Wholesale Portal Guide

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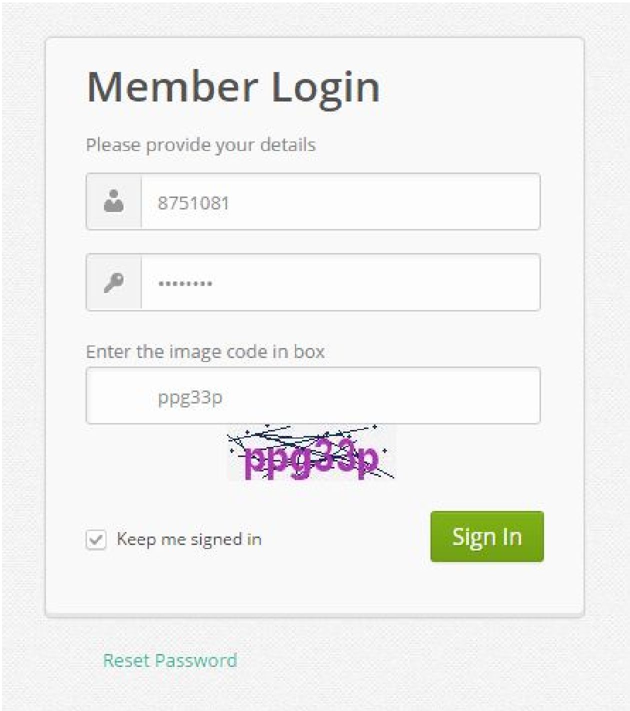
Document Control Revision History

Version	Date	Author	Change Summary
1.0	19/2/17	CC	Document creation
1.1	18/5/17	CC	Feature updates
1.2	6/6/17	CC	Feature updates - International call barring
1.3	21/7/17	CC	Feature updates - number tab per account
1.4	28/6/18	CC	Feature updates - Fax2email setup

Contents

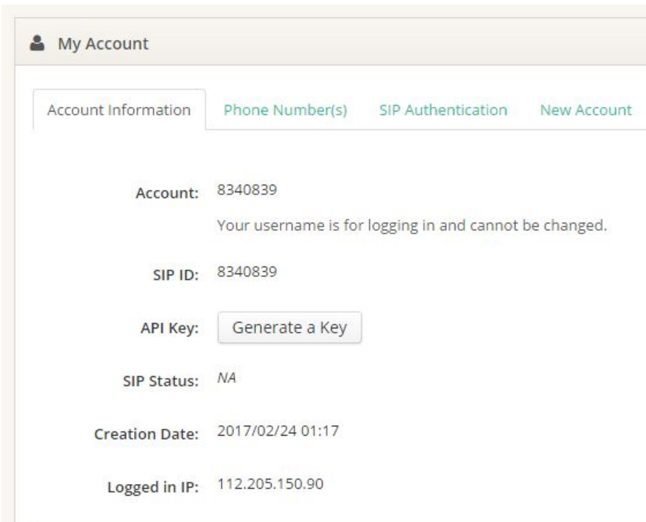
Logging in to the Portal

1. Go to https://portal.mondotalk.com and log using your PARENT Account using the following details then follow the captcha.



Account Information

The portal allows you to easily manage your accounts. The account information lets you view . manipulate the following:



1. Account - Your parent account.
2. SIP - The SIP ID of your parent account.
3. API key - Allows you to generate / view your API key. This is used to custom development.

4. Status - Shows the current registration of the account you are logged in.
5. Creation date - Date when the account was created.
6. Logged in IP - The public IP you are logged in.

Sub Accounts

The sub accounts table displays all your current sub account. This section also allows you to make changes to it.

Sub Account(s)

ACCOUNT	FIRST NAME	EMAIL ADDRESS
8340840	Child 1 Test	christian@staff.mondotalk.com

1. Account - Your sub account. Clicking will open a new tab that will allow you to edit the following:
   a. **Profile details**
      i. **MondoTip -** The password in this section is the portal password of the sub account.
      ii. **MondoTip -** The timezone will be used for the CDRs and can be set per account.
   b. **SIP management**

      This section allows you to view / edit the following:
      i. SIP ID - The SIP username of your account.
      ii. SIP Password - SIP password of your sub account.
      iii. Ring time - The ring length of the account.
      iv. NAT - Allows you enable or disable NAT. (This is best set to YES).
      v. Max Incoming calls - Allows you to set the maximum incoming channels of that sub account.
      vi. Max outgoing calls - Allows you to set the maximum incoming channels of the sub account. Please note that any special plans / bundles with channel limit will bypass this setting.
      vii. Blacklist rule: Allows you to block / international calls for that particular account.

         MondoTip: By default international calls are enabled (including for newly created accounts.
      viii. Codec - Allows you to select your preferred audio codec. (Best set to G729).
      ix. Caller ID - The current caller ID set on the account.
      x. Unconditional forwarding - Allows you to immediately set forwarding on the account. Please note that this will take effect on all DIDs allocated to it.
      xi. IP Restriction - Allows you to restrict the SIP registration to 1 IP address only.
   c. **Features** - This section allows you to edit the SIP features of your sub account.

        i. Call forward - Allows you select a preset options for call forwarding. Leave it in the default settings if you do not need any forwarding.
        ii. Voicemail - Allows you to enable or disable the SIP voicemail and lets you nominate the email address for voicemail to email.
        iii. Caller Display Setup - Allows you to overstamp your desired caller ID.
        iv. Fax - Allows you to configure fax2email. Please note that when you activate fax2email, the account and all the DIDs allocated to it can only received fax traffic, therefore voice and fax accounts should be separate.
    d. Phone numbers - This tab shows all the DIDs allocated to the account you are viewing.
    e. Call Plan - This allows you to select the appropriate rate card of the account.
2. First Name - Account name of the sub account.
    a. **MondoTip** - Change the account name to your customer's name to easily identify your accounts.
3. Email address - Registered email address for that sub account.

Phone Numbers / DIDs

This section lists all your phone numbers / DIDs

Phone Number(s) allocated to your account are:

NUMBER	RATECARD	POOL NAME	ACCOUNT NO	STATUS
61863654371	AU-default	Test Pool 1	8340839	ACTIVE
61862441827	AU-default	Test Pool 2	8340840	ACTIVE

1. Number - Clicking it will open a new tab that will allow you to do the following:
    a. Change the incoming channel pool of the DID.
    b. View the maximum available channels of that customer across all channel pools.
    c. Re-assign numbers to any of your accounts.
    d. View the maximum incoming channels that you have in your wholesale account.
    e. Set the RURI function per DID.

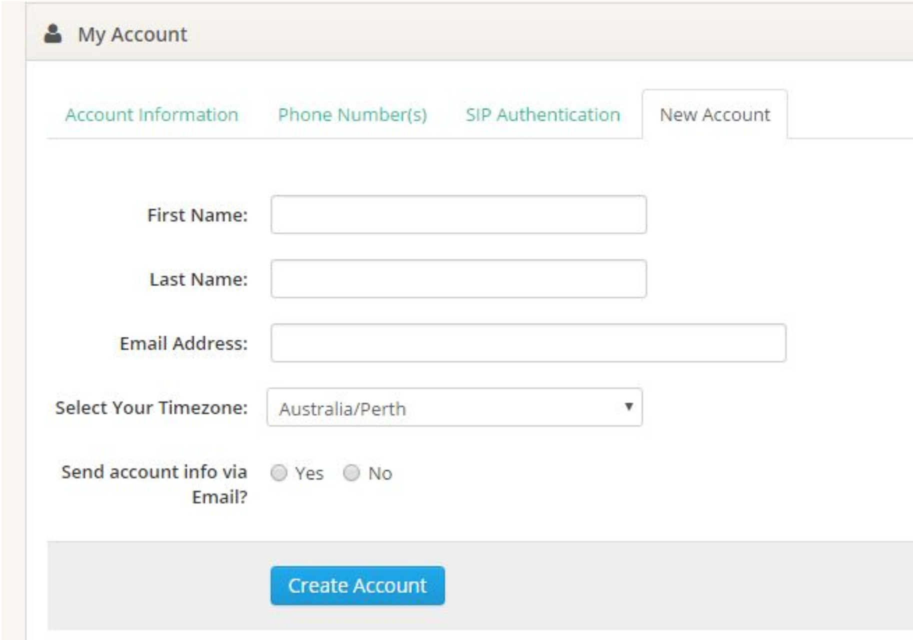
    Mondo Tip: We recommend that you setup RURI in E164 format.
2. Pool name - The current incoming channel pool the DID is assigned to.
3. Account number - The account number the DID is allocated to.
4. Status - Current status of the phone number.

SIP Authentication

This section allows you to choose between SIP based registration and IP based authentication. Please contact MondoTalk support to get more information regarding this feature.

New Account

This section allows you to create new sub accounts. Simply enter the required information as show below and a new sub account will be created immediately.



SMS Service

Your MondoTalk service has a built in SMS function. This will allow you to send SMS **Australian mobile numbers** individually or broadcast to a group.

How to send SMS

1. Go to SMS.
2. To send individual SMS, simply fill in the required details below:
   a. Mobile number: Enter the recipient's mobile. You can either enter it with or without the country code.
   b. Message: Enter your message. *Please note that each SMS is 160 characters long. Longer messages will result to multiple SMS.*
   c. Select sender (For customers with dedicated SMS number only): Select if you wish to send the SMS as your dedicated number.
   d. Reply to email: By default this is filled in with the account email, but you can also nominate your desired email address.
   e. Click send now.
3. To send SMS to a group, you need to:
   a. Select SMS group.
   b. Enter the group name.
   c. Enter your message. *Please note that each SMS is 160 characters long. Longer messages will result to multiple SMS.*
   d. Upload your excel file. *Please ensure that it follow the required format. A sample has been provided in the portal.*
   e. Click submit.
   f. Once the group has been on the table below. Click on the play button to start your broadcast / to start sending the SMS.

Statements

This section displays your current statements and the previous 6 months. Your statements is divided by accounts. Each sub account will contain the charges that it incurred (MRC and call charges) for that month. The parent account on the other hand will display the charges it incurred and all the charges across all your sub accounts.

Call Rates

This section shows your call rates. Please inform MondoTalk support should you wish to for international calls to be disabled on your wholesale service.

Call records

This section will show all your CDRs. You can also download it by going to the download tab. Please note that the download tab will:

1. Generate daily reports the following day ie March 23 will be available on the 24th.
2. The monthly report will be generated the following day of the month end. Ie March's report will be available on April 1.