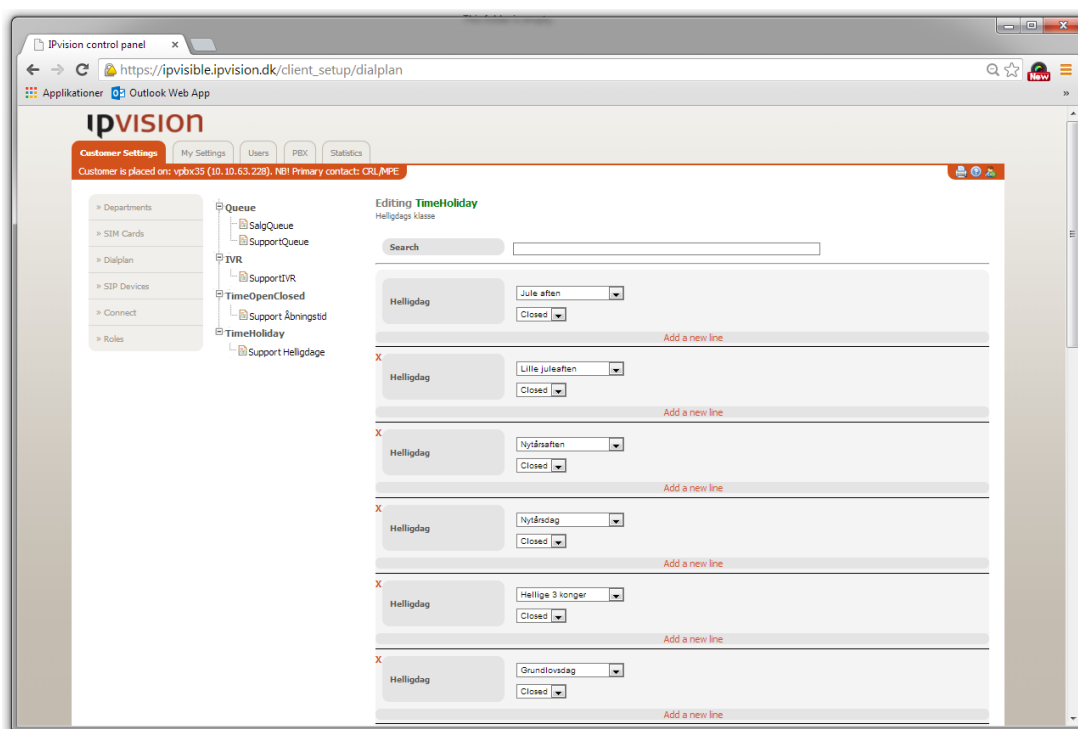
3.2 SIM cards

This page displays a complete list of company's SIM cards. SIM cards are listed with their PIN and PUK codes, activation status, number and user association.

3.3 Dialplan

Dialplan page provides access to all dialplan elements, opened for public access. This can be different from company to company, depending on each customer's needs. The list of public instances normally contains dialplan classes controlling opening hours, queues, IVR (Interactive Voice Response), main numbers and direct calls.

To edit one of the instances, select the element to be modified. Make the required modifications of settings via 'Elements' form, and save the changes by pressing 'Save' button.



Note: All changes to dialplan elements require provisioning, before they take effect (See PBX section).

3.4 SIP devices

This page contains an overview of all SIP devices registered to the company. The table provides information about MAC and IP addresses, location, firmware version, user assignment and language preferences for each device.

Press 'Edit' to access the corresponding device's settings. It is possible to change device's location, turn on/off DND function and modify function keys' settings.

3.5 Roles

This page provides an overview of the roles assigned to the users registered for the company. Use 'User Settings' page to change the set of roles assigned to each of the users.

4. Users

This page provides a full list of all users assigned to your PBX.

This list contains usernames, names, e-mail addresses, extension and direct numbers, voicemail accounts, departments and language preferences.

Press 'Edit' to access 'User Settings' page, where you can edit user settings for each of the users on the list. (See 'User Settings' page).

The screenshot shows the IPVISION control panel interface. At the top, there are navigation tabs for 'Customer Settings', 'My Settings', 'Users', 'PBX', and 'Statistics'. Below the navigation is a status bar indicating the customer is placed on 'vpbx32 (100.64.251.124)' with a primary contact of 'CRL'. The main content area is titled 'Add a new User to demo' and contains a form with the following fields:

- Information:** Name (The Name of the User), Username (username), E-mail (username@example.com), Password (masked), Repeat your password (masked), Role (Almindelig bruger), Language (English), PIN (masked), Security level (LOW), Voicemail (checkbox), Phone administrator (checkbox).
- IP phone:** Extension (211), Direct number (4550608448), Outgoing number (4550608448), IP phone (Snom 320 (000413243048)).
- Mobile phone:** Mobile number (4550608448).
- Department:** Department (dropdown), New department (text input).

Below the form is a 'User Overview for demo' table with the following data:

Username	Name	E-mail	Extensions	Direct numbers	Phone administrator	Voicemail	Department	Language	
user1	Demo User 1	demo1@example.dk	201	4588779265	●	●	Sales	English	Edit Delete
user10	Demo User 10	demo10@demo.dk	210	4550608444	●	●		Swedish	Edit Delete
user2	Demo User 2	demo2@example.dk	202	4550608442	●	●	Sales	Danish	Edit Delete
user3	Demo User 3	demo3@example.dk	203	4588779264	●	●	Delivery	English	Edit Delete
user4	Demo User 4	demo4@example.dk	204	4550608445	●	●	Delivery	English	Edit Delete
user5	Demo User 5	demo5@example.dk	205	4588779266	●	●	Support	English	Edit Delete
user6	Demo User 6	demo6@example.dk	206	4550608447	●	●	Support	English	Edit Delete
user7	Demo User 7	demo7@example.dk	207	4588779268	●	●	Demo	Danish	Edit Delete
user8	Demo User 8	demo8@demo.dk	208	4550608449	●	●		Danish	Edit Delete
user9	Demo User 9	demo9@demo.dk	209	4550608441	●	●		English	Edit Delete

At the bottom of the table, there is a 'Search' field and a 'Show all' link. The footer of the page contains contact information: 'ipvision as | Skodsborgvej 305 D | 2850 Nærum | Phone: +45 88 88 77 77 | Fax: +45 88 88 77 78 | Support: +45 88 88 77 99 | E-mail info@ipvision.dk'.

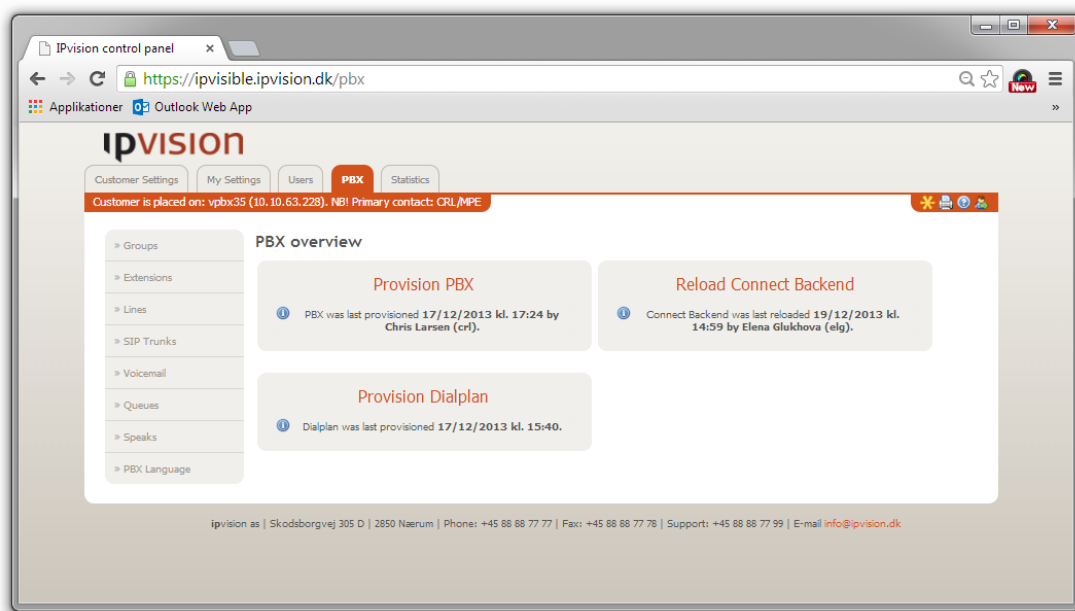
A new user can be added by filling in the form on the top of the page.

Advanced settings can be accessed and additional numbers can be added after the creation of user account on 'User Settings' page (press 'Edit').

Creation of new users takes effect, only after your PBX has been provisioned (See PBX section).

5. PBX

In PBX section of Connect Visible you have access to editing PBX-specific elements. The main page gives you an opportunity to provision both your PBX and Dialplan and to reload Connect Backend.



Provisioning of PBX will update all user-related configurations in you PBX and reload Connect. No downtime should be expected while provisioning PBX.

Provisioning of Dialplan will update all configurations with relation to call routing.

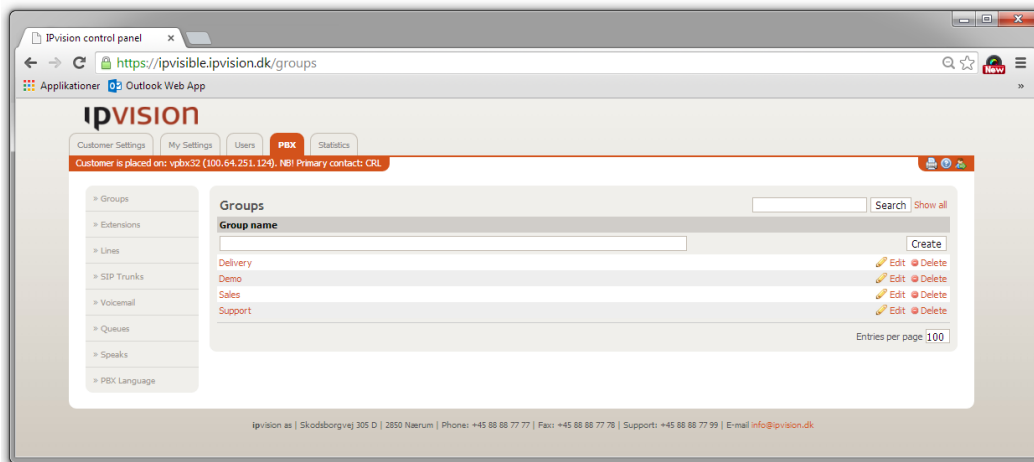
It is recommended that you should be very careful about provisioning. If you are in doubt or have questions, you should contact Support.

Reloading Connect Backend will update all Connect's contact lists with the new configurations from Connect Visible. It may take a few seconds for Connect clients to reconnect after reloading the backend.

In addition to provisioning, PBX section gives user access to administration of Caller and Pickup groups, extensions, lines, SIP-trunks, voicemail accounts, queues, speaks and customer language setup.

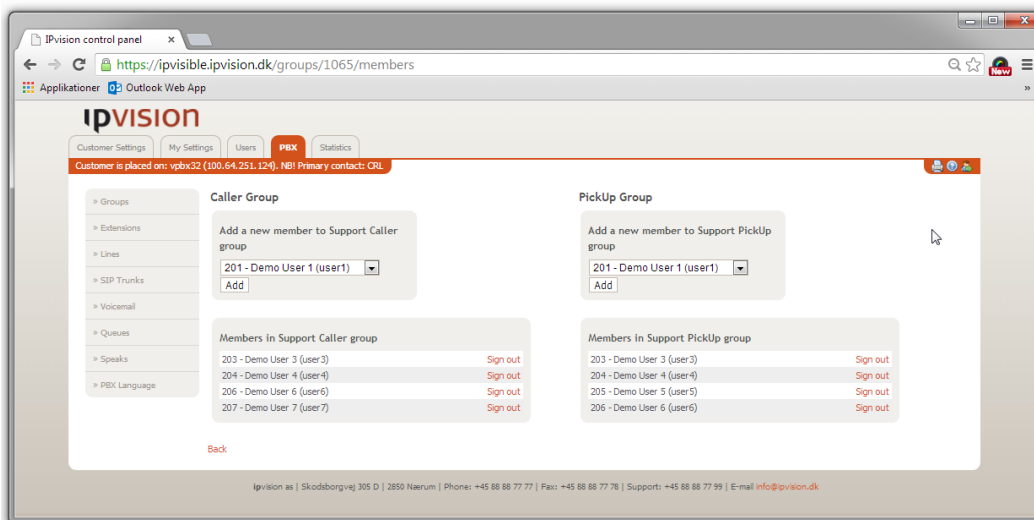
5.1 Groups

This page gives you an overview of all caller groups registered in your PBX.



New groups can be created in the top line of the table.

To change the name of an existing group, click 'Edit' button on the right.

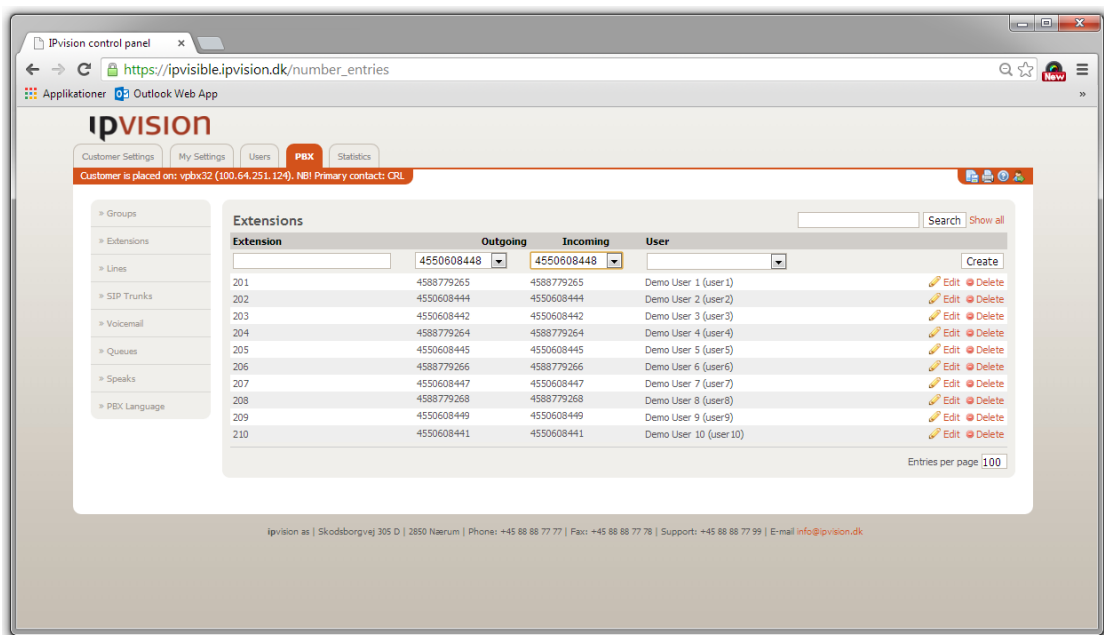


Editing single members of a caller group is available in 'User Settings' section of Connect Visible. Similar functionality is available from 'User Settings' page.

5.2 Extensions

This page gives a full overview of all existing extensions registered in your PBX.

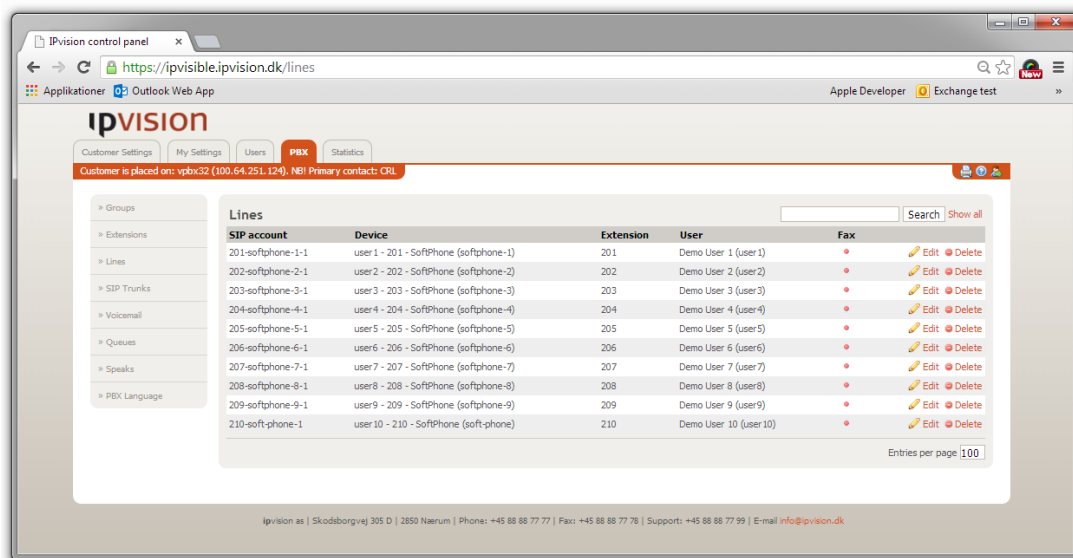
A new extension can be added using the top line of the table. So that to create a new extension, enter the desired number in the field on the left, then select outgoing and incoming numbers and choose the user, whom the new extension will be assigned to.



To add lines to the new extension, click 'Edit' button on the right, after the new extension is created. This will transfer you to 'Phones and Numbers' page in 'User Settings' section.

5.3 Lines

Line overview shows all the lines registered in the PBX. Lines are displayed with their SIP accounts, assigned devices, extension numbers, and users.



Each line can be edited by pressing the 'Edit' button on the right, but we recommend that line configuration should be edited in 'User Settings' section of Connect Visible.

5.4 SIP trunks

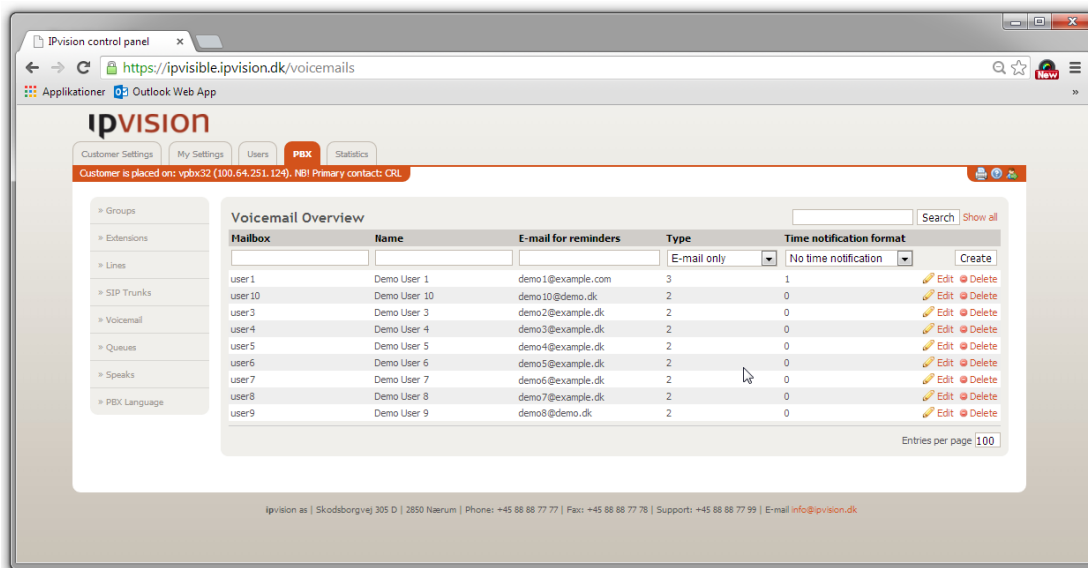
This page gives an overview of your PBX's SIP trunks. The list includes SIP account name, IP address or FQDN (Fully Qualified Domain Name), password and location. To edit SIP trunks information, press 'Edit' button on the right.

A new SIP trunk can be created using the top line of the table. We recommend that customers should use the automatically generated passwords for security reasons.

Adding a new SIP trunk or editing an existing one requires provisioning of your PBX (see PBX section).

5.5 Voicemail

This page gives an overview over all voicemail accounts registered in you PBX. Accounts are listed with user mailbox, user's name, e-mail address assigned for voicemail notifications, notification method and time notification type.



Both notification method for voicemail messages and time notification type are listed with their internal id's. We therefore recommend to change these settings directly on 'User Settings' page for each user.

It is possible to create new voicemail accounts using the top line of the table, but we recommend to use 'User Settings' section instead to secure the right selection of username.

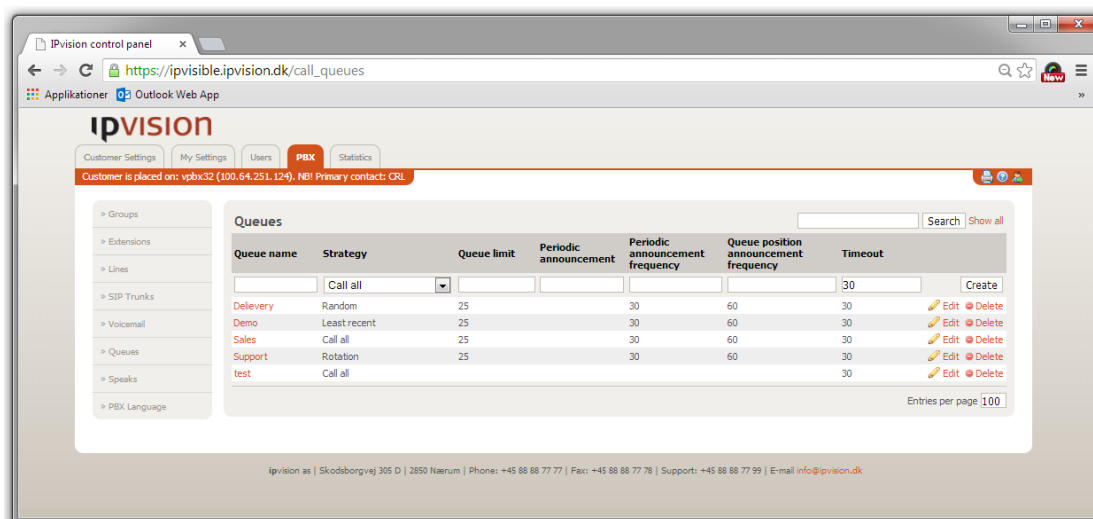
5.6 Queues

This page contains a list of all queues in your PBX, including such details as queue name, ringing strategy, the limit of simultaneous calls, speak number for periodic announcement, frequency of these announcements and timeout.

A new queue can be created using the top line of the table.

Queues have following parameters:

- Queue name** A queue name may contain alphanumeric characters (a-z, 0-9) only.
- Strategy** See next page for the list of available ringing strategies.
- Queue limit** Defines the maximum number of callers allowed to enter the queue. Leave the field empty to allow an unlimited number of callers.
- Periodic announcement** The number of speak for periodic announcements. Leave this field empty to disable periodic announcements.
- Periodic announcement frequency** Defines the frequency of the periodic announcements (in seconds). Leave this field empty to disable periodic announcements.
- Queue position announcement frequency** Defines the frequency of queue position announcements (in seconds). Leave this field empty to disable queue position announcements. It is necessary to define, if it is the estimated hold time or the position in the queue, that the caller will be informed about. Both can be activated simultaneously.
- Timeout** Defines the timeout period, after which the queue will attempt calling the next queue member based on the chosen ringing strategy.



List of available queue strategies:

Call all

Call all available queue members, until one answers.

Linear

Queue members will receive incoming calls in turn, always in the same order, starting with the same first agent.

Random

A random queue member will receive the next call.

Least recent

The queue member with the longest time, since the end of the last call, will receive the next call. Note: Members should remember to sign out of the queue, if they do not intend to receive calls.

Rotation

Queue members will receive incoming calls in turn, starting with the next agent after the one, that answered the latest call.

Fewest calls

The queue member with the fewest number of completed calls will receive the next call.

Note: Members should remember to sign out of the queue, if they do not intend to receive calls.

Random with ranking

A random queue member will receive the next call, depending on this member's rank in the queue. This rank is set as priority, when signing into the queue.

To access more detailed queue configuration options, press 'Edit' button on the right. Remember: Changing the name of an existing queue, requires provisioning of the Dialplan. All dynamically registered users will have to sign into the queue again, after the name is changed. We recommend that you should contact ipvision Support, before changing the queue name.

Click queue name to access the page, where you can manage static queue membership and dynamic permissions for the corresponding queue.

All changes in queue configurations as well as creation of new queues will take effect after provisioning of PBX (see PBX section).

5.7 Speaks

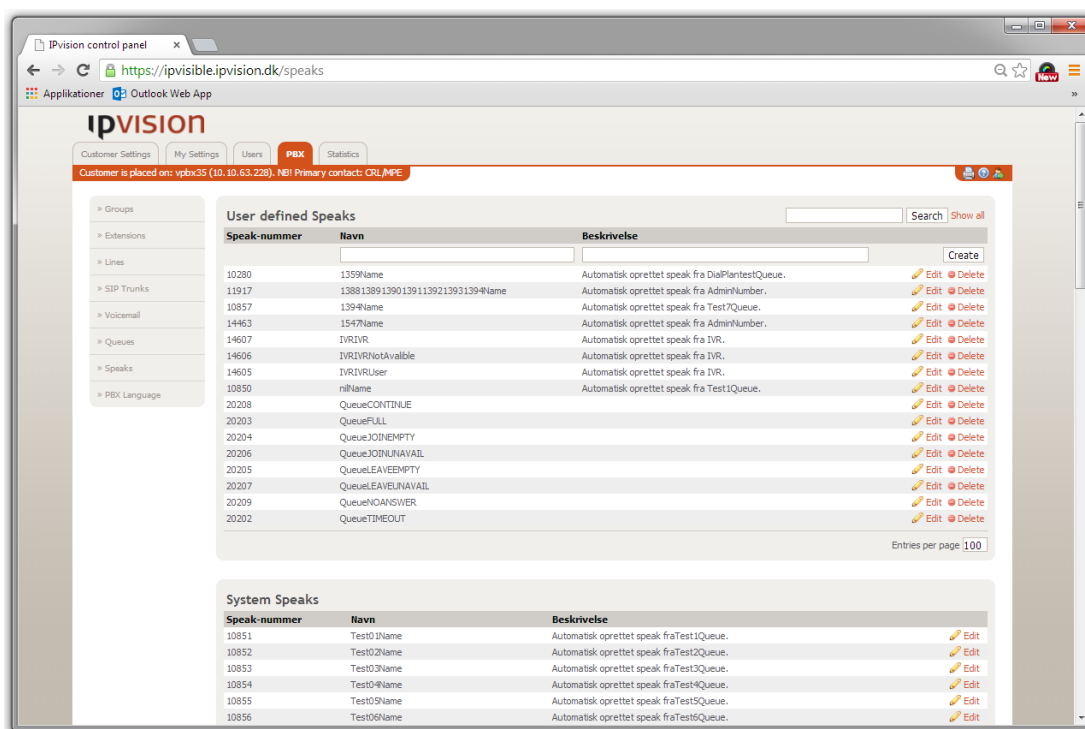
Two lists of speaks are displayed on this page:

User-defined Speaks

This list contains all custom speaks with their speak number, name and description. To record a new custom speak, call administration number 180. New speaks can be created using the top line of the table. The changes take effect, after your PBX has been provisioned.

System Speaks

This list contains all the speaks that have been automatically created in the system. It can be both speaks belonging to queues and speaks created by dialplan elements. To record a new system speak, call administration number 180.



5.8 PBX Language

This page allows you to select the default language for your PBX.

The default language will be used in case sound files in the language, selected by a given user, do not exist in the system.

6. Statistics

6.1 CSV export

This page gives you an opportunity to download .csv files containing call statistics and queue statistics. These files can be directly imported into Excel.

Files contain following information: *

Queue Statistics

Date and time	Date and Time of the call.
Unique ID	Call ID.
Queue	Name of the phone in the queue.
Agent	Person answering the call.
Call Event	Person ending the call.
Wait time	Waiting time before connection (sec).
Talk time	Conversation duration.
Month	Month (from Date and time).
Day	Day of the month (from 'Date and time').
Year	Year (from 'Date and time').
Weekday	Day of the week -- 'mon' to 'sun' (from 'Date and time').
Date	Date (without time).
Hour	Time (from 'Date and time').

Call Statistics

a num	Caller number.
b num	Dialed number.
Caller ID	IPvision's Caller ID.
Originator	Local number that initiated the call. Alternatively, IP address in case of incoming calls.
Destination	Call destination. 'LPBX' for outgoing calls; 'Extension' for incoming calls.
Direction	Outgoing, incoming, external or internal.
End status	Last dialplan function processing the call.
Queue	Name of the queue processing the call.
Start call	Date and time, when the call started.
Total time	Total call duration (sec).
Billing time	Conversation duration (sec).
Response	What happened to the call: No answer / Busy / Failed.
Month	Month (from 'Start call').

* Note: The data in .CSV files is one day behind.

6.2 Queue Statistics

Queue Statistics page provides access to creating, editing, displaying, saving and exporting statistical reports about calls handled by company's queues, based on user-defined parameters.

Report type

Statistical Reports on queue activity can be created based on:

Agent	Statistical data will be generated for each of the members registered in each selected queue.
Weekdays	The report will contain queue statistics for each of the queues per weekday.
Time	Statistical data will be generated for each of the queues based on time of the day within company's opening hours with an interval of 30 minutes.

Statistical parameters

Each of the reports contains following information on queue activity:

Received Calls	Total number of received calls.
Served Calls	Total number of calls answered by an agent (calls, where conversation took place).
Served Calls (no Queueing)	Total number of calls answered by an agent, without queuing time.
Served Calls (<5 sec)	Total number of calls answered by an agent within interval of 0 to 5 sec.
Served Calls (<10 sec)	Total number of calls answered by an agent within interval of 0 to 10 sec.
Served Calls (<30 sec)	Total number of calls answered by an agent within interval of 0 to 30 sec.
Served Calls (<60 sec)	Total number of calls answered by an agent within interval of 0 to 60 sec.
Served Calls (>60 sec)	Total number of calls answered by an agent after more than than 60 sec.
Abandoned Calls	Total number of calls hung up before being answered by an agent.
Abandoned Calls (<5 sec)	Total number of calls hung up within interval of 0 to 5 sec.
Abandoned Calls (<10 sec)	Total number of calls hung up within interval of 0 to 10 sec.
Abandoned Calls (<30 sec)	Total number of calls hung up within interval of 0 to 30 sec.
Abandoned Calls (<60 sec)	Total number of calls hung up within interval of 0 to 60 sec.
Abandoned Calls (>60 sec)	Total number of calls hung up after queuing time longer than 1 minute.
Rejected Calls	Total number of calls rejected due to lack of resources.
Dissuaded Calls	Total number of calls distributed to dissuasion queue (whether answered or not).
Service level	Ratio of total number of calls answered within required time to total number of answered calls.
Average Talk Time	Average conversation time including wrap-up time (if activated).
Average Ringing Time	Average time between call distribution and agent answering the call.
Average Waiting Time	Average time spent in the queue (for both answered and abandoned calls).
Longest Waiting Time	Longest time spent in the queue (regardless of the call being answered or abandoned).
IVR Connections	Total number of waiting calls redistributed by IVR system.

Data export features

A set of icons in the top right corner of the page provides access to:

- Exporting report as a .CSV file.
- Exporting report as a .PDF document.
- Sending a report as an e-mail. (After clicking E-mail icon, you will be asked to enter an e-mail address, you want the report to be sent to)

The screenshot shows the IPVISION control panel interface. At the top, there are navigation tabs: Customer Settings, My Settings, Users, PBX, and Statistics. Below these, a status bar indicates 'Customer is placed on: vpbx32 (100.64.251.124). NB! Primary contact: CRL'. The main content area is titled 'Report for' and includes a 'select Report' dropdown set to 'Weekdays', a 'Date' field with the range '2014/01/10 - 2014/01/16', and an 'Add template' button. A 'Queues' dropdown menu is open, showing options: Delivery, Demo, Sales, and Support. Below the configuration fields is a 'Show Reports' button. The main part of the interface is a table with the following data:

Row Name	Received Calls	Served Calls	Served Calls (no queuing)	Served Calls (before 5 sec)	Served Calls (before 10 sec)	Served Calls (before 30 sec)	Served Calls (before 60 sec)	S (s)
TOTAL	148	124	0	8	39	90	110	1
AVERAGE	12.33	10.33	0	0.67	3.25	7.5	9.17	1
Maximum	24	21	0	4	10	13	18	3
Minimum	1	1	0	0	0	0	0	0
Delivery								
Sunday	0	0	0	0	0	0	0	
Monday	0	0	0	0	0	0	0	
Tuesday	0	0	0	0	0	0	0	
Wednesday	0	0	0	0	0	0	0	
Thursday	0	0	0	0	0	0	0	
Friday	0	0	0	0	0	0	0	
Saturday	0	0	0	0	0	0	0	
total:	0							
Demo								
Sunday	0	0	0	0	0	0	0	
Monday	12	9	0	0	4	6	8	
Tuesday	0	0	0	0	0	0	0	

At the bottom of the page, there is contact information: 'ipvision as | Skodsborgvej 305 D | 2850 Nærum | Phone: +45 88 88 77 77 | Fax: +45 88 88 77 78 | Support: +45 88 88 77 99 | E-mail: info@ipvision.dk'.

To create a new report:

- Select the intended Report type.
- Define the Time period for exporting the statistical data.
Note: The 'From' date must always be prior to 'To' date.
- Select the queues, the report is intended to contain information about.
The list contains all the queues registered in your company.
You can select multiple queues by holding 'Shift' key on your keyboard and left-clicking on the name of each queue, you want to be included into the report.
- Press 'Show reports' button.

The requested report will be displayed in the window below, if the requested data is available.

Information about one or several queues can be removed from or returned to a report by right-clicking the head of the table and selecting/deselecting names of the queues in a drop-down menu.

To create a new template:

- Enter a template name into the text field on 'Add Template' panel in the top right part of the page.
- Press 'Add Template' icon above.

Currently selected report parameters will be saved into the new template.

To view and edit an existing template:

- Select the new template from the list of available templates.
- Press 'Show Reports' button.
- You can edit the report by changing any parameters described in creating a new report (see above).
- Press 'Show Reports' button to view the changes.
- Press 'Save Template' button to save the changes.

Help

If you have questions or need help with ipvision products, you are always welcome to contact ipvision Support:

Call *+45 8888 7799* within our working hours:

Mon. to Thu.: 08.00 – 16.00 (GMT+1)

Fri.: 08.00 – 15.30 (GMT+1)

We provide 24-hour service in case of major errors.

Or send an e-mail to support@ipvision.dk

We are doing our best to answer all e-mails within 8 working hours.