



**SourceTech Tellus Web**  
Administration manual

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## How to administrate SourceTech Tellus



The screenshot shows the login interface for SourceTech Tellus. It features a light gray background with rounded corners. At the top center, the text "SourceTech Tellus" is displayed in a bold, blue font. Below this, there are two input fields: "Username" and "Password", both with white text and light gray borders. Under the "Password" field, there is a checkbox labeled "Remember me" and a blue link "Forgotten password?". To the right of these elements is a "Login" button with a white background and a gray border.

Start by logging in with the username and password you have got from the technician that installed the system.

If you have forgotten your password you can get a new one sent to you by pressing the link.

*For this to work you need to have an email address registered in Tellus.*

## Create things in the right order

### 1. Start by creating individual items that don't have a reference to other object.

- Titles
- Addresses
- Locations
- Mail servers\*
- Nodes\*
- Custom Data
- Keywords
- Absence profiles
- Absence definitions
- Language
- SMS gateways\*
- Lable layout
- Voicemail servers\*
- Booking areas and types
- Roles

### 2. After that you create objects that are depending on other objects.

- Organisation settings • Booking objects
- Phone templates
- Organisation
- Company
- Subdivisions

### 3. System schedule

### 4. User templates

### 5. Users that other users is connected to (Managers and colleagues)

### 6. Users and phones

### 7. Advanced user configurations

- Operators
- User groups

*\*Objects that are marked with \* should be done by an authorised technician*

## Independent objects

Independent objects are objects that are not depending on other objects. These items are often the basis for more advanced items such as user templates, organisations, etc. With the help of independent objects the administration gets very easy when you have built up its basic structure.

As an example we can take a company that are going to change its location. As a result of this all users will need new addresses, to change the address on all users takes a long time. In a system that uses independent object, you will only need to change the address in one place and all uses that are associated to the address will be updated automatically.

## **Titles**

A title is an example on a very simple object. It contains only two fields, a title and a description. Name of the title is mandatory, without the name the title will not be created. The description is only shown in the administration and is only visible to make it easier on the administrators.

## Addresses

All addresses of the company will be listed here. When you create a new address the street name is mandatory.



## Locations

In addition to addresses you can add locations. Write the location name into the text field and press “Add”.

## Custom data

If the information fields that comes with Tellus is not enough, you can create custom data fields. Press add an enter the label you want to add. This will then be visible in the user administration.

## Keywords

Keywords are associated with users in the database. A user can be associated with many different keywords, there is no upper limit, and a keyword can be associated with any number of users. The connection between the users and the keywords is made in the user administration. The keywords that are bound to a user are listed in a tab, both in the web client as the operator application.

## Absence profile

You can create unlimited number of absence profiles. Then you can add absence definitions that the users will use when they want to create an absence message. The profile is tied to an organisation and users belonging to different parts of the organisation tree will be using various absence codes. Several profiles are used primarily where a Tellus system is shared between different companies. Note that the absence definitions you create in a profile will not be visible to other organisations than those associated with the profile.

## Create absence definitions

### Create Absence Definition

Choose Profile

1 SourceTech » New Profile

Description

2

Absence Type

3 Present

Length

4 1

Time type

Day(s) / Min(s) 5

6  Visible

7 Absence codes, 1 per line

Create

1. Choose absence profile in the list or create a new profile by pressing the link.
2. Give the definition a name/description.
3. Choose absence type in the list. These are used mainly in communications with peripheral systems, such as a Voice mail.
4. Set default time for the absence.
5. Choose time type, days or minutes. The value in the input field (4) is connected to the time type.
  - **Date/Time:** The value is entered in days.
  - **Time/Date:** The value is entered in minutes.
  - **Continues:** The value will be ignored.
6. Tick this box if the absence should be visible for all users.
7. Write absence codes that are used by the users when they want to activate an absence through phone, SMS or calendar.

### **Edit/Delete absence definition**

Press the icon for “Edit” on the same line as the absence definition you want to edit and the information will be filled in the form. Make the changes you want and press “Update”.

Press the icon “Delete” on the same line as the absence definition you want to delete.

## Language

You can create your own text labels in Tellus. You might think that the label “Keywords” should be “Tags”. To change this, select your language in the drop list and click on the letter “K”, look for the work “Keyword” and change it to “Tags” and press the floppy disc to save.

## Number translator

The number translator helps Tellus to figure out how to call the number from the operator application.

The number translator compares the number that called (A) the operator application with the number that is going to be called (B).

The systems starts by checking if the number that is going to be called (B) are an internal number. In the example above we need to use the number translator so that we know how to format the so that A can talk to B.

1. The first thing the system compares is the country code. In this example the country codes are the same so the system adds the trunk seizure prefix so that the call can be established.
2. The system now compares the area codes, since these are different the system will use the area code from B.
3. Once the system had a difference between the number translators, subsequent parts from phone B to be used. In this case, the regional number is added.
4. The phone number is the last part to be added and the number is now complete and can be used.



## Create / Edit number translator

### Number Translators

Description <sup>1</sup>	Country code <sup>2</sup>	Areacode 1 <sup>3</sup>	Areacode 2 <sup>4</sup>	Regional <sup>5</sup>	Filter <sup>6</sup>	
Ex. Sthlm area	46	0	8	1234	{CC} {(A1)}{A2} - {REG} {NUM}	
Ex. Swed. mobiles 070	46	0	70		{CC} {(A1)}{A2} - {NUM}	
Stockholm	46	0	8	4080		
support	46	0	770	456	{CC} {(A1)}{A2} - {NUM}	

To add a number translator, press the green plus and an empty line will be added to the list. To edit a number translator, press the pen and paper at the end of the line and to delete press the minus sign.

1. Give the number translator a name
2. Enter the country code here, 46 for Sweden, 47 for Norway , etc.
3. Enter the first part of the area code. *This part of the number will be **removed** when you are doing an international call.*
4. Enter the other part of the area code. *This part of the number will be **used** when you are doing an international call.*
5. Enter the local number, e.g. SourceTech has 40804100 as their complete number, the extensions har 4 numbers so the local number is 4080.
6. The filter is used to present the number in a more logic way.
  - {CC} = Country code
  - {A1} = The first part of the area code.
  - {A2} = The other part of the area code.
  - {REG} = Thelocalnumber.
  - {NUM} = The number of the phone, e.g. the extension.

## Phone templates

**Settings**

<b>1</b>	<b>Description</b>	SourceTech - Stockholm (08 4080)
<b>2</b>	<b>Number translator</b>	SourceTech (08 4080) ▾
<b>3</b>	<b>Node</b>	OXE via eXtend ▾
<b>4</b>	<b>Phone type</b>	Extension ▾
<b>5</b>	<b>Start action</b>	Forward ▾
<b>6</b>	<b>Start Destination</b>	6666
<b>7</b>	<b>End action</b>	Open ▾
<b>8</b>	<b>End Destination</b>	
<b>9</b>	<b>Name update</b>	<input type="radio"/> None <input checked="" type="radio"/> Username <input type="radio"/> Phone name
<b>10</b>	<b>Options</b>	<input checked="" type="checkbox"/> Controllable <input checked="" type="checkbox"/> Is Profile <input type="checkbox"/> Follow profile <input type="checkbox"/> Use public number <input type="checkbox"/> Private (Number not visible)

Templates are useful when you are creating new phones. You can, e.g., create one template for mobile phones and one for extensions.

1. Name the template.
2. Choose number translator in the list.
3. Choose node in the list.
4. Choose phone type in the list.
5. Select start action for when an absence is being activated<sup>5</sup>.
6. Set the start destination for the extension, this is<sup>5</sup> used if the start action is set to “forward”<sup>6</sup>.
7. Select end action for when the absence is being deactivated.
8. Set the end destination for the extension, this is used is the end action is set to “Forward”.
9. Tellus can update the name on extensions in some PBX versions.
  - **User name** = The users first and last name.
  - **Phone name** = The description that is entered in the field “Description”.
10. Choose how the phone should be handled.
  - **Controllable** = Tick this box if Tellus should control the phone (extensions only) .
  - **Is profile** = If the user has more then one phone the user can set which phone that is active.
  - **Follow profile** = Set if the extension should be forwarded to the active phone.

- **Use public number** = Calls from the operator application will be made with the public number.
- **Private** = The number will be shown with \*\*\*\* in the operator application and the web client.

## Relationship based objects

Relationship based objects are objects that are depending on other things in the system to work. That way we are creating the independent objects first and then the relationship based objects.

## Organisation settings

Settings		
1	Description	SourceTech
2	Absence profile	SourceTech
3	Mailserver	SourceTech Default
4	SMS	TDC SMS
5	Label layout	Five row standard badge
6	Calendar Server	Exchange
7	Voicemail server	Tellus Voice
8	Enable messagelink	<input checked="" type="checkbox"/>
9	Use sip-address	<input checked="" type="checkbox"/>

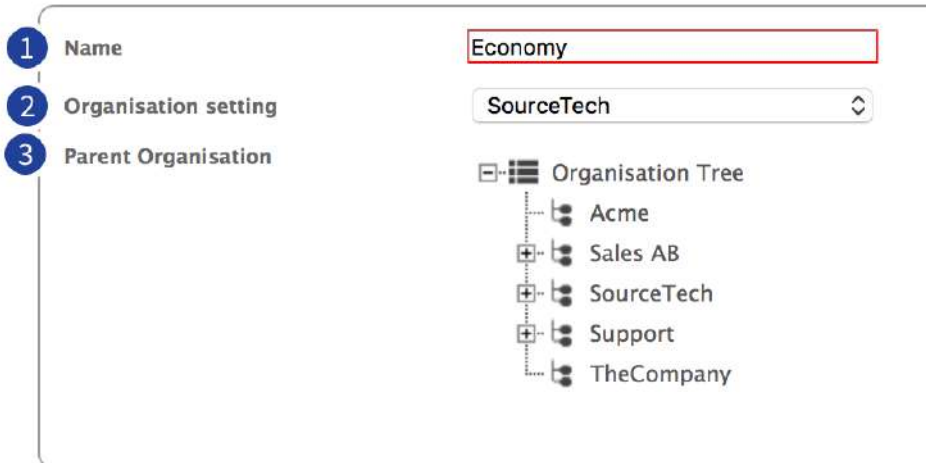
When you should administer the organisation/s in the Tellus system you need to start with ensuring that the organisational settings are correct for each organisation. You can create as many organisational settings you need which mean that you can have different mail servers, etc. in different parts of the organisation tree.

*Field marked with a red line in mandatory.*

1. Name the organisational setting.
2. Select absence profile for the setting.
3. Select mailserver.
4. Select SMS gateway in the list.
5. Select the label layout for the visit system.
6. Select calendar server in the list.
7. Select voice mail server in the list.
8. Tick this box if you want a link to the message pane in Tellus, if you receives the notification by email.
9. Tick the box if you the users should have their status in Lync displayed in Tellus Web and in the operator application.

## Create organisation

### Create Organisation



1 Name

2 Organisation setting

3 Parent Organisation

Organisation Tree

- Acme
- Sales AB
- SourceTech
- Support
- TheCompany

There is no limit for how large the organisation tree can be. The only part of the tree that can't be moved is the top node, which is the company.

1. Enter a name for the organisation.
2. Select organisation setting in the list. - *It is very important that you choose an organisational setting, otherwise the users will not be searchable in an easy way.*
3. Select which node in the tree that should be the "parent" to the organisation you are about to create. - *To create a company you need to select the top level with the index icon.*

## Edit organisation

To rename or delete an organisation, right click on the name and you will see a menu where you can rename or delete the organisation.

If you want to move an organisation you use the “Drag and drop” principle. You cannot move a company.

## Resource booking







The resource booking that is integrated to Tellus Web makes it possible for everyone in the company to book conference rooms, projectors, cars, etc.



## Booking areas

### Booking Areas

Bookable objects | Bookable types

Name <sup>1</sup>	Description <sup>2</sup>	Timezone <sup>3</sup>	
Peripherals	Computer equipment	(GMT+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, ...	 
Rooms	SourceTech office in Sweden	(GMT+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, ...	 
Scandic Hasselbacken		(GMT+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, ...	 
Sweden	A part of Scandinavia	(GMT+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, ...	 
Wallmans	Salongen på Wallmans	(GMT+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, ...	 

A booking area is a grouping of bookable objects.

1. The name of the booking area.
2. Here is a description of the booking area.
3. The timezone for the booking area is shown here.

## Booking types

A booking type is a description of the bookable object, e.g. a conference room, conference phone etc.

## Booking objects

### Booking Objects

<b>1</b>	Name	Stockholm
<b>2</b>	Description	Headquarters
<b>3</b>	Object type	Conference room <span style="float: right;">▾</span>
<b>4</b>	Area	Sweden <span style="float: right;">▾</span>
<b>5</b>	Capacity	300 <span style="float: right;">▾</span>
<b>6</b>	Redirect to external page	<input type="checkbox"/>
	Projector	<input checked="" type="checkbox"/>
	TV	<input type="checkbox"/>
<b>7</b>	Whiteboard	<input checked="" type="checkbox"/>
	Conference phone	<input checked="" type="checkbox"/>
<b>8</b>	Active time (start)	08:00
	Active time (end)	20:00
<b>9</b>	Visible in eXpose	<input checked="" type="checkbox"/>

A bookable object is an object that is included in the booking type. E.g. the booking object “Stockholm” can be an object in the booking type “Conference room”.

1. Enter a name of the booking object.
2. Enter some information about the object, e.g. where the room is located.
3. Choose what type the object should be, in this case it is a conference room.
4. Choose what area the object belongs to.
5. Enter the capacity of the room.
6. Tick this box if the object should be bookable through an external page.
7. Tick the box that represents the equipment that are in the room you are creating.
8. Enter the time you want to be shown in the timeline in the application expose.
9. Tick the box to make the resource bookable through the application expose.

## System schedule

A schedule defines the work time so that the system automatically can calculate return times for absences. There are two types of schedules, system schedules and personal schedules. The system schedules can be used by all users but can only be administrated by the administrator. The personal schedules are created and administrated by the user. All users must be bound to a schedule.

## Create system schedule

### Create schedule

1	Description	<input type="text" value="Worktime"/>
2	Start time	<input type="text" value="08:00"/> HH:MM
3	End time	<input type="text" value="17:00"/> HH:MM
4	End action	<input type="text" value="Default"/> ▾
5	Weekdays	<input checked="" type="checkbox"/> Monday <input checked="" type="checkbox"/> Tuesday <input checked="" type="checkbox"/> Wednesday <input checked="" type="checkbox"/> Thursday <input checked="" type="checkbox"/> Friday <input type="checkbox"/> Saturday <input type="checkbox"/> Sunday

Work week » Week » Clear

1. Give the schedule a name.
2. Enter the time for when the work day should start.- *When the users workday should start.*
3. Enter the time for when the work day should end. - *When the users workday ends.*
4. Choose what should happen with the phone when the schedule ends.
5. Choose which days the schedule should be active.

## Edit system schedule

Choose which schedule to edit and click on the work time you want to change. Do the changes and press save, you can also add a week to make a rotating schedule or delete the whole schedule.

Worktime

Schedule entry

Start time 08:00 HH:MM

End time 17:00 HH:MM

Weekdays  Monday  Tuesday  Wednesday  Thursday  Friday  Saturday  Sunday

Work week » Week » Clear

Save

Worktime

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
00:00							
01:00							
02:00							
03:00							
04:00							
05:00							
06:00							
07:00							
08:00							
09:00							
10:00							
11:00							
12:00							
13:00							
14:00							
15:00							
16:00							
17:00							
18:00							
19:00							
20:00							
21:00							
22:00							
23:00							

Add week
Delete schedule

Add entry

---

## Holidays

---

### Settings

Description	<input type="text" value="Christmas eve"/>
Non-recurring	<input type="checkbox"/>
Date	<input type="text" value="december 24"/>
Company	<input type="text" value="SourceTech"/> 

This function allows you to add holidays (e.g., Christmas Eve, Dec. 24), so Tellus “skips” the date when suggesting dates for time of return. You can also set a unique date, such as a kick-off event when the entire company is closed. *Holidays are administered by company.*

## Users

You have all the tools you need to administrate the users in Tellus under the menu for users and phones.



## Operators

In this section you decide which users that are going to have the right to log in to the operator application. If the operators are going to send messages via the operator application they need to have an email address associated to them.

Start by searching for the user you want to make to an operator. Press the plus sign next to the users name, choose node and translator in the dialog and then press save.

## User templates

**Settings**

<b>1</b>	Description		
<b>2</b>	Organisation	Organisation Tree	
<b>3</b>	Default schedule	System Present	⌵
<b>4</b>	Return time		
<b>5</b>	Manager	None » Select Boss » Remove	
<b>6</b>	Colleague	None » Select colleague » Remove	
<b>7</b>	Title		⌵ <span style="color: green; font-weight: bold;">+</span>
<b>8</b>	Locations		⌵ <span style="color: green; font-weight: bold;">+</span>
<b>9</b>	Address		⌵ <span style="color: green; font-weight: bold;">+</span>
<b>10</b>	Default Language	Swedish (Sweden)	⌵
<b>11</b>	Default Timezone	(UTC) Dublin, Edinburgh, Lisbon, London	⌵
<b>12</b>	Message settings	<input type="checkbox"/> SMS <input type="checkbox"/> E-mail <input type="checkbox"/> Messagelamp	
<b>13</b>	Pre-Entry time		
<b>14</b>	Post-Entry time		
<b>15</b>	Email host		
<b>16</b>	Default Role	Admin, minus edit op info	⌵
<b>17</b>	Use calendar sync	<input type="checkbox"/>	

When you are going to add a new user, it is easier if you have a template. The fields that you don't enter any information in will be empty when you create a new user.


1. Give your template a name.
2. Select the organisation you want to bind the users to.
3. Select the default schedule.
4. Set the default returntime for the users. This value will be used when a user sets an absence and the returntime is the next day. This value will be suggested and the user can change it if it's not correct.
5. Select a manager by using the link "Select manager" and do a search. If you want to remove the manager selected, click on "Remove".

6. Select a colleague by using the link "Select colleague" and do a search. If you want to remove the colleague selected, click on "Remove".
7. Select the users title in the list. If you want to create a new title, press the green plus.
8. Select a location. If you want to create a new location, press the green plus.
9. Select an address. If you want to create a new address, press the green plus.
10. Select the users language in the list.
11. Select the users timezone in the list.
12. Tick the boxes to enable the different settings.
13. Time that are added to an absence start time that are made through the calendar, the time is entered in minutes.
14. Time that are added to an absence end time that are made through the calendar, the time is entered in minutes.
15. Enter the domain for the email address.
16. Select the role for the users by using the list.
17. Tick the box if the user should have calendar sync.




## User groups







The user groups can be used for groups with users that belongs to different departments but still have project e.g. together. With user groups it is easy to send messages to multiple users at once or to set an absence on all users in the group.












## User status



Alerius, Cecilia

### Status

You are using 25/100200 user licenses

Name▲	Email▶	Status▶			
Admin, eXpose		Enabled	✓	📄	—
Andersson, Leif	leffe@sourcetech.se	Enabled	✓	📄	—
Andra, eXpose		Enabled	✓	📄	—
Berglund, Christina	christina@sourcetech.se	Enabled	✓	📄	—
Beställning, Promt	marknad@sourcetech.se	Enabled	✓	📄	—
Dahl, Elin	es@sourcetech.se	Enabled	✓	📄	—
Edström, Mariah	mariah@sourcetech.se	Enabled	✓	📄	—
Forum, SourceTech	sourcetechforum@sourcetech.se	Enabled	✓	📄	—
Forumbesked		Enabled	✓	📄	—
Första, eXpose		Enabled	✓	📄	—
Genesys, Mr	genesys@sourcetech.se	Enabled	✓	📄	—
Genovese, Vito	vito@sourcetech.se	Enabled	✓	📄	—
Gitarr, Gurra	gurra@sourcetech.se	Enabled	✓	📄	—
Heisner, Nathalie	nathalie@sourcetech.se	Enabled	✓	📄	—
Hoffa, Jimmy	jimmy@sourcetech.se	Enabled	✓	📄	—
HQ, SourceTech		Disabled	✗	📄	—
Ingelsson, Bjarne	bjarne@sourcetech.se	Enabled	✓	📄	—
Konto, Test		Enabled	✓	📄	—
Kristina	kristina@sourcetech.se	Disabled	✗	📄	—
Lunchbesked		Enabled	✓	📄	—
Marknad, SourceTech	marknad@sourcetech.se	Enabled	✓	📄	—
Must, Mulle	mulle@sourcetech.local	Disabled	✗	📄	—
Nattbesked		Enabled	✓	📄	—
Nilsson, Christina	chni@sourcetech.se	Disabled	✗	📄	—
One, Training1	training1@sourcetech.se	Disabled	✗	📄	—

Those users who are active ('enabled') in the system takes up a license. If you choose to disable a user's license you will make it available for another employee. Say someone is on maternity leave and you want to use this person's license for her replacement. If you completely delete the person, you have to re-enter all the information again when she returns. If we instead set the user status as "disabled" all information is saved. However, the person is neither searchable nor visible as long as her status is disabled.

If you want to change the status of the user, just click the text "Enabled"/"Disabled" or the green/red icon.

## Calendar users

In this section you can see all users that have an calendar connection and what the status is of that connection. By pressing the button “Reactivate selected” you can order a reactivation from the server.

## Create user

### Create user

[User templates](#) | [Phone templates](#) | [Create range](#)[New user](#) | [Find user](#)

<input type="button" value="▶ Basic userdata"/>	<input type="button" value="▶ Detailed userdata"/>
<input type="button" value="▶ Other userdata"/>	<input type="button" value="▶ Phones"/>
<input type="button" value="▶ Custom data"/>	<input type="button" value="▶ Keywords"/>

When you create a user the information associated with the person is divided among six tabs. You can click on each tab to get more information.

## Basic userdata

▼ **Basic userdata**

1 Disabled

2 User templates

3 First name

4 Last name

5 Username

6 Password

7 Repeat password

8 Email address

9 Sip-address

10 Calendar identity

11 New calendar password

Enter the basic information about the user. The fields that are marked with red are mandatory.

1. Tick this box if you want to change the users status to "Disabled".
2. User a user template to fill in some information automatically.
3. Enter the users first name.
4. Enter the users last name.
5. Enter a username for the user. - *This is used to login to the web client, Tellus Mobile, the operator application and MyTellus.*
6. Enter a password for the user, this can be changed by the user under "My Settings".
7. Repeat password.
8. Enter a valid email address for the user. - *This is mandatory if the user is going to receive messages from Tellus.*
9. Enter a sip address for the user. - *This is used when there is a connection to Skype 4 Business.*
10. Fill in if a different login is used for Lotus Notes.
11. Tick this box to be able to change the users calendar password.



## Other userdata

▼ **Other userdata**

1

Birthdate

2

Fonetic firstname

3

Fonetic lastname

4

Gender  None  Male  Female

5


Honoric

6

Sort order

7

User image



no file selected

8

Personal information

9

Operator information
 

B
I
U
ABC
A
Font Family
Font Size

1. Tick the box to enter the users birthdate. This will then be shown in the detailed pane for the user in both the web client and the operator application.
2. This is where you enter alternative spelling for the users name. Separate the different spellings with a comma (,).
3. Select the users gender to get an avatar of a siluetts instead of a picture
4. Select the users honorific in the list.
5. This is where you enter a value between 0-100, where 0 is highest and 100 is lowest. Default value entered for all users when the system is delivered is 100. If all users have the same sorting order the

list of hits in Tellus will be displayed in alphabetical order. - *With a sorting order you could choose to display the CEO at the top of the hit list, then secretaries, then all the accountants, etc.*


6. Click on "Choose file" and select a photo of the user and upload it to Tellus. This will be visible in the web client, the operator application and in Tellus Mobile.
7. Enter personal information about the user, e.g. contact information to relatives. Only those assigned the authority can see and edit personal information.
8. Enter operator information about the user. This information is only visible in the operator application and you need a specific right to be
9. able to edit this.

## Custom data

The custom data fields are created in the administration. Use these fields if you don't think the other fields in the system are enough.

## Detailed userdata

▼ Detailed userdata
Create template

1 Organisation  **Organisation Tree**


2

3 Default schedule


4 Return time

5 Manager  

6 Colleague  

7 Title  

8 Location  

9 Address  

10 Language

11 Timezone

12 Message settings  SMS  E-mail  Messagelamp

13 Calendar, Pre-entry time

14 Calendar, Post-entry time

15 Role

16 Use calendar sync

1. Click on this link to create a new user template.
2. Click on the organisation tree where the user belongs. To be able to create a new user, the user must be associated with some part of the organisation.
3. Choose the schedule to which the user will initially belong. The recommendation is for the users to create their own personal schedule later in their web clients.
4. Enter a default return time. This time will be suggested as return time when the user enters an absence in Tellus for more than one day.
5. Click the magnifying glass to search for the users manager.
6. Click the magnifying glass to search for a colleague that can take the users calls if the user is absent.
7. Select the users title in the list. If the title doesn't exist, you can click the green plus to create a new title.
8. Select the users location in the list. If the location doesn't exist you can click the green plus to create a new location.
9. Select the address of the users workplace. If the address doesn't exist, you can click the green plus to create a new address.

10. Select the users preferred language in the list.
11. Select the timezone in the list.
12. Select how the user receives messages from the operator, other users and voice announcements. Messages are always sent to the web client in addition to those filled in here. SMS is an add-on module.
13. Time (minutes) added to an absence message entered in the calendar (e.g.: Outlook). Example: a user entered 10 min a er; this means ten minutes are added each time the user enters an absence message via the Calendar. If you enter “meeting 2 p.m. - 3 p.m.”, the absence message will last until 3:10 to allow the user time to get back to the office a er the meeting.
14. See number 13.
15. Select what role the user should have in the list.
16. Tick this box if the user wants to have the option to enter absence messages via the calendar (e.g. Outlook).

## Phones

▼ Phones

Phone number	Description	Phone type	Create phone Node
The user has no phones			

Search

If the user has any phones they will be listed here. If you need to create a phone you can use the link to the right and you will be redirected to the administration for phones. If you need to edit an already existing phone, use the icon and if you need to delete a phone you press the red icon.

## Keywords

▼ Keywords
Create new keyword

The user has no keywords

+ .NET	+ Active Directory
+ ADSync	+ Alcatel
+ Android	+ ASP.NET
+ Beta testing	+ C#
+ C++	+ CCS
+ CSS	+ Demonstrations
+ Ekonomi	+ Event
+ Fakturor	+ iOS
+ Java	+ JavaScript
+ LDAP	+ Netcam
+ OS X	+ Presskontakt
+ Produktblad	+ qwed
+ SCRUM	+ SourceTech Support
+ Support	+ TDD
+ Team City	+ Tellus
+ Testing	+ Tra

This is where you associate keywords with the current user.

1. Search for the keyword you want to add or press “All” to get a list with all keywords in the database.
2. Add a keyword by clicking on the green plus sign next to the keyword to associate it with the user.
3. The keywords you have chosen will be listed above the search box, if you want to remove a keyword use the minus sign.
4. If the keyword you want doesn't exist, use the link “Create new keyword” and you will get a dialog where you can create a new keyword.

## Phones

In this section you can create and edit phones.

Earlier in the manual you can find the instructions for how to create number translators and phone templates.



## Create / Edit phones

### Create / edit

Create Phone

Search phones

Search

Create a new or edit an already existing phone.

1. Press this button to create a new phone.
2. Enter a description or the phone number of the phone you want to look closely on.

## Create phone

**Create / edit**

Create Phone

Create Phone

Phone template

1 Damnark

2 Phone numbers

3 Translated number

4 Number translator

5 Description

6 Primary user

7 Node

8 Phone type

9 Start Action

10 Start destination

11 End Action

12 End destination

13 Name update  None  Username  Phone name

14 Options  Controllable  Is Profile  Use public number  Private (Number not visible)

15 Users  No users bound to this phone

1. Choose a phone template in the drop list and then “Apply template”.
2. Enter the phone number. - Remember to remove the first digits in the mobile number, e.g., 070, this will be filled in automatically by the number translator. The same goes for extensions, only enter the last digits.
3. This is a preview of how the number will look in the operator application and in the detailed view of the user.
4. Select in the drop list.
5. Enter a description of the phone, this is used when you search for the phone.
6. Displays the primary user of the phone.
7. Select which node the phone should be connected to.
8. Select phone type in the list. - This will effect the icons for profiles in Tellus web and also the icons that represent the phone in the operator application.
9. Set what you want to happen to the phone when an absence is being activated.
  - **None** = nothing will happen, if the phone has been forwarded, it will continue to be that.
  - **Open** = the phone will be open for calls.
  - **Close** = the phone will be closed and the status will be do not disturb.
  - **Forward** = the phone will be forwarded to another number during the absence.
10. Start destination for the phone. - This is used when the start action is set to “Forward”.
11. End action, same as start action (bullet 9).
12. End destination. - This is used when the end action is set to “Forward”.
13. Use name update to let Tellus update names on extensions in the PBX.

- **User name** = The users first and sur name.
- **Phone name** = The name you gave the telephone in the “description” field.

14. Options:

- **Controllable** = Tick this box if you want to give Tellus permission to control the phone. This option is only available on extensions.
- **Is profile** = If a user has several phones they can choose where they want to be available, this option lets this phone become a profile.
- **Follow profile** = Set if you want the phone to be forwarded to the active phone.
- **Use public number** = This option specifies whether the operator application should use the entire public number when dialling.
- **Private** = The number will be replaced by \*\*\*\* in the operator application and in Tellus Web.

15. Press the green icon to associate a user to this phone.

## Search phone

1 Search phones

1 4112 Search

2 X	Phonenumber	Phone Type	Translator	Node Name	Description	5 Edit
3 <input type="checkbox"/>	4112	Extension	SourceTech (08 4080)	OXE via eXtend	4112	 

1

4 delete selected Edit selected

Page 1 of 1 (1 rows)

1. Enter the phone number in the search field and press search.
2. The result will appear with all information about the phone.
3. Tick this box to select several phones.
4. When you have selected several phones you can use these actions.
5. Edit or remove the selected phone.

## Multi edit phones

### Multi edit phones

4111

4112

4113

1

Changes made here will be applied to all the selected phones

2

Number translator

Description

Node

Phone type

Start Action

Start Destination

End Action

End Destination

Name update 
 None
  PrimaryUser
  PhoneDescription

Options 
 Controllable
  Is Profile
  Follow profile
  Use public number
  Private (Number not visible)

*Fields with a red border are mandatory.*

1. The selected phones are shown here.
2. The choices are the same as when you create a phone, just mark the boxes that you want to change and make the changes.

## Create range

### Create range

<b>1</b>	Phone node	(Select Node) <span style="float: right;">⌵</span>
<b>2</b>	Number translator	(No translator) <span style="float: right;">⌵</span>
<b>3</b>	Phone type	(Select Phonetype) <span style="float: right;">⌵</span>
<b>4</b>	Start action	None <span style="float: right;">⌵</span>
<b>5</b>	Start destination	<input type="text"/>
<b>6</b>	Default name	<input type="text"/>
<b>7</b>	Start at number	<input style="border: 2px solid red;" type="text"/>
<b>8</b>	Number of steps	<input style="border: 2px solid red;" type="text"/>
<b>9</b>	Step size	<input style="border: 2px solid red;" type="text" value="1"/>

Ex. Starting phonenumber is 100. If steps is set to 10 and stepsize to 1 the created phonenumber will be 100, 101, 102 etc. upto 110

You can create individual telephones or a series. When you create a series of telephones you can choose how many telephones to create and how many steps between each telephone.

*The fields with a red line around is mandatory.*

1. Select the node to use in the drop list.
2. Select the number translator you want to use in the drop list.
3. Select the phone type you want to use in the drop list.
4. Set what you want to happen to the phone when a absence is being activated.
  - **None** = nothing will happen, if the phone has been forwarded it will continue to be that.
  - **Open** = the phone will be open for calls.
  - **Close** = the phone will be closed and the status will be do not disturb.
  - **Forward** = the phone will be forwarded to another number during the absence.
5. If the phone should be forwarded, enter the destination here.
6. Set a default name.
7. Enter the start number.
8. Enter the number of steps you want the serie to have.
9. Enter the stop size.

## Profiles

Users and telephones are two different types of objects that are associated with each other, which allow us to illustrate reality in a unique way.

In Tellus, users and telephones are different types of objects so they need to be administered independently. The system administrators can then associate users and telephones which provides a unique flexibility.

To simplify matters for users who have more than one telephone, telephones can be defined as profiles. Users can easily choose which of the telephones they want to be reached on at the time. If the user has more than one telephone defined as a profile it is easy to control which telephone will be active from the operator application. The user can also do this from the web client.

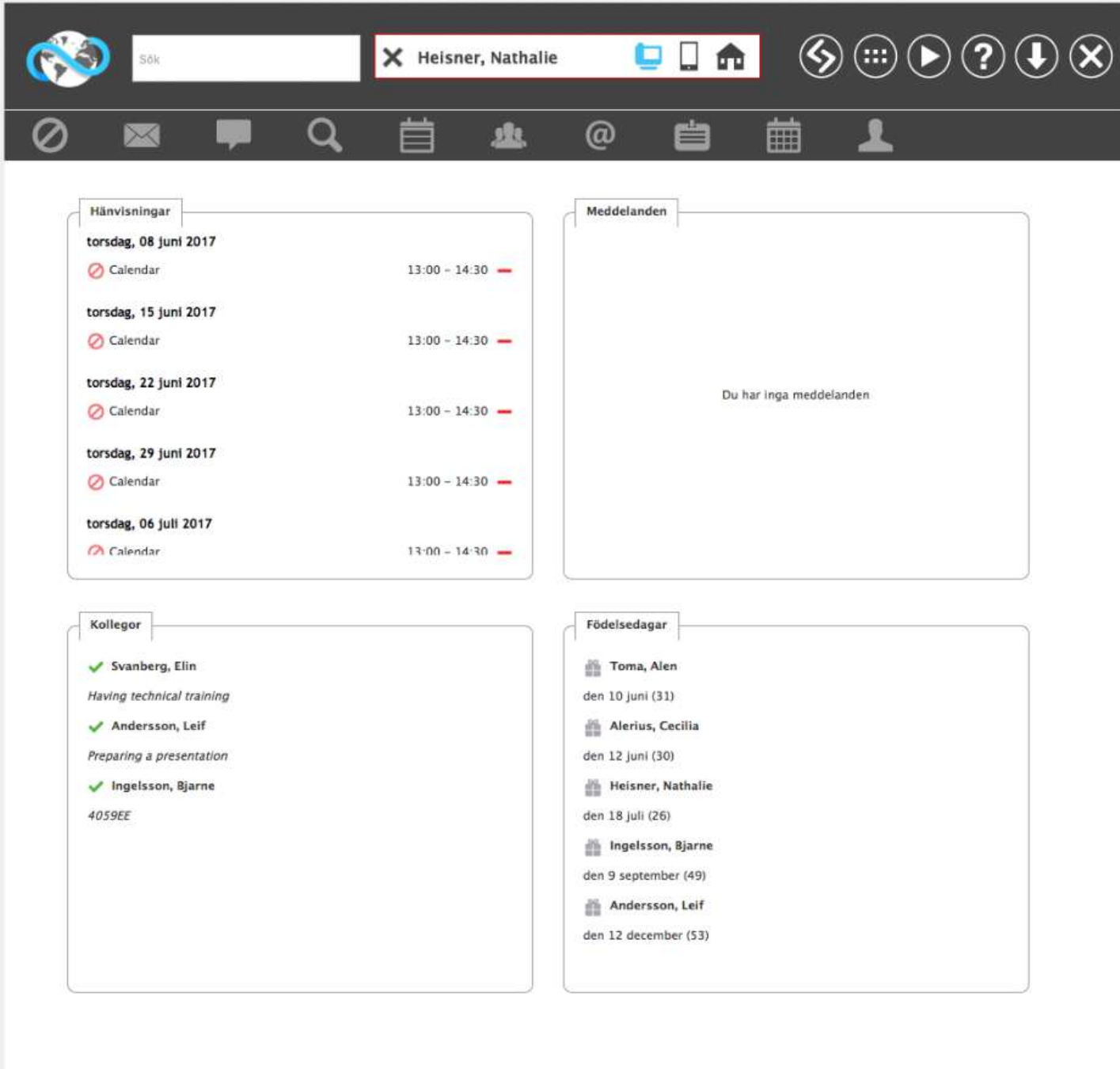
It is also possible to use the “follow profile” function if a user has multiple profiles. It's easy to decide where the user want to take calls with the unique profile handling in Tellus. If you work from home you might want to forward your calls to your home telephone or mobile phone, but you still have all your absences and lunch break intact. If you use profiles correct, your phone extension will be forwarded and all of your absences will be moved automatic to fit your current profile. Easy and powerful!

## Edit, help and delete users

There are ways to help the user if they have any problems and you as an administrator can delete users directly from the search grid.



## Masquerade



The screenshot shows the SourceTech Tellus web interface. At the top, there is a search bar with the text 'Sök' and a user profile dropdown showing 'Heisner, Nathalie'. Below the search bar is a navigation bar with various icons. The main content area is divided into four panels:

- Hänvisningar** (References): A list of calendar events for Thursdays in June and July 2017, all occurring between 13:00 and 14:30. Each event is marked with a red 'X' icon.
- Meddelanden** (Messages): A panel indicating 'Du har inga meddelanden' (You have no messages).
- Kollegor** (Colleagues): A list of colleagues with their names and current activities:
  - Svanberg, Elin: Having technical training
  - Andersson, Leif: Preparing a presentation
  - Ingelsson, Bjarne: 4059EE
- Födelsedagar** (Birthdays): A list of birthdays for the month:
  - Toma, Alen: den 10 juni (31)
  - Alerius, Cecilia: den 12 juni (30)
  - Heisner, Nathalie: den 18 juli (26)
  - Ingelsson, Bjarne: den 9 september (49)
  - Andersson, Leif: den 12 december (53)

There are certain functions that only the user can reach. One is to change the personal schedule. If you as an administrator need to help a user with this, you can impersonate the user and thus access all the features without knowing their password. Once you have entered on a person's details, simply click on the black mask, if you do not see the icon, you do not have the rights to do this.

In order to impersonate another user, search for the person and then click on the Masquerade icon. If the icon is not available you do not have the right to for this function. When you work in Masquerade as another user, you will get a red border around the field with your name.

If you want to go back to your own session, press the [X] in front of the name.

## Reset password



Sometimes users may forget their password, which can be reset in many ways. The user can receive a new random password by clicking on the “forgot password” link on the login screen, for this to work they need to have a valid email address in Tellus.

Administrators can also help the user by creating a new password just by clicking on the key icon in the detailed view of the user.

## Edit user



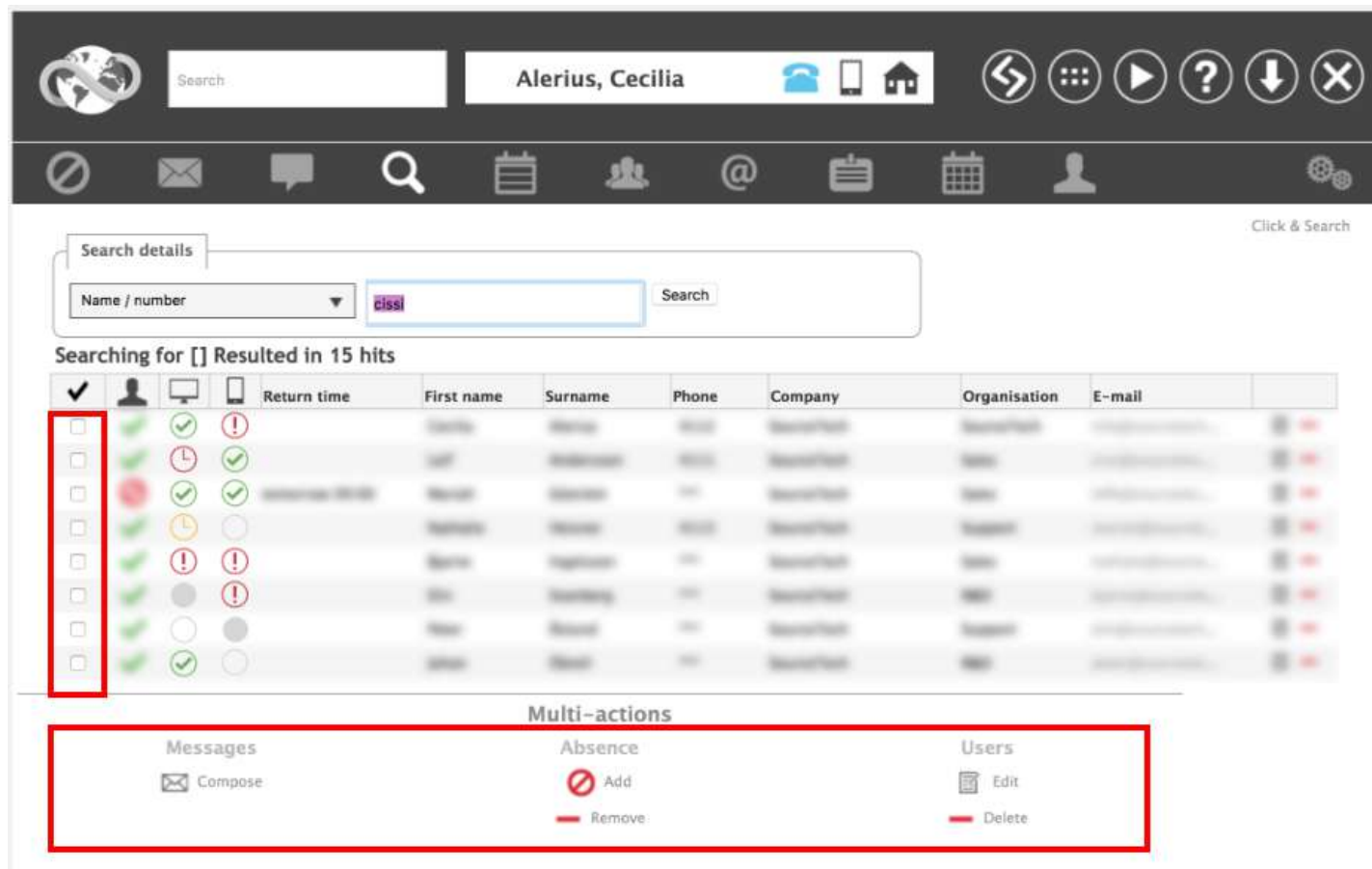
If you discover an error you can quickly edit a user by clicking a link in the detailed view for the user. Click on the icon to edit the user's information.

## Delete user



To delete a user click on the link marked in the screenshot below. You will first be asked to confirm deletion.

## Multi edit



The screenshot shows the SourceTech Tellus Web Admin interface. At the top, there is a navigation bar with a search bar containing 'Alerius, Cecilia' and several utility icons. Below this is a secondary navigation bar with icons for various functions. The main content area features a search details section with a dropdown menu set to 'Name / number' and a search input field containing 'cissl'. Below the search bar, it states 'Searching for [] Resulted in 15 hits'. A table displays the search results with columns for selection, user icons, return time, first name, surname, phone, company, organisation, and e-mail. The first column of the table is highlighted with a red box, showing several rows with checked checkboxes. Below the table, a 'Multi-actions' section is also highlighted with a red box, containing three categories: 'Messages' with a 'Compose' option, 'Absence' with 'Add' and 'Remove' options, and 'Users' with 'Edit' and 'Delete' options.

1. Tick boxes to make multiple selections. If you press the check you will invert your selection.
2. At the bottom of the page you have multi actions, choose which type of event you want to do for the selected users.

## Send message

---



### Multi-actions

#### Absence



Add



Remove

#### Users



Edit



Delete

Click on the link to send a message to multiple users.

## Set absence

---

Messages

 Compose

Multi-actions

Absence

 Add

 Remove

Users

 Edit

 Delete

Click on the link “Add” to set the absence for multiple users.



---

## Edit users

---

### Messages

 Compose

### Multi-actions

#### Absence

 Add

 Remove

#### Users

 Edit

 Delete

Click on the link to edit multiple users.

You will come to a screen where certain criteria can be modified for all users. Fields that are not modified will not be updated on the scheduled users either.

---

## Delete

---

### Messages

 Compose

### Multi-actions

#### Absence

 Add

 Remove

#### Users

 Edit

 Delete

Click on the link to delete multiple users. You will be asked to confirm that you want to delete the users before the deletion takes place.

## Visit system

Tellus Visit is a system for handling of visitors that is integrated in our Tellus suite. Due to this integration we can optimise the functionality by giving the system access to your database, by doing this, you will make it quicker and easier for all involved, receptionists, visitors and users.

## Category

Categories are used to separate visitors from each other in a simple manner. If, for example, a training is held at the company you can have a category called "Education," then it may appear on the label why the person visiting the company.

*Fields with a red border are mandatory.*

## Label layout

Organisation S

**Label Layout**

Five row standard badge

+
-

Name

Prefix

Item Type

Alignment

**Row #1**

Font name

Font size

Font bold

---

Prefix

Item Type

Alignment

**Row #2**

Font name

Font size

Font bold

---

Prefix

Item Type

Alignment

**Row #3**

Font name

Font size

Font bold

---

Prefix

Item Type

Alignment

**Row #4**

Font name

Font size

Font bold

---

Prefix   
Item Type   
Alignment

**Row #5**

Font name

Font size

Font bold

**Live Preview**

2017/06/02 16:03  
**Cecilia Alerius**  
**Acme Inc**

Recipient: Cecilia Alerius

1. Here is a list of existing layouts.
2. Use these buttons to add or remove a layout.
3. Name the label layout.
4. Enter the settings for row 1 in the label layout.
5. Enter the settings for row 2 in the label layout.
6. Enter the settings for row 3 in the label layout.
7. Enter the settings for row 4 in the label layout.
8. Enter the settings for row 5 in the label layout.
9. In this preview you can see the changes you made.

## System settings

These options may not be visible in the administration. This depends on the role you have and the rights connected to that role.

*Incorrect configuration could mean that the system does not work optimally and you should therefore consult trained technicians before changing any of the settings in this menu.*

## Security

Under this pane you have the system security settings, we will not cover them all in this manual. Some of them should only be edited by a trained technician.

## Roles

### User roles

Create role Administrator

**Administrator**

Details Show bound users Show permissions Delete

Permission	Status
Administrate import/export	<input type="checkbox"/>
Administrate Licenses	<input checked="" type="checkbox"/>
Administrate Netcams	<input checked="" type="checkbox"/>
Administrate system settings	<input type="checkbox"/>
Administrate templates	<input checked="" type="checkbox"/>
Administration of "My Settings"	<input checked="" type="checkbox"/>

All users are bound to a role, this role decides what functions the user should be able to see and use in the system. You can limit the users rights in the system by creating different roles for different users. The system is delivered with some predefined roles that can be modified to meet your needs.

The following roles are predefined in the system:

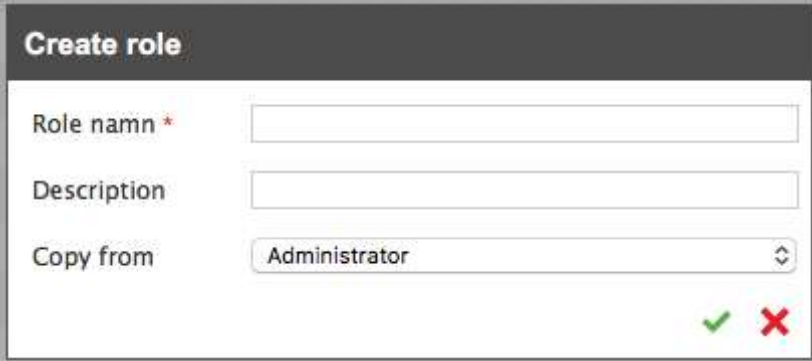
- Administrator
- Operator
- Regular user
- Superadmin

To see what rights each role has, select it in the drop list and click "Show rights".

You can also see all users that are bound to the specific role. When you have a role selected in the drop list you can click "Show bound users" to get a list with all users.



## Create role



**Create role**

Role namn \*

Description

Copy from

Click the button to create a role. Give the role a name, e.g. “Regular user” and press the green icon. In the next step you choose the rights of the role by ticking the rights in the list. You can create a role by copying an already existing role and edit the rights.

A user with a lower role cannot create a user with a higher role. The role with most rights is “Superadmin”.

## System

Administrate the system settings here. Only the administrator of the system has the rights to see this menu.

## System settings

### System settings

**Standard email address**  
**Sender email address for "forgotten password?" mails**  
**Sender email address for system notifications**  
**Recipient email address(es) for system notifications**  
**Recipient email address(es) for Tellus Voice name notifications**  
**Automatic purge of old bookings (Value in days)**  
**Automatic purge of old entries (Value in days)**  
**Automatic purge of old messages (Value in days)**  
**Automatic purge of visit history (Value in days)**  
**Automatic purge of visitors (Value in days)**

Select a setting to edit then enter the value for the setting in the input field.

## Send log files

### Send log files

From email address  \*

Email logs to  \*

#### Which logs to send

TellusPAM  TellusAPIWrapper  TellusAlarm  EwsStatusManager  FirstClassService  GroupWiseService

Enter the email address you want to send the log files to. Tick the boxes to decide which logs to send.

Press “Send logs” when you are finished.

## Service log

Both technicians and administrators can write what changes has been made in the service logs.

## About Tellus

Here you can see all the technical information about the Tellus Suite. You can see which version is active in your particular system and which version is available for download.