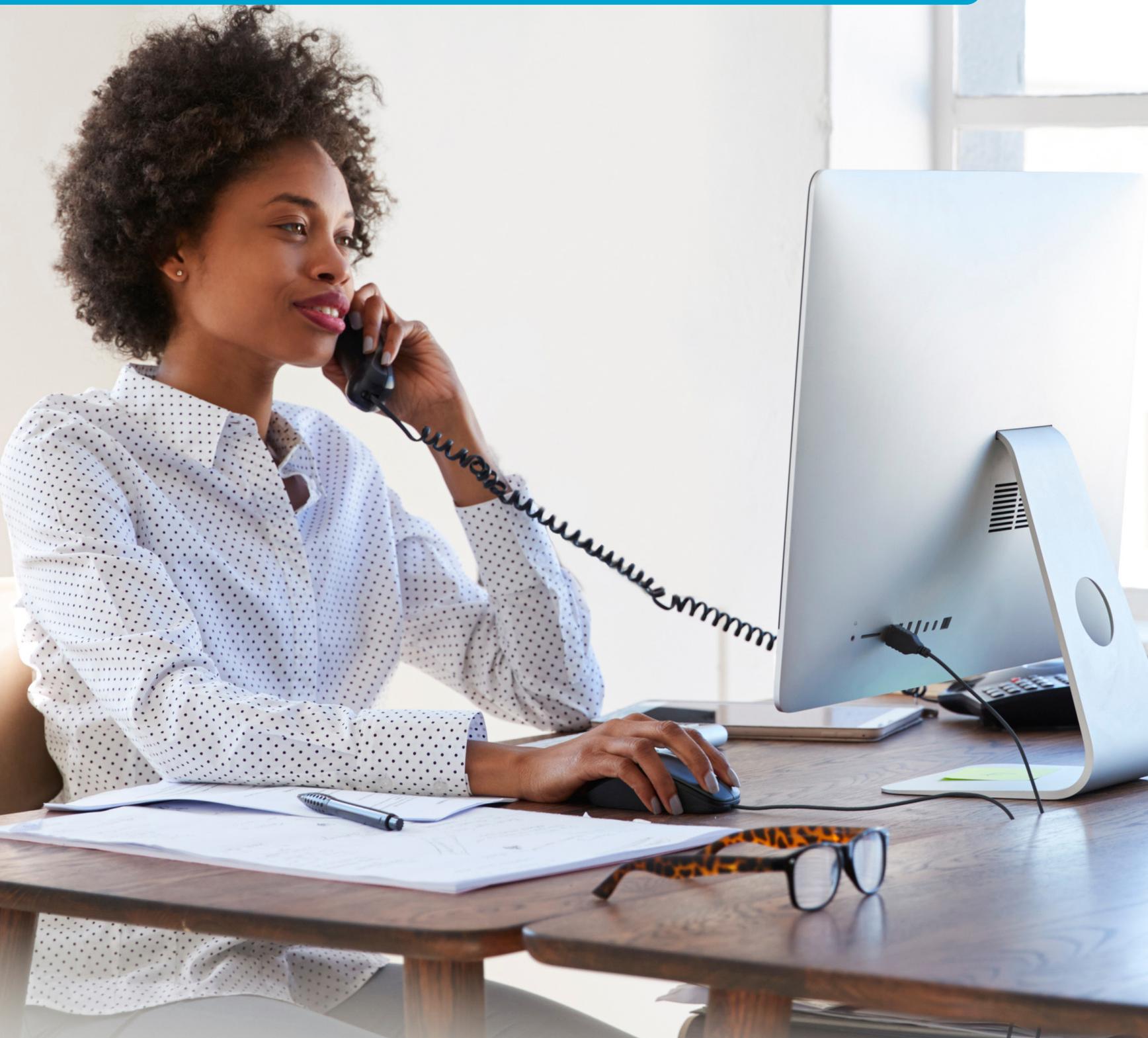# unified communications (UC) & contact center
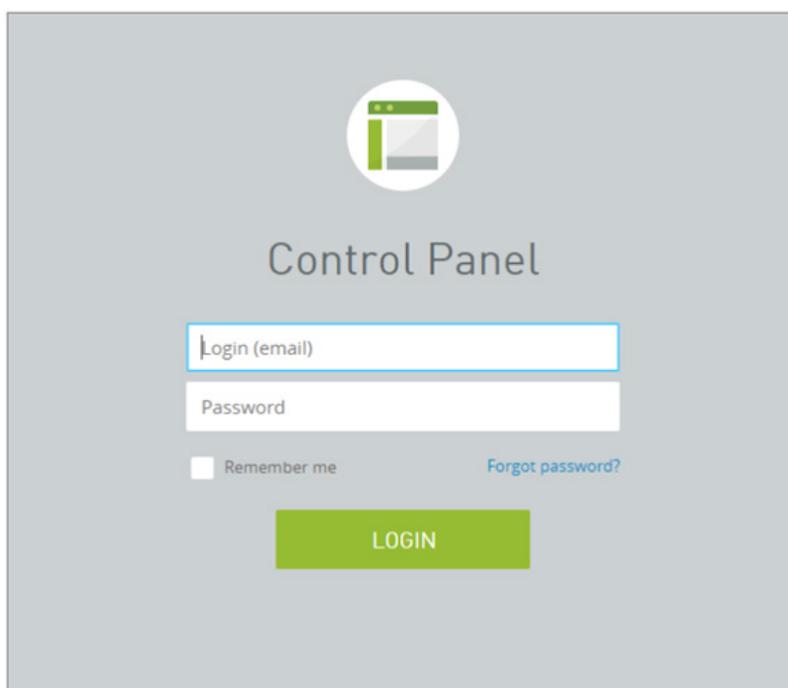## CONTROL PANEL OVERVIEW

THE CONTROL PANEL

The Control Panel is our powerful, easy-to-use administrative control panel for Unified Communications (UC) and Contact Center (CC) services.

REV will set up your business with the proper configurations for your UC and/or CC services at the time of installation. Thereafter, with the Control Panel, your designated system Administrator(s) can reference and efficiently configure common user settings (e.g., how to change extension numbers, voicemail PINS, names, email addresses, passwords) and control certain aspects of your organization's UC environment — all from one user-friendly interface.

Control Panel Login: https://cp.serverdata.net
REV will provide you with your login credentials.

Control Panel compatible web browsers:
Microsoft Edge, Chrome, Firefox, Safari
(latest versions recommended)

HOME SCREEN

Once you are logged in, you will be on the Control Panel HOME screen.

{ This screenshot may vary from your Control Panel screen based on the settings chosen by your Administrator as well as web browser settings. }

2

1 | CONTROL PANEL MENU

GENERAL TAB

The General tab provides links to download all the Ascend mobile and desktop applications, manage integrations, and run a VoIP bandwidth test to ensure your network is running smoothly.

USERS TAB

(REV will set this up for you. You may make changes thereafter or call us for assistance.)

The Users tab is designed for Administrators to manage user accounts and settings within your organization, ensuring that the right people have access to the necessary tools and features while maintaining security and compliance.

Common functionalities include user management, role assignment, password management, user preferences, and feature access.

Below are some common changes Administrator(s) can easily make for UC users.

How to Change a User's Extension

1. Click on the name of the user that you'd like to change the extension number for.

2. In the Extension field, click the X to delete the existing extension number.

3. Enter the new desired extension number in the field and click the extension number from the dropdown:
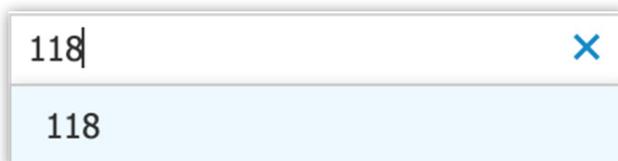
4. Click the Save changes button to make the change.

How to Change a User's Voicemail PIN

1. Click on the name of the user that you'd like to change the voicemail PIN for.

2. Click the Voicemail tab on the submenu.
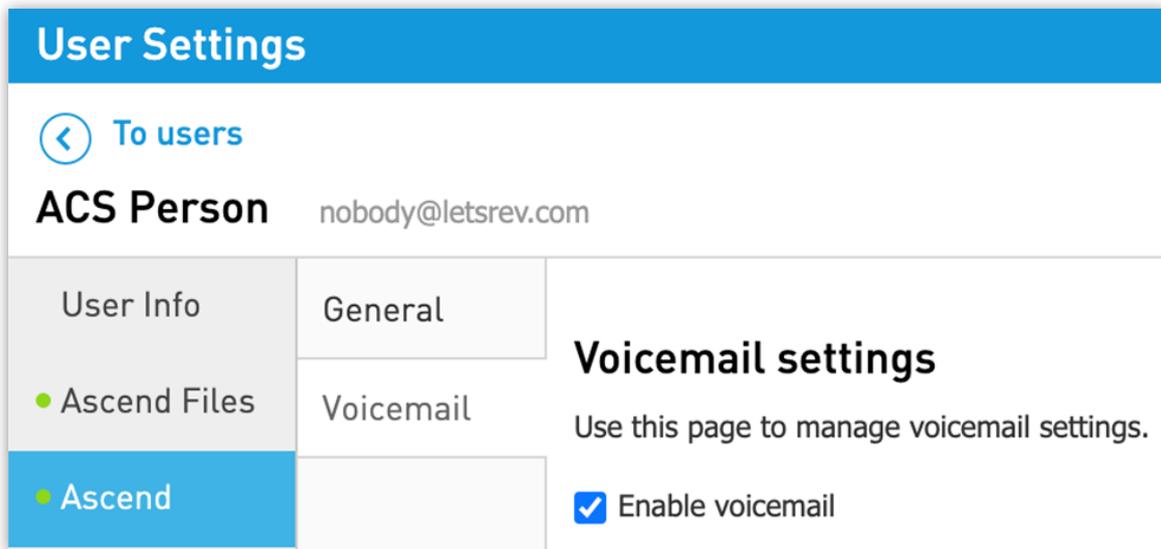
3. Click the Reset link next to Voicemail PIN.

4. On the next window enter the desired PIN in both fields then click the Save changes button. You'll be returned to the previous screen with a confirmation message that the PIN was saved.
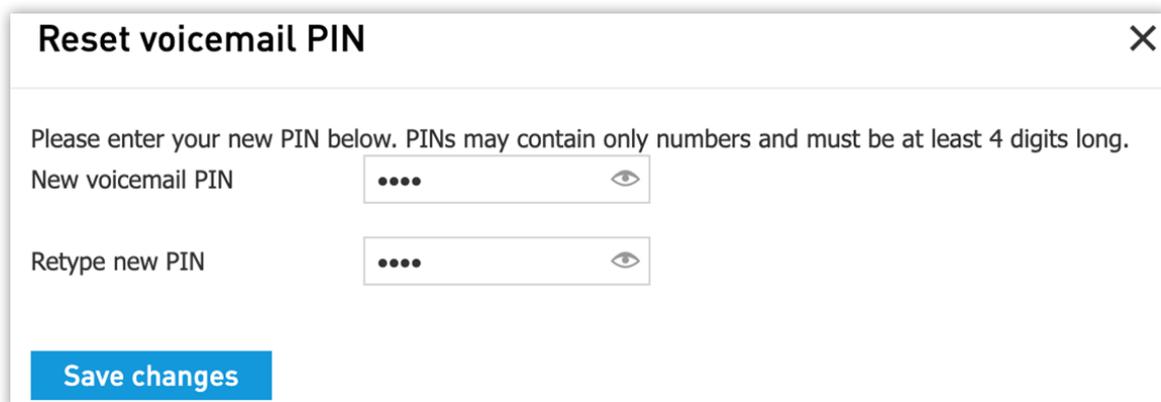
How to Change a User's Voicemail Greeting

1. Click on the name of the user that you'd like to change the voicemail greeting for.

2. Click the Voicemail tab on the submenu.
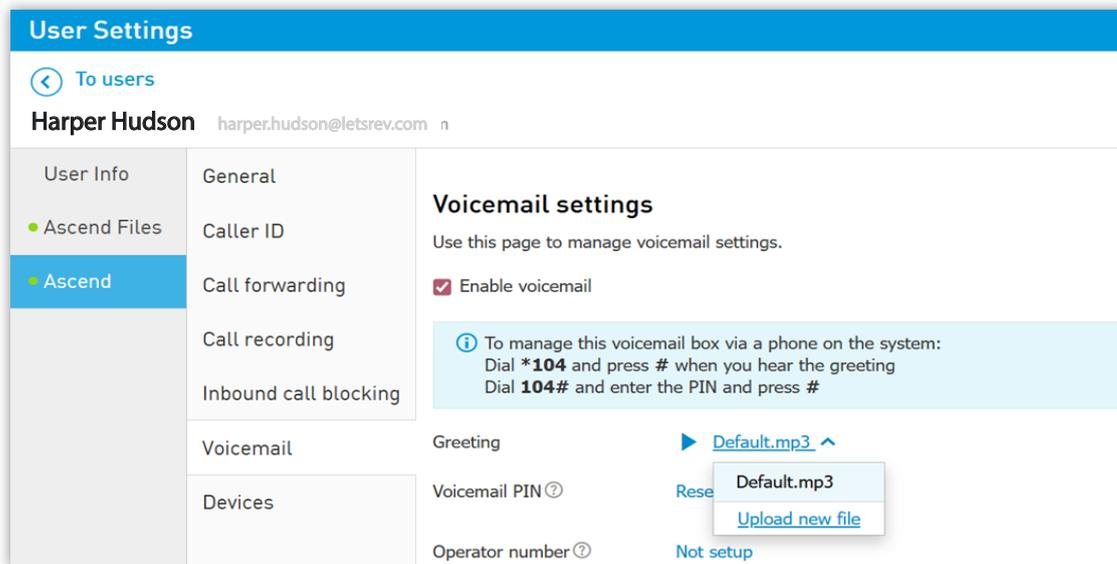
3. Click the down arrow next to the mp3 file name and select Upload new file. You'll be presented with a new window where you can upload a wav, mp3, or ogg file. You may then enter the File name and then click the Upload button.
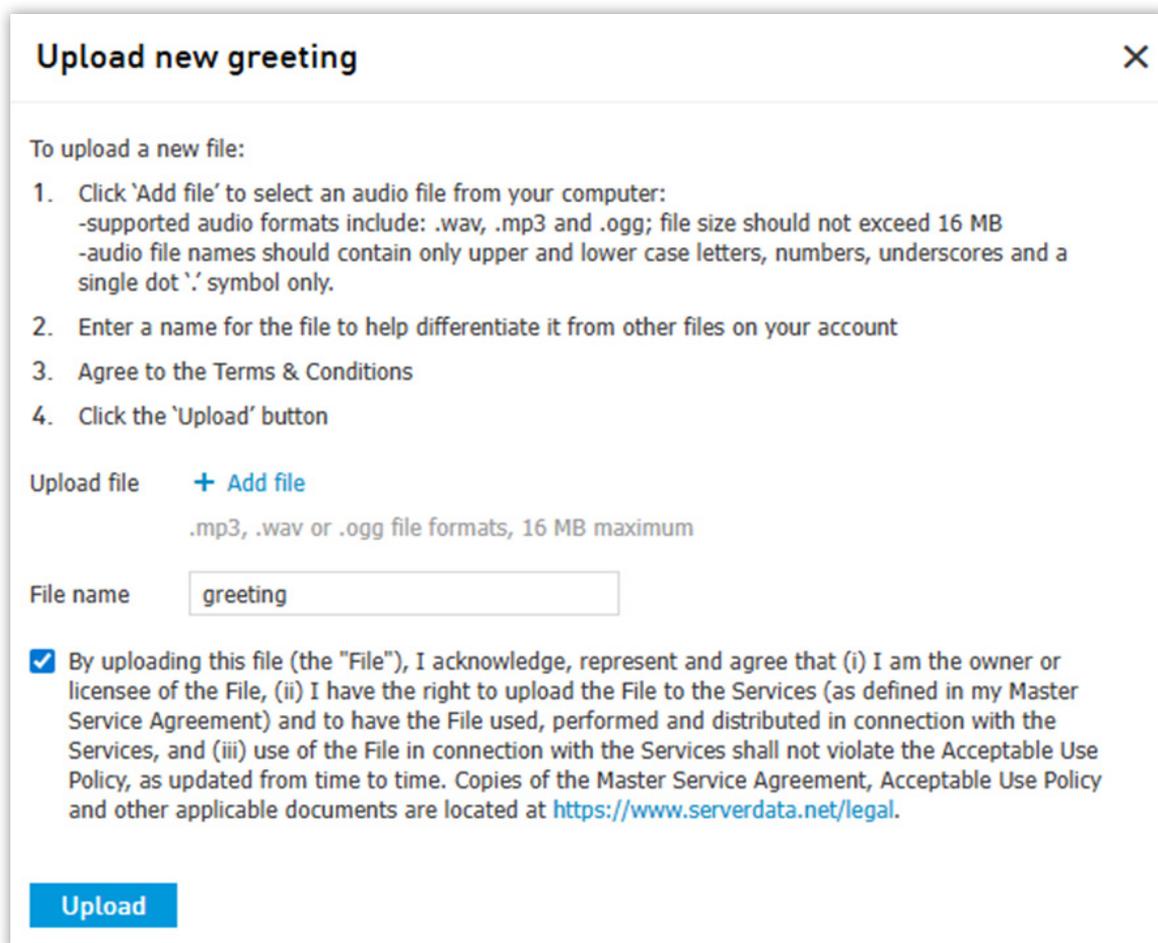
How to Change a User's Name

1. Click on the name of the user that you'd like to change the name for.

2. Click the User Info tab from the left-hand menu, then click on link to the right of Display Name.
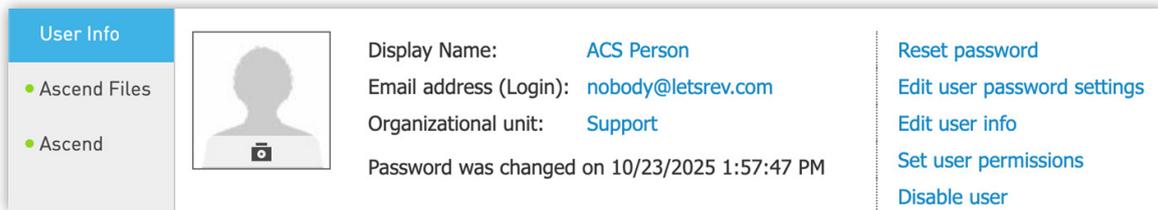
User Info		Display Name:	ACS Person	Reset password
• Ascend Files		Email address (Login):	nobody@letsrev.com	Edit user password settings
• Ascend		Organizational unit:	Support	Edit user info
		Password was changed on 10/23/2025 1:57:47 PM		Set user permissions
				Disable user

3. On the new window that pops up, enter the desired name change in the Display Name field. When finished, click the Save Changes button at the bottom. You'll be returned to the previous screen with a confirmation message that changes were saved.

Edit User Info ×

ⓘ User information may be added or edited from this page.

Display Name: New Name

First Name:		Company:	
Last Name:		Job Title:	

Initials:

Office Location: ▼

Direct Manager: Select from address book

Country: ▼

Department: ▼

State: State / Province ▼

Home Phone:

City/Locality/Municipality:

Business Phone: 113

Address:

Fax:

Notes:

Zip Code:

Domain \ User Name: EXCH082\nobody_REV-DEMO

Information to restore user password
If a user forgets their password the following contact information will be used to reset it.
Note: The Mobile Phone number will be visible to other users via the Global Address list.

Alternative Email:

Mobile Phone:
Use the number format with a country code,
e.g. +1 650 641 4000

Save Changes   Close

How to Change a User's Email Address

1. Click on the name of the user that you'd like to change the email address for.

2. Click the User Info tab from the left-hand menu, then click on link to the right of Email address (Login).
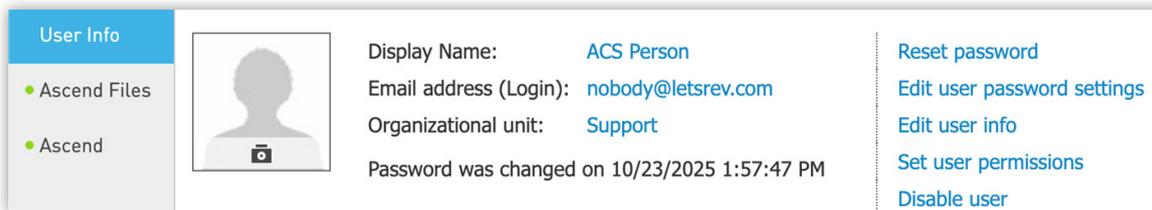
3. On the next window that opens, enter the new desired email address. Once finished, click the Save Changes button. You'll be returned to the previous screen with a confirmation message. Note that the user must use this new email address to sign into the Ascend mobile and desktop applications.
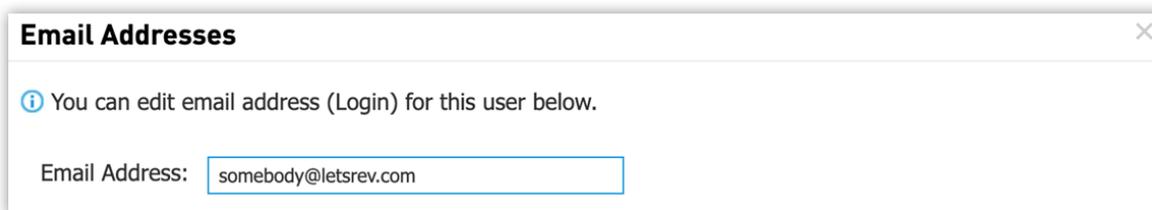
How to Change a User's Password

1. Click on the name of the user that you'd like to change the password for.

2. Click the User Info tab on the left-hand menu, then click the Reset password link on the far right.
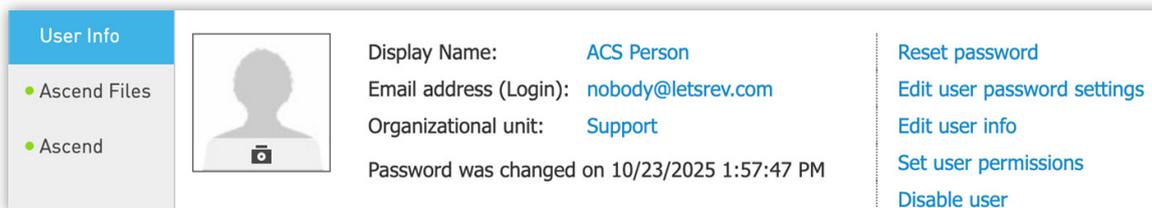
3. On the next window that opens, enter the new desired password in both fields. Once finished, click the Reset Password button. You'll be returned to the previous screen with a confirmation message. Note that the user must use this new password to sign into the Ascend mobile and desktop applications.
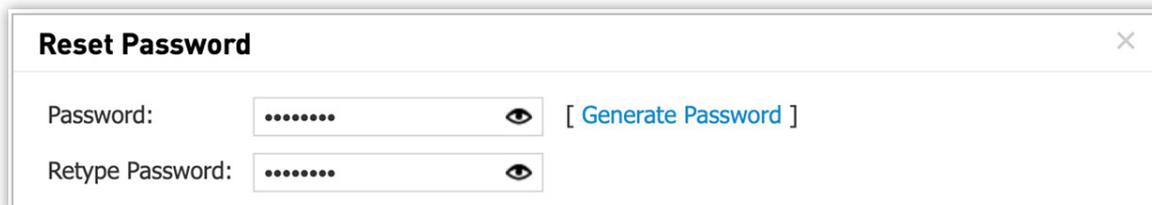
AUTO ATTENDANT TAB
(REV will set this up for you. You may make changes thereafter or call us for assistance.)

The Auto Attendant tab is designed to help businesses manage their incoming calls efficiently by providing automated call handling features. Here, Administrators can create and manage Auto Attendants, Auto Attendant redirects, Receptionist groups and menu recording settings – all with a goal to enhance customer experience by providing a professional and efficient way to manage incoming calls, reducing wait times, and ensuring that callers reach the right person or department quickly.

Common functionalities include setting up call routing configurations, custom greetings, menu/submenu options, business hours, voicemail settings, tests with previews, and call handling rules.

How to Change an Auto Attendant's Voicemail Greeting

1. Click on the name of the Auto Attendant that you'd like to change the voicemail greeting for.
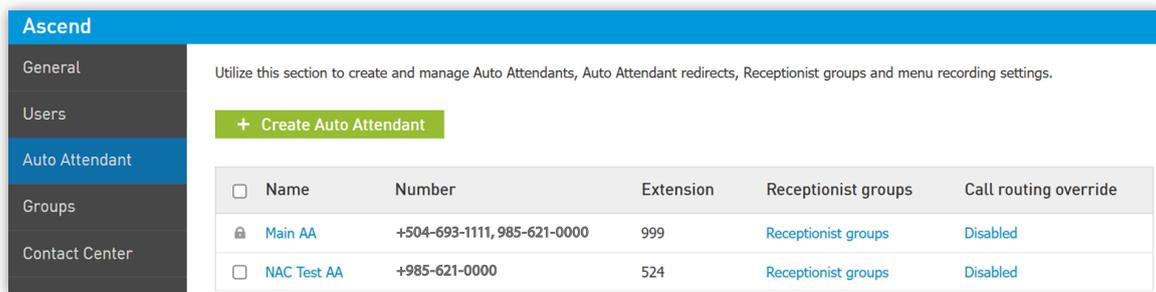
2. From that page, click the ⚙ Settings button on the top right.

3. Next, click the Voicemail settings submenu option and you'll be presented with instructions on how to dial in and set a new voicemail greeting. You'll also have the option to listen to the current greeting and upload a new greeting.

4. To upload a new greeting, click the down arrow next to the mp3 file name and select Upload new file. You'll be presented with a new window where you can upload a wav, mp3, or ogg file. You may then enter the File name and then click the Upload button.
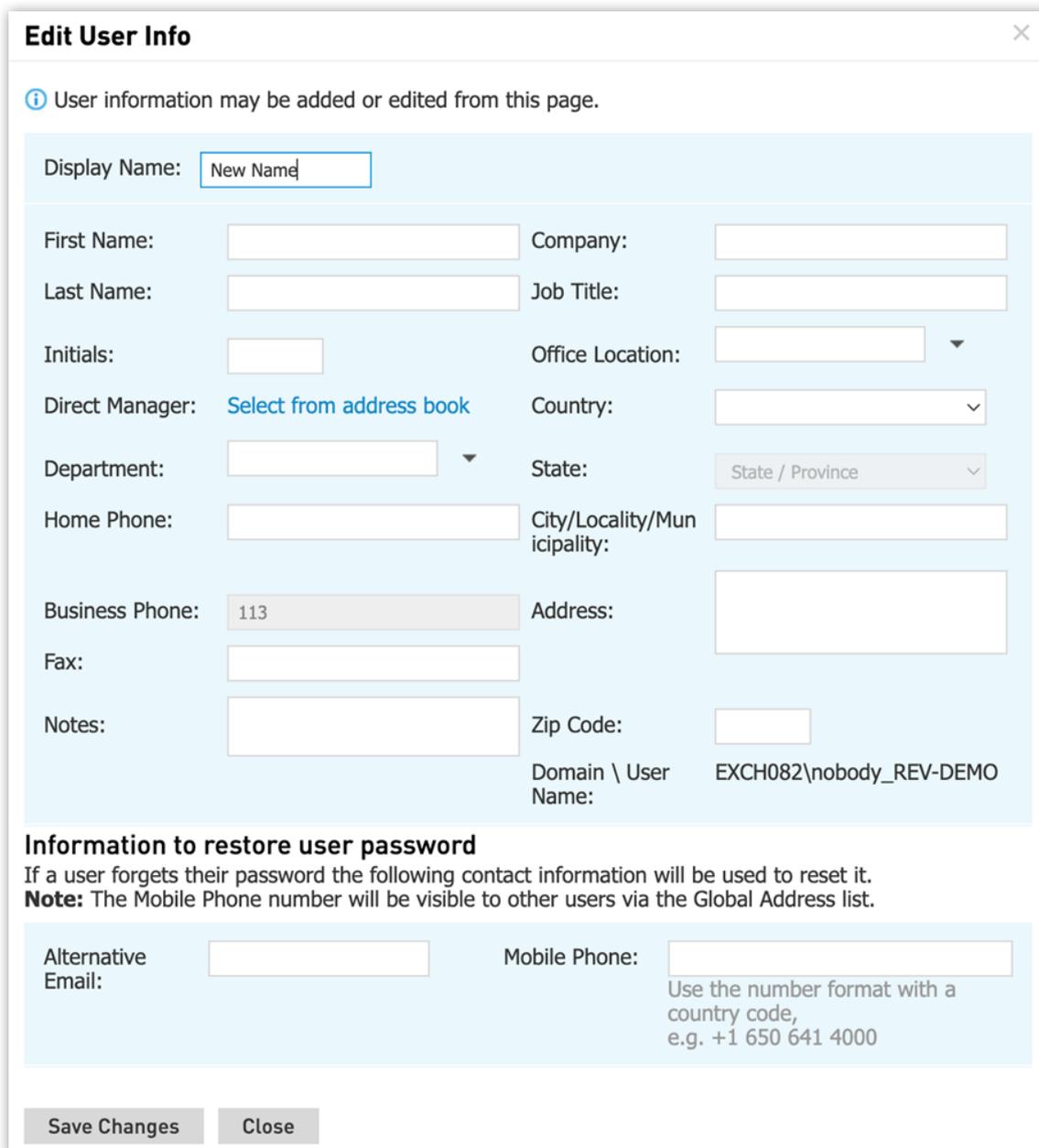

GROUPS TAB
(REV will set this up for you. You may make changes thereafter or call us for assistance.)

The Groups tab helps Administrators manage user groups such as Call Groups and Company Messaging Groups within your organization. The Groups tab is essential for businesses to effectively manage their teams, ensuring that communication is organized and efficient while allowing for easy collaboration among group members.

Common functionalities include creating groups, managing group membership, configuring group settings (e.g., voicemail greetings), setting up group calling features, defining access control, managing group notifications, and monitoring group activity.

How to Change a Hunt Group's Voicemail Greeting

1. Click on the name of the Hunt Group that you'd like to change the voicemail greeting for.

2. Next, click the Voicemail settings submenu option and you'll be presented with instructions on how to dial in and set a new voicemail greeting. You'll also have the option to listen to the current greeting and upload a new greeting.

3. To upload a new greeting, click the down arrow next to the mp3 file name and select Upload new file. You'll be presented with a new window where you can upload a wav, mp3, or ogg file. You may then enter the File name and then click the Upload button.

Upload new greeting   ✕

To upload a new file:

1. Click 'Add file' to select an audio file from your computer:
   -supported audio formats include: .wav, .mp3 and .ogg; file size should not exceed 16 MB
   -audio file names should contain only upper and lower case letters, numbers, underscores and a single dot '.' symbol only.

2. Enter a name for the file to help differentiate it from other files on your account

3. Agree to the Terms & Conditions

4. Click the 'Upload' button

Upload file   **+ Add file**

.mp3, .wav or .ogg file formats, 16 MB maximum

File name   `greeting`

☑ By uploading this file (the "File"), I acknowledge, represent and agree that (i) I am the owner or licensee of the File, (ii) I have the right to upload the File to the Services (as defined in my Master Service Agreement) and to have the File used, performed and distributed in connection with the Services, and (iii) use of the File in connection with the Services shall not violate the Acceptable Use Policy, as updated from time to time. Copies of the Master Service Agreement, Acceptable Use Policy and other applicable documents are located at https://www.serverdata.net/legal.

Upload

CONTACT CENTER TAB

(REV will set this up for you. To ensure service quality, please allow REV to fully manage all changes to this service for you. Call us for assistance.)

The Contact Center tab is designed to help businesses monitor and manage their contact center operations effectively. It is essential for businesses that rely on customer support and engagement, providing the tools needed to optimize operations, enhance customer experience, and improve overall efficiency.

From this tab, Administrators with this service can also access a direct link to the Contact Center Admin portal. Common functionalities include queue management, agent management, call routing, performance monitoring, customizable scripts, training and quality assurance, integration with CRM systems, reporting and analytics, and customer interaction management.
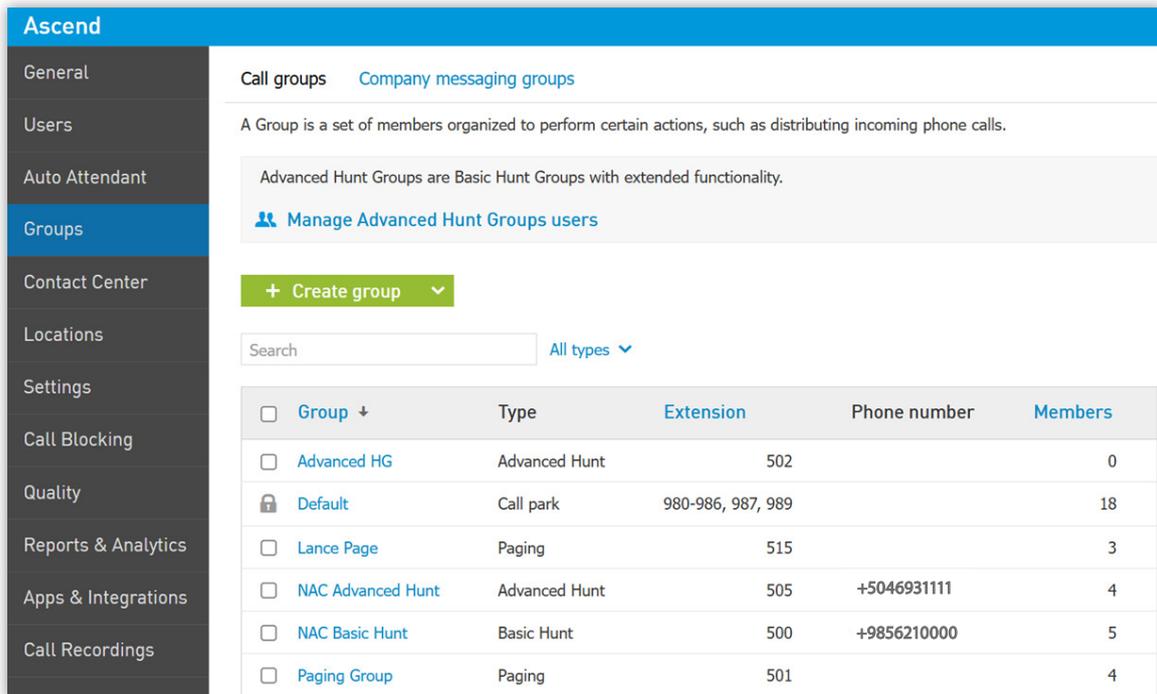
LOCATIONS TAB

(REV will set this up for you. You may make changes thereafter or call us for assistance.)

The Locations tab provides access to features related to managing physical or virtual locations within your system or organization.

Common functionalities include updating the name, address, language, and music on hold for a given location; setting and managing the 911 notification for a given location; reassigning users and resources from one location to another; and enabling/disabling 7-digit dialing for a location.

SETTINGS TAB
(REV will set this up for you. You may make changes thereafter or call us for assistance.)

The Settings tab provides Administrators with access to various configuration options and preferences for your account and services.

Common functionalities include managing settings for time zones, team chat, spam calls, SMS service, voicemails, music on hold, 911 notification, default Caller ID Name (CNAM), and more.

CALL BLOCKING TAB
(REV will set this up for you. You may make changes thereafter or call us for assistance.)

The Call Blocking tab allows Administrators to manage inbound call blocking rules for your organization, reducing interruptions from unwanted and nuisance calls. Blocking at this level will prevent calls from external numbers reaching any phone number in your organization.

QUALITY TAB
(No set up is required by REV. Refer to this section as needed.)

The Quality tab helps Administrators monitor and manage the quality of your communication services, specifically for voice and video calls.

Common functionalities you might find in the Quality tab include call quality metrics, real-time monitoring, historical data, troubleshooting tools, and network performance insights.

REPORTS & ANALYTICS TAB
(No set up is required by REV. Refer to this section as needed.)

The Reports & Analytics tab provides Administrators with access to various reporting and analytics tools that help monitor and assess the performance of your communication services. Here you will gain insights to enable data-driven decision-making and continuous improvement in service delivery.

Report types include User Service Adoption, Call Reports, User Activity Reports, Performance Metrics, and Trends and Insights. You can also customize/save reports, export data, view dashboards, and generate reports that can assist with compliance and auditing requirements.

APPS & INTEGRATIONS TAB
(REV will set this up for you. Please use the information as reference – and the resources available for support – but contact REV to make changes.)

The Apps & Integrations tab allows REV to manage and configure various applications and integrations that enhance your communication and collaboration experience. It is essential for businesses looking to enhance their communication capabilities by leveraging additional tools and services, ultimately improving productivity and collaboration.

CALL RECORDINGS TAB
(REV will set this up for you. You may make changes thereafter or call us for assistance.)

The Call Recordings tab helps Administrators manage and configure call recording features for your communication services. Here you can enable/disable call recording settings for users and groups, search/access recorded calls, listen to recorded calls directly from the interface, download recorded calls for external use, manage retention policies, user permissions, and settings for compliance and legal considerations.

AI APPLICATIONS TAB

(REV will set this up for you. Please use the information as reference – and the resources available for support – but contact REV to make changes.)

The AI Applications tab provides access to features and settings related to artificial intelligence applications integrated within the platform.

2 | TOP NAVIGATION MENU

These are quick links to Home, Users, Services and Account.

- **HOME** – directs Administrators back to the main dashboard or home screen of the Control Panel

- **USERS** – directs Administrators to the Users section, where they can focus on user management

- **SERVICES** – directs Administrators to the main dashboards of each applicable UC service they can access (e.g., Ascend UC, Contact Center, Ascend Meetings, Ascend Files)

- **ACCOUNT** – directs Administrators to account management features related to their business's profile and settings. From here, Administrators can create/manage account contacts, manage company information, security policies (such as enabling two-factor authentication or managing security questions), manage company logo that appears in the Control Panel, review audit log of account activity, and access links to Legal Terms and Conditions.

3 | QUICK LINKS ON GENERAL TAB

These are quick links to the 'Users' and 'Settings' tabs on the left.

4 | ASCEND MEETINGS

This is a direct link to the Ascend Meetings platform, which is designed for hosting and participating in online meetings and video conferences. Within the Meetings platform, Administrators can schedule meetings, join meetings, manage meeting settings, view a history of past meetings, sync meetings with calendar applications, access meetings analytics, and manage user access.

The Ascend Meetings link within the Control Panel is simply an option for Administrators who prefer to manage their meetings from a centralized location. While this link provides a convenient way to access the platform and manage meetings directly from the Control Panel, Administrators – just like non-administrator users – can also join or schedule meetings through other methods, such as direct links within calendar invites or emails, the Ascend mobile and desktop apps, and web browsers.

5 | ASCEND FILES

This link is a gateway for users to access and manage their file storage and sharing capabilities. From here, Administrators may access file storage, upload and download files, organize files, set sharing permissions, collaborate with others, monitor storage usage, and more.

The Ascend Files link within the Control Panel is simply an option for Administrators who prefer to manage their files from a centralized location. While this link provides a convenient way to manage and access Files directly within the Control Panel, Administrators – just like non-administrator users – can also access their files through other methods, such as within the Ascend mobile and desktop apps and Ascend Files app.

6 | ASCEND APPS AND MICROSOFT TEAMS RESOURCES

These are quick links for Ascend applications and Microsoft Teams resources. At the time of installation, REV will help set up all users with the applicable Ascend apps; however, **your company will be responsible for installing the UC app within your MS Teams client**. If applicable, REV will provide these instructions with your UC service contract.

7 | INTEGRATIONS

see 'Apps & Integrations tab' on page 8

8 | GET STARTED | HELPFUL INFORMATION

for REV use

9 | VOIP BANDWIDTH TEST

for REV use