



EVCOFFICE

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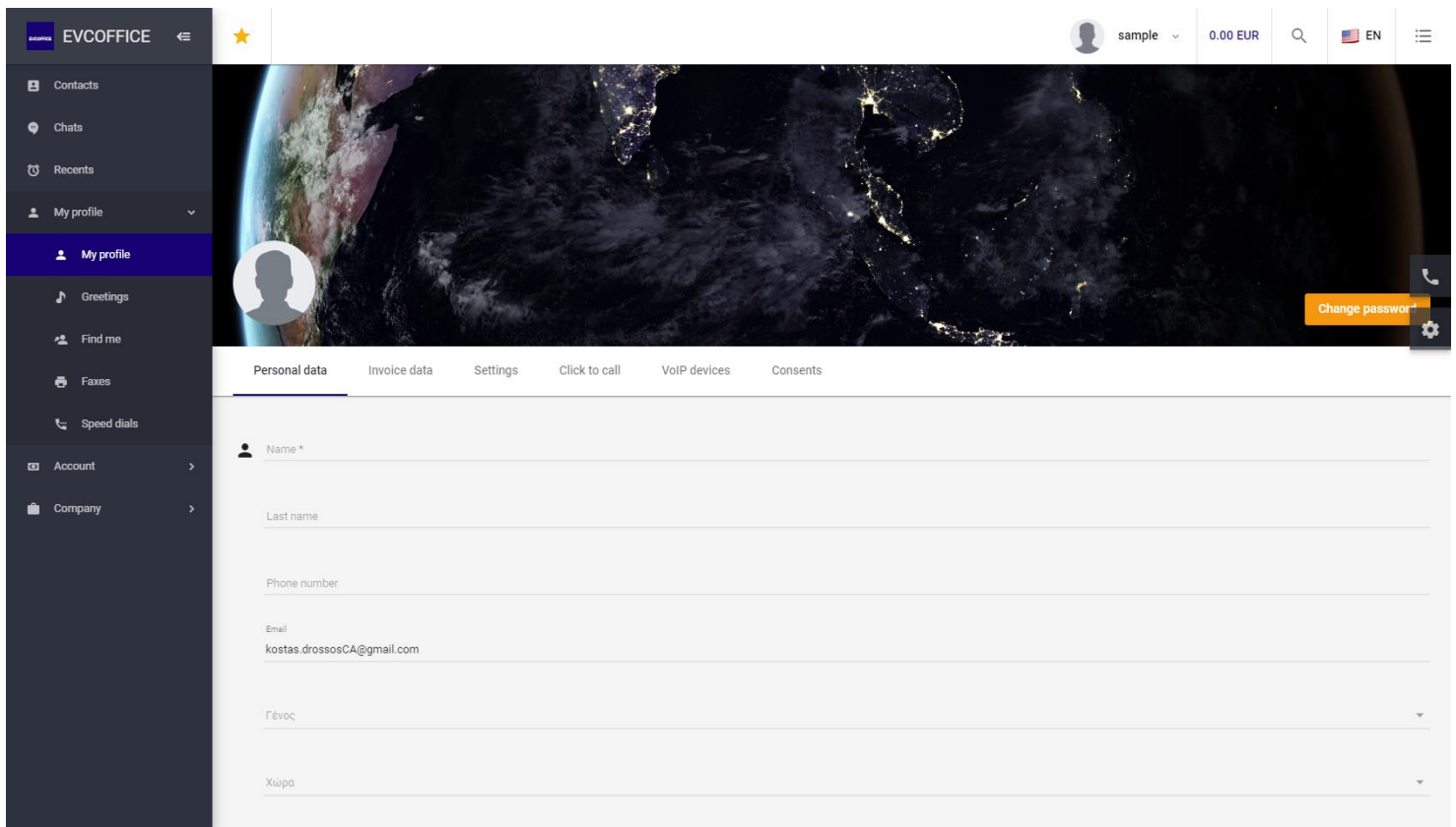
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My profile

My profile

My profile view allows to set/view:

- Personal data - such as name, last name, phone number, e-mail, gender, country, city, date of birth
- Invoice data - such as name last name, address, zip code, city, country, tax id
- Settings - such as SIP password, branch, extensions, assigned phone numbers (DID), caller id setting (allows to set caller ID to particular phone number assigned to this company), ring timeout, time zone and functions like voicemail to email and voicemail to email as text,
- Click to call - which allows to setup a click to call URL which can be placed into any web page and used for redirection to our click to call page to make calls or chat
- VoIP devices - which allows to setup hard phone device using auto provisioning
- Consents - settings for the way of sending notifications about updates, new products or promotions from time to time - it can be sent via e-mail, SMS, In-App, Call



EVCOFFICE

sample 0.00 EUR EN

Contacts

Chats

Recents

My profile

My profile

Greetings

Find me

Faxes

Speed dials

Account

Company

Change password

Personal data Invoice data Settings Click to call VoIP devices Consents

Name *

Last name

Phone number

Email
kostas.drossosCA@gmail.com

Γένος

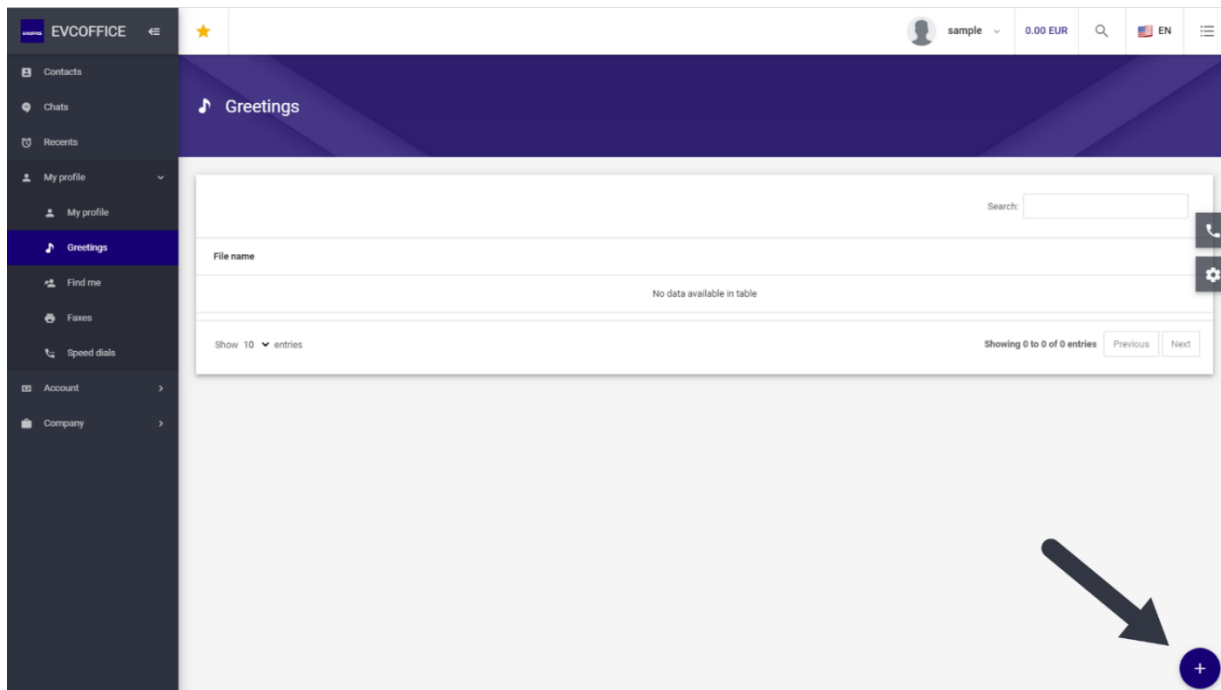
Χώρα

Greetings

Greetings view in My profile section allows to record or upload recordings private for user account.

These greetings can be used as voicemail greeting or music on hold etc.

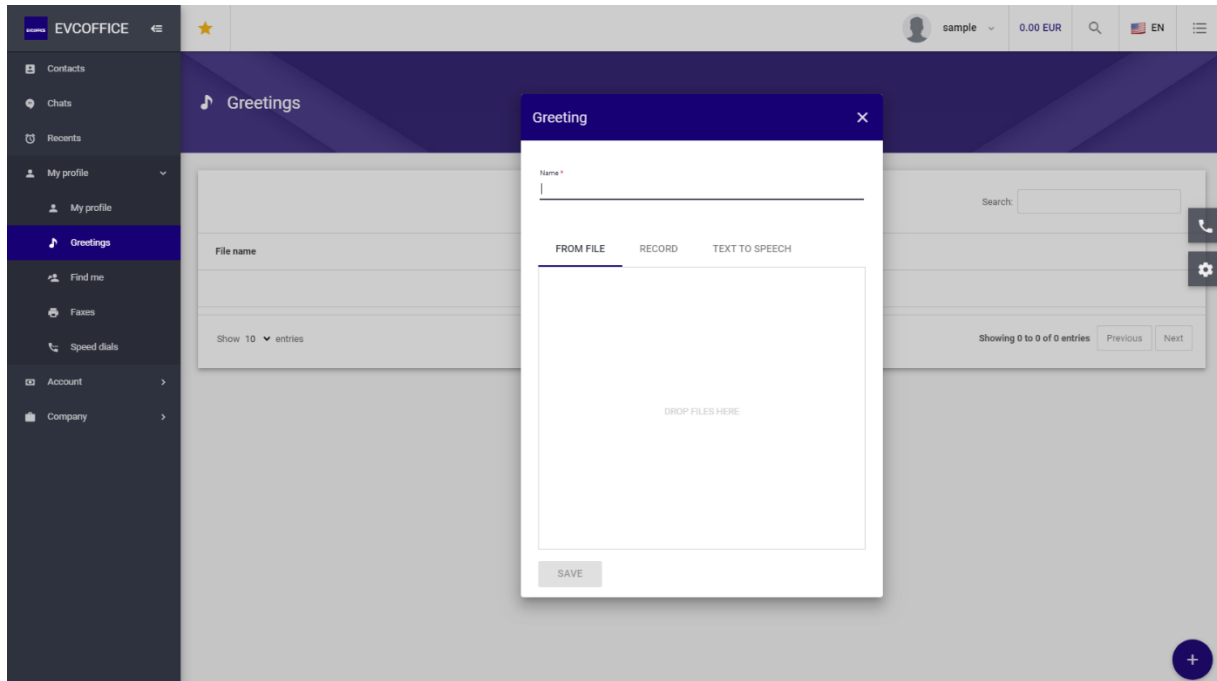
Add



To add a greeting from file or record it using microphone click on “+” sign in bottom right corner.

A pop-up view should appear where is possible to enter the name for the greeting and choose between recording from microphone or uploading a file.

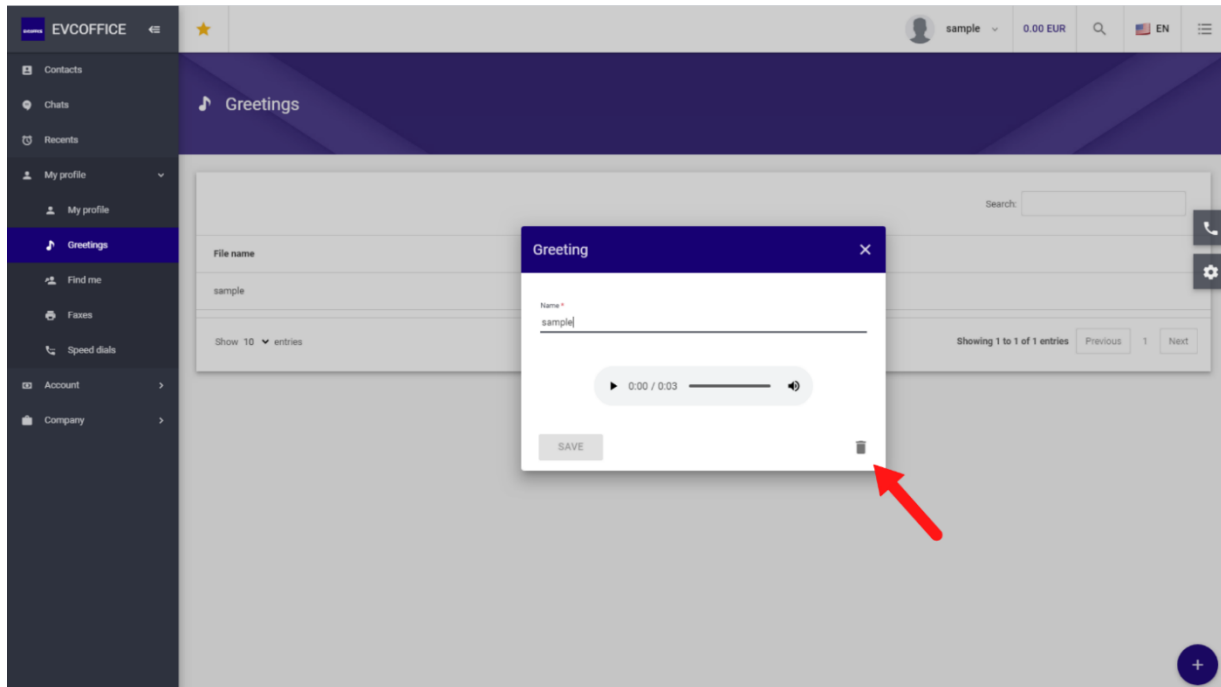
(see next page)



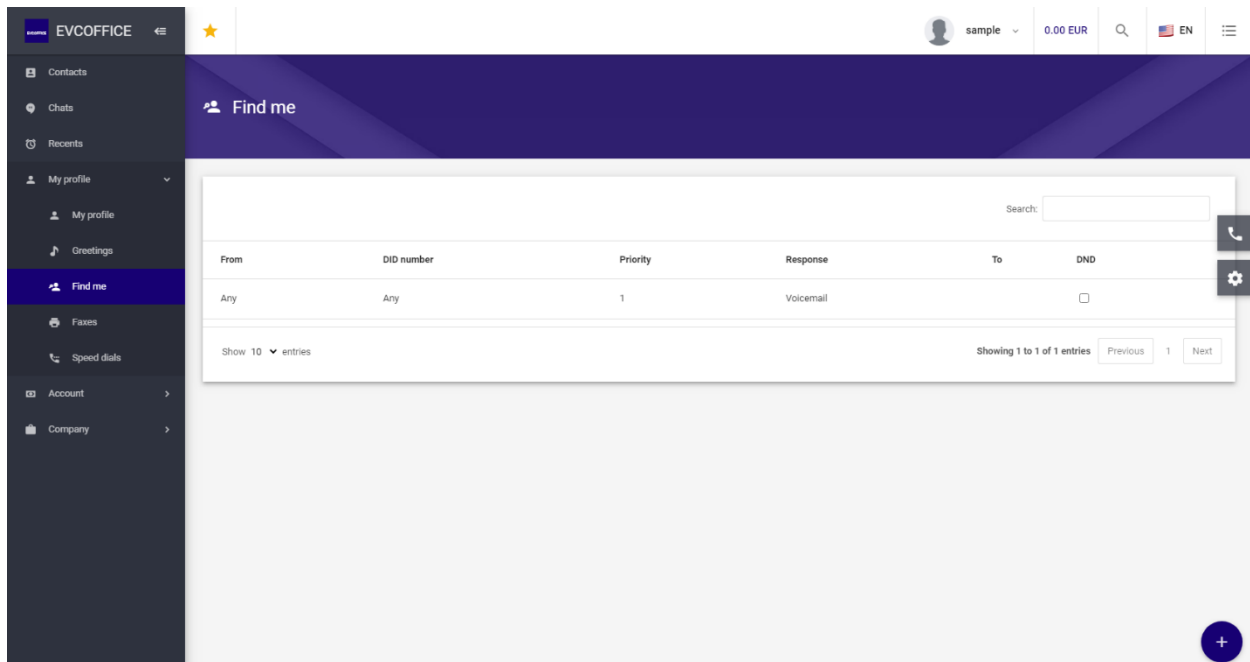
Once finished click on “SAVE” button.

Delete

To delete a greeting just click on particular one and then click on “trash” icon and confirm.



Find me



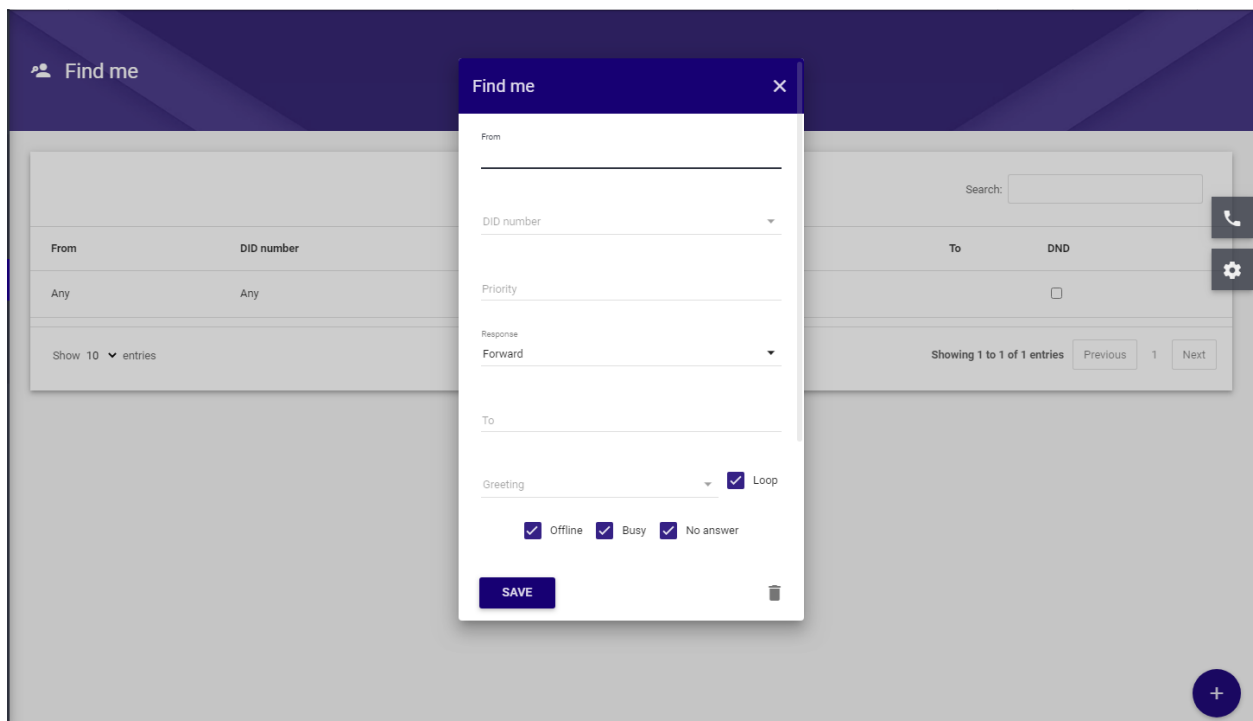
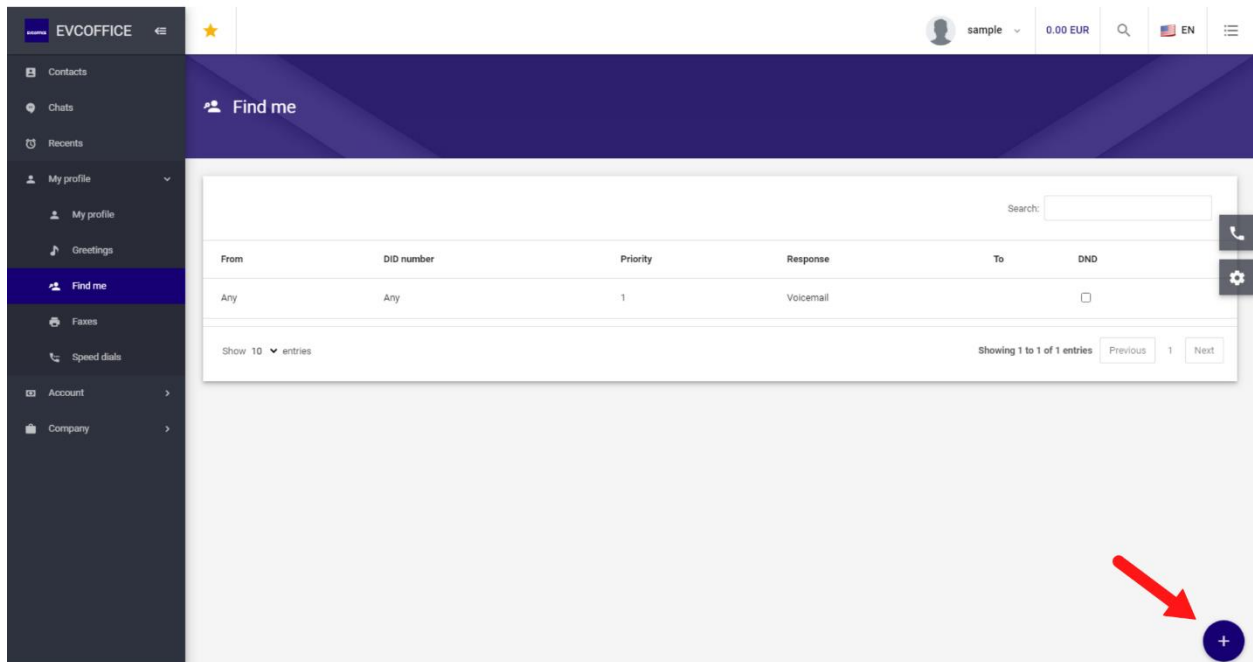
Find me view allows to setup multiple rules for call redirection such as:

- forward to voicemail
- forward to other number

- call waiting - which allow to play music while ringing (on incoming calls)
- fast busy - which allow to immediately reject a call
- fax - which allow to receive a fax (over T38 protocol)

Add rule

To add a new Find Me rule click on “+” sign in bottom right corner.
Once you click it a pop-up should appear.



Once all possible settings are configured click on “SAVE” button.

Detailed description of each field:

- From - defines for which caller ID the rule should be applied, for ex. calls from particular number should be immediately/unconditional sent to Voicemail (without ringing on user account), define a rule with From number, set its Response to Voicemail and choose DND (do not disturb/unconditional flag)

Find me

×

From

DID number

Priority

1

Response

Voicemail

Greeting

☐ Loop

☒ Offline

☒ Busy

☒ No answer

☐ DND

SAVE

- DID number - this field allows to trigger a rule only for particular DID number on which the incoming call was placed, for ex. two did numbers 48600111222 and 48600123123

are assigned to an user, if somebody call on 48600111222 call will be ringing on user account but on the second number we can setup it always to receive a FAX, in such case following settings should be applied :

Find me

×

From

DID number

Priority

1

Response

Fax

☒ DND

SAVE

- Priority - it is possible to setup multiple forwarding rules for ex. in case if first forward number is failing to be answered the call can be forwarded to second priority (this works only if there is no 3rd party voicemail involved, because voicemail is treated as connected call and not failing one).
- Response - field defines the options that can be set for a call for ex.:
 - Voicemail - sends call to user voicemail, can be set unconditional (DND checkbox) and as conditional setup (checkboxes for Offline, Busy, No answer)

☒ Offline ☒ Busy ☒ No answer

☐ DND

- Forward - sends call to number specified in To field, can be set as both unconditional and conditional setup same like Voicemail
- Fax - sends call to fax answering machine (allow only to receive fax over T38), can be set only as unconditional
- Call waiting - allows to play some greeting file instead of standard ring back tone, loop checkbox allows to choose if it shall play in loop or play only once and then generated ringtone will be played.
This option works only as unconditional, for every incoming call greeting will be played. It can be combined with Forward and Voicemail options but not any other unconditional rules.
- Fast busy - allows to play some greeting file and drop the call unconditionally, if no greeting is chosen it will play standard “beep” file
- To - field appear only with conjunction of Response Forward option, it allows to enter destination phone number to which call should be forwarded
- Greeting - this field allows to select a greeting file to be played during a Response action, Loop checkbox allows to use it in loop or to be played only once
- DND - to setup a rule as unconditional - check this checkbox, otherwise it is possible to use checkboxes Offline Busy and No answer to define a conditional rule.

Delete rule

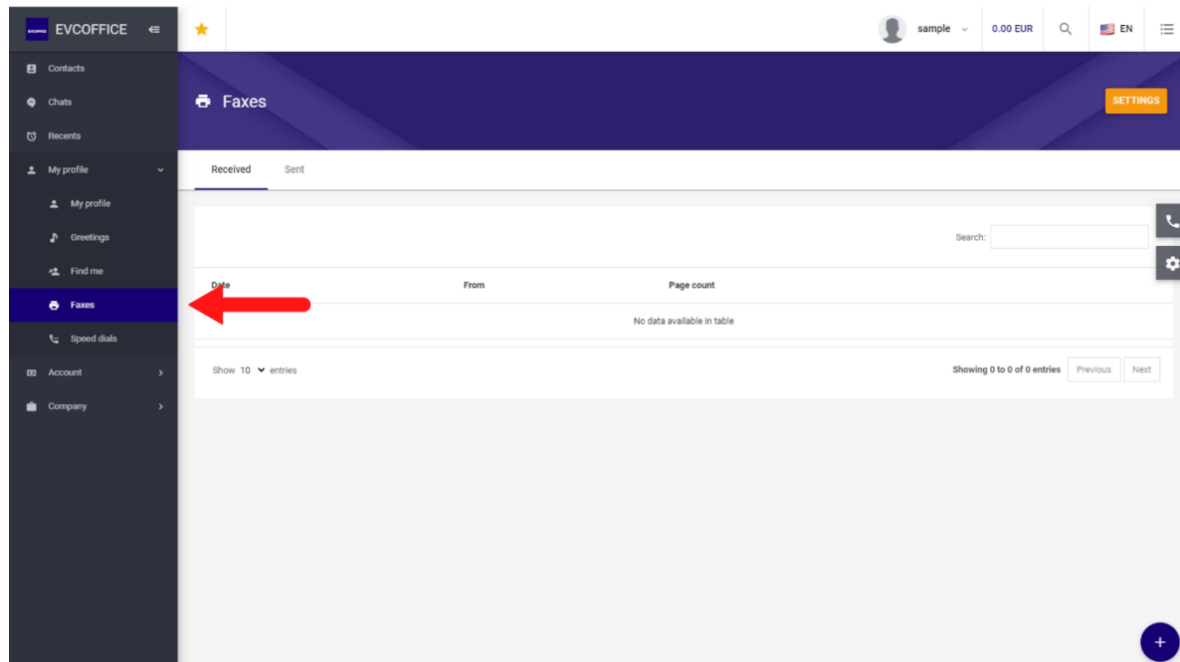
To delete an existing rule just click on particular rule then click on “trash” icon and confirm.

Modify rule

To modify an existing rule just click on particular rule and then edit it and click on “SAVE” button.

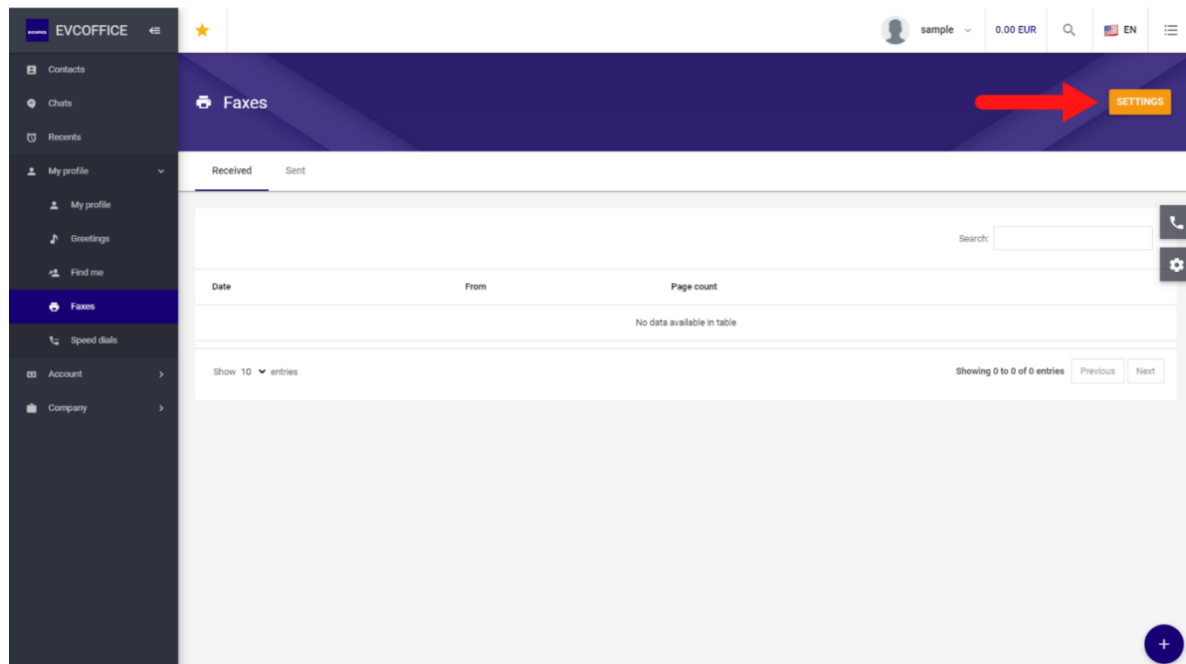
Faxes

Faxes view allows to see Received and Sent faxes history.



Settings

Settings button is placed in top right corner of Faxes view.



Settings

Number of attempts on delivery failure

Interval between tries

60

Authorized email (email to fax)

Forward faxes to (fax to email)

@gmail.com

SAVE

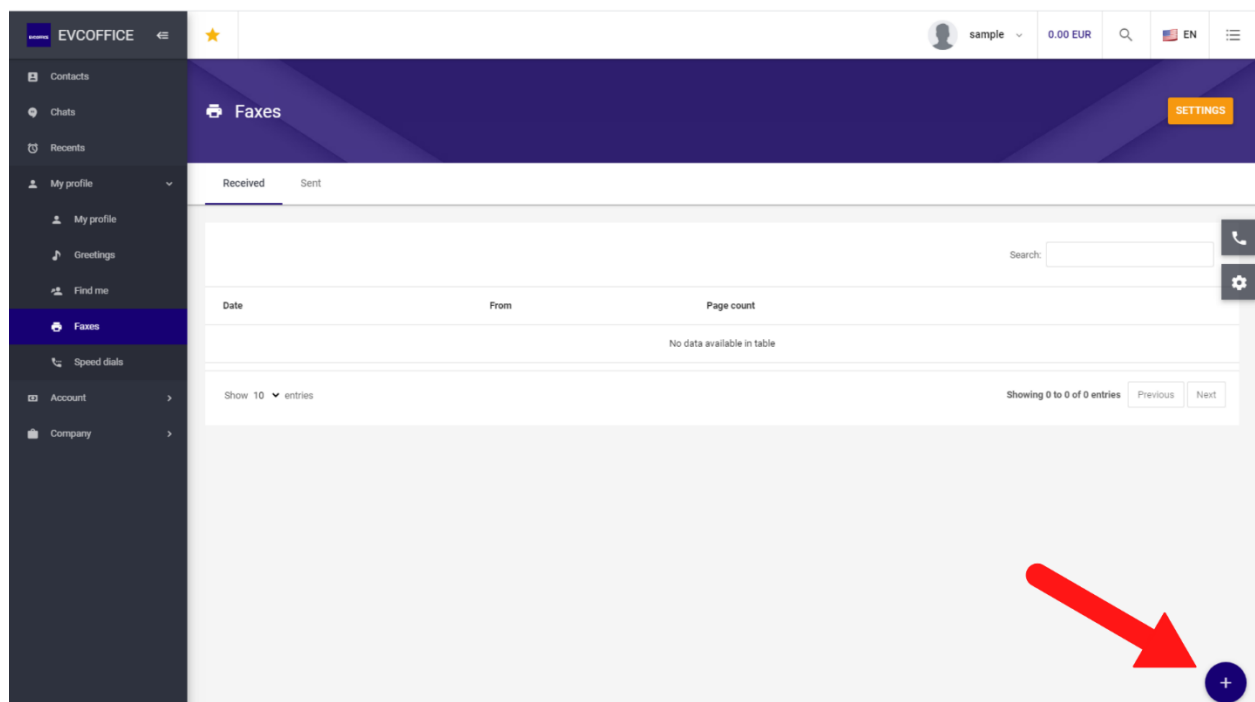
Once clicked a Settings pop-up view appear.

Following settings can be set:

- Number of attempts on delivery failure - how much fax sending attempts should be made before the fax sending task is set in failed state
- Interval between tries - after each failed attempt how much time should be wait before next attempt is made
- Authorized email (email to fax) - specifies the e-mail that is authorized to use the function of sending fax via e-mail (e-mail to fax).
- Forward faxes to (fax to email) - specifies the e-mail which should receive a notification with fax content once a fax is received (fax to e-mail)

Send fax

To send a fax click on “+” sign on bottom right corner of the Fax view page.



Once clicked a pop-up should appear.

Fill the required fields such as :

- To - destination number for the fax to be sent out
- From - one of the DID numbers assigned to company
- Send immediately - send the fax immediately after creating a fax task
- Send at - choose the date and time for sending the fax
- Drop files here - click on it to select a file or drag a PDF file into the box

Once everything is setup click on “SEND” button.

For fax to e-mail and e-mail to fax an additional service needs to be installed and configured.

Company

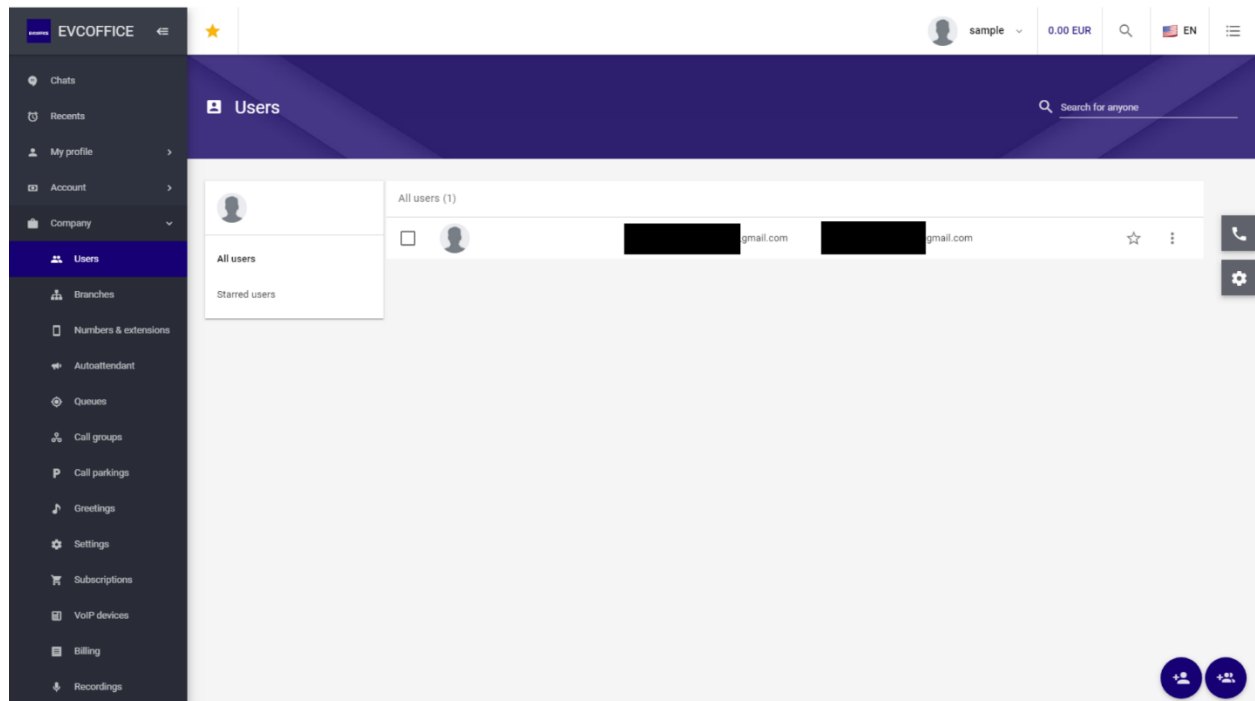
Users

Users section allow to manage the users in company.

Users list

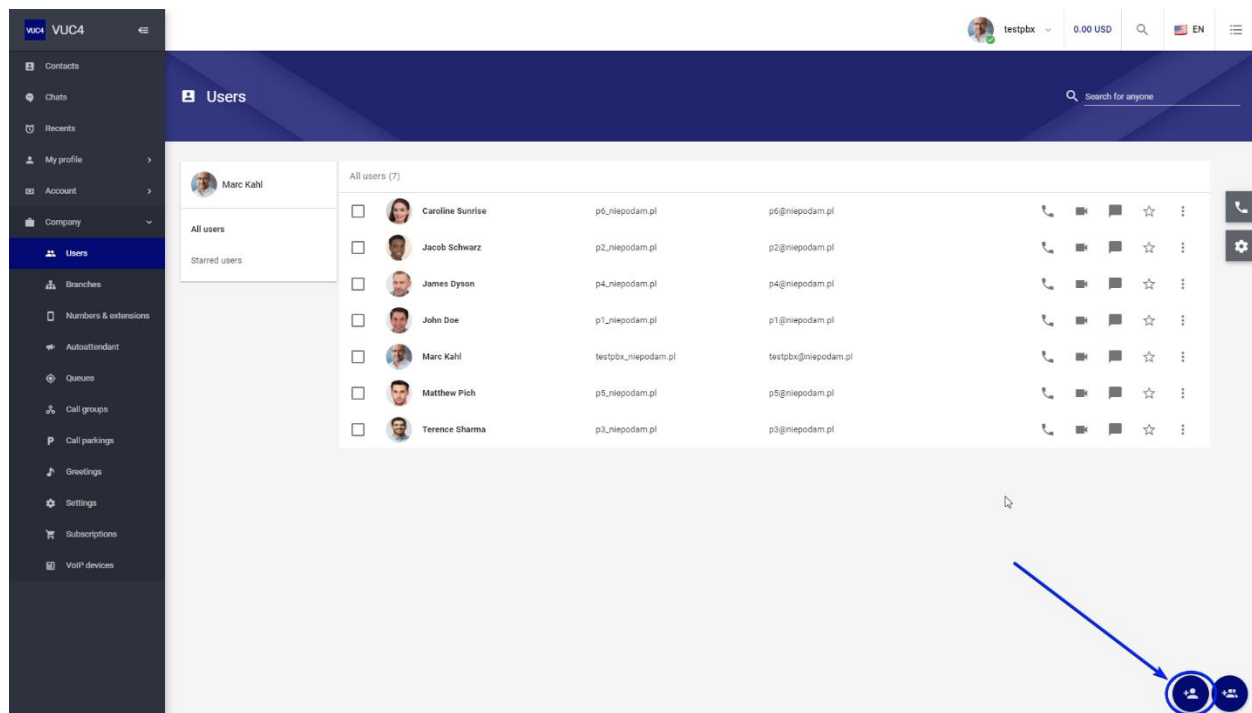
The basic view list all users in company with their:

- First name and Last name,
- SIP login,
- e-mail address
- click-to section allowing to:
 - make audio call,
 - make video call,
 - send a message,
 - mark as favorite user (Starred users),
 - and delete user.



Add user

To add a user click on the “add user” icon in the right bottom of the users list view.



In next step fill all information in “PERSONAL DATA” tab and “SETTINGS” tab.

Once every required field is entered the “SAVE” button will be activated.

Edit user

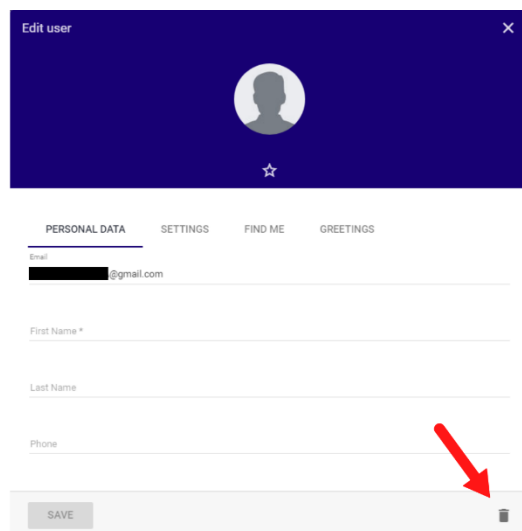
To edit an user just click on particular user to show “Edit user” view.

Edit user view allows to set:

- Personal Data - common personal data like e-mail, first name, last name, phone number, city, country, time zone
- Settings - branch to which user belongs, extensions, SIP password, Web password, caller ID, ring timeout, options for recording calls, enable voicemail to e-mail, enable voicemail transcription
- Find Me - redirection rules for particular user account such as forward to Voicemail, forward to other user or external number like PSTN/mobile phone number, forward to fax box, setup music while incoming calls is ringing
- Greetings - allows to manage user greetings as well record and upload greetings

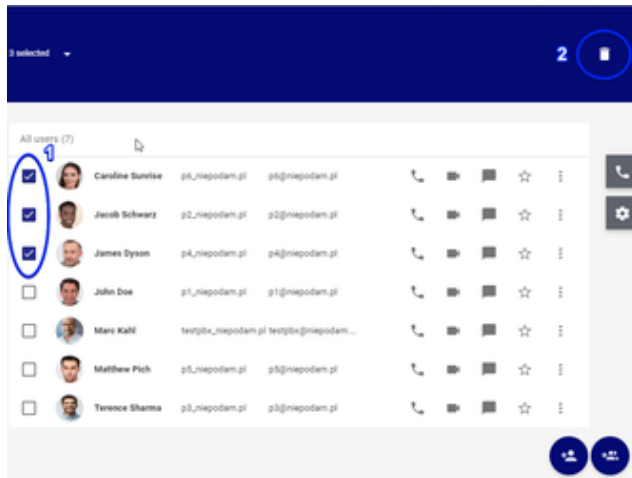
Delete user

To delete user click on particular user and when user edit view appear choose “trash” icon to delete user.

The image shows a screenshot of a web application's 'Edit user' interface. At the top, there's a dark blue header with a white user silhouette icon and a star icon below it. Below the header, there are four tabs: 'PERSONAL DATA', 'SETTINGS', 'FIND ME', and 'GREETINGS'. The 'PERSONAL DATA' tab is active, showing input fields for 'Email' (with a masked address), 'First Name *', 'Last Name', and 'Phone'. At the bottom left of the form is a 'SAVE' button. At the bottom right, there is a small trash icon, which is highlighted by a red arrow pointing towards it.

Delete multiple users at once

To delete multiple users checkbox can be used and then click on “trash” icon (figure below).



Branches

Branches view allows to separate users in a big company more logical.

For ex. company has branch in Berlin and New York.

Instead of creating two UC Clients one for each branch we can have one company with two separate branches setup.

Each branch beside it's name “Berlin office”, “New York office” has a two digit branch prefix specified.

If UC Client setup his extension numbers length to 3 digit then users in same branch can reach each other by dialing short 3 digit extension but if user from “Berlin office” wants to reach user in “New York office” he has to dial 2 digit branch prefix + 3 digit extension number of “New York office” user.

Example:

- Berlin office - branch prefix 20
- New York office - branch prefix 30
- User in “New York office” branch has assigned extension “102”

User from “Berlin office” branch has to dial 30102 to reach the user in “New York office”.

Add branch

To add branch simply click nearby “Company” on “+” sign.



Once pop-up window appear, enter the name of branch and 2 digit prefix and click on “SAVE”.



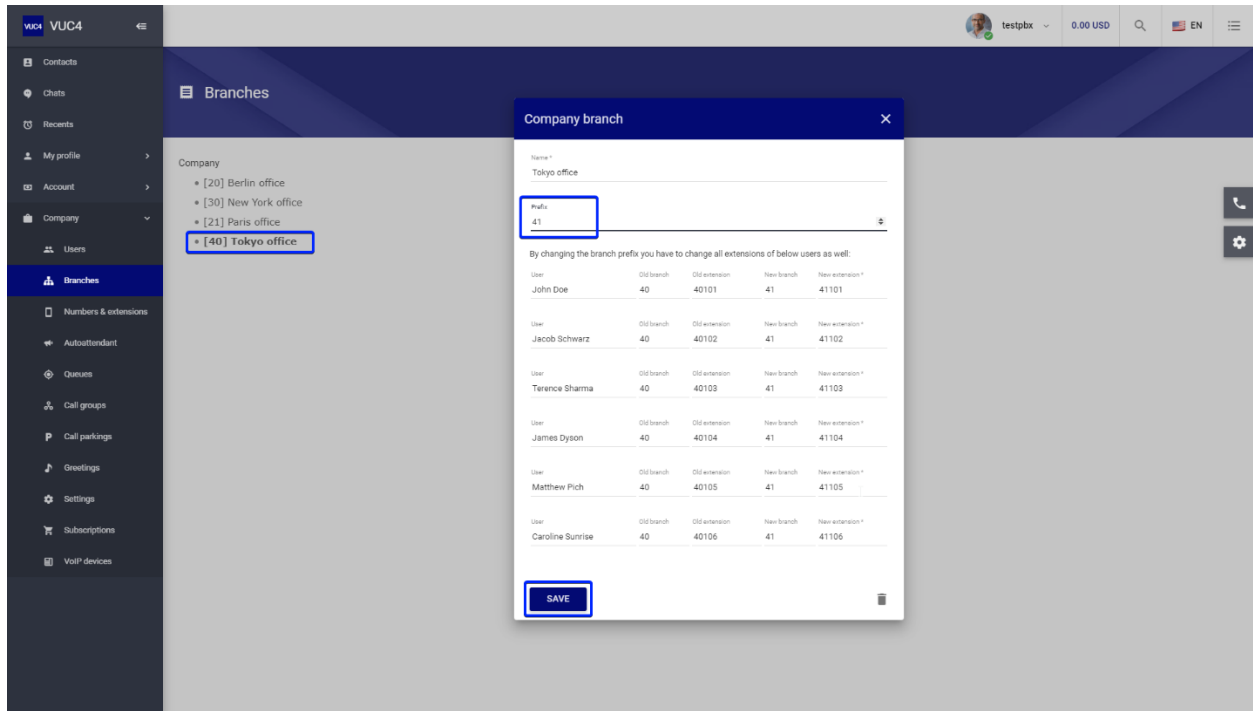
To assign newly created branch to some user. Edit the user and in settings tab assign the newly created branch (first two digit of user extension number will change to new branch prefix).

Modify branch

To modify a branch just click on it and edit name or branch prefix.

Once branch prefix is modified VUC shows all necessary changes in users extensions.

Click on “SAVE” button to save the changes.



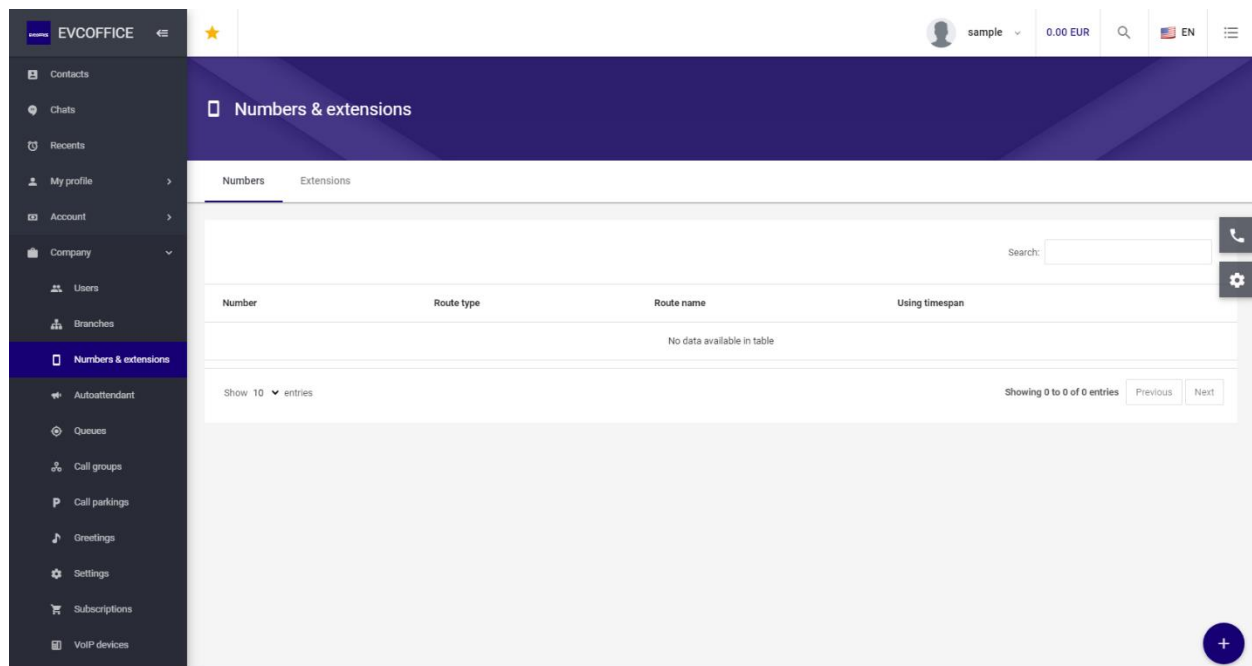
Delete branch

To delete branch just click on it and then click on “trash” icon and confirm.

Branches that are assigned to users cannot be deleted. Please detach the branch from user if you want delete a branch.

Numbers & Extensions

Numbers & Extensions view allows to manage routing inside company.



Numbers

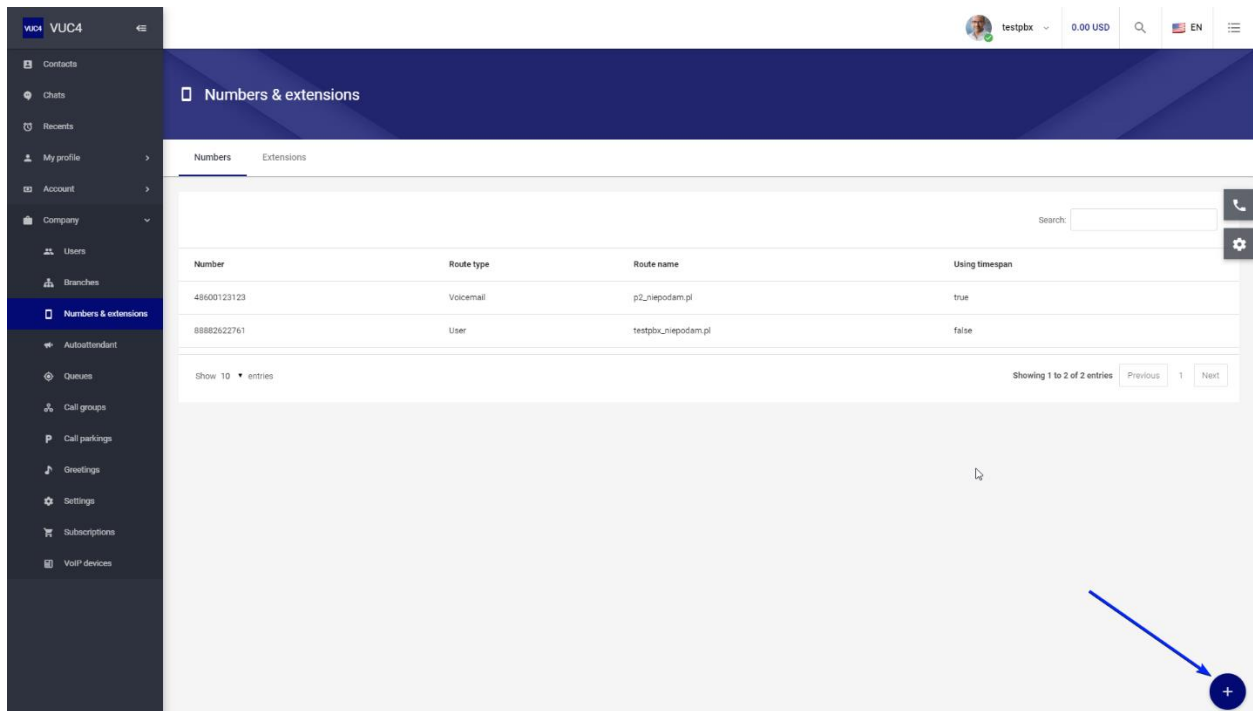
In “Numbers” tab we see all DID numbers available.

It is possible to perform actions like :

- add new Numbers from our DID inventory.
- modify route for particular DID access number (route to user, autoattendant, voicemail, fax, call group, group voicemail, group intercom).
- modify route to use timespan - routing that depends on time of the incoming call.

Add new access number

To add new access number click on the bottom right icon with “+” sign.



A pop-up window with selection of Country, area and number should appear.

Number

×

Add new phone number

✓ Country

2 Area

3 Numbers

Country *

UNITED STATES

▼

BACK

NEXT

Number

×

Add new phone number

✓ Country

✓ Area

3 Numbers

Area *

NEW YORK CITY ZONE 07

▼

BACK

NEXT

Dependent of DID provider. The number selection is allowed, where you can select your number or not.

Number

×

Add new phone number

✓ Country

Area

Numbers

Numbers selection is not available. Please click the 'SUBMIT' button in order to buy a number.

BACK

SUBMIT

Click on “SUBMIT” button to finalize the buy access number transaction.

Modify route for access number

To modify the route for access number click on particular number to open modify pop-up window.

Direct route

Direct route means that the access number is assigned to one route during whole month schedule.

Number

×

GENERAL

Phone number

88882622761

Description

Route type

User

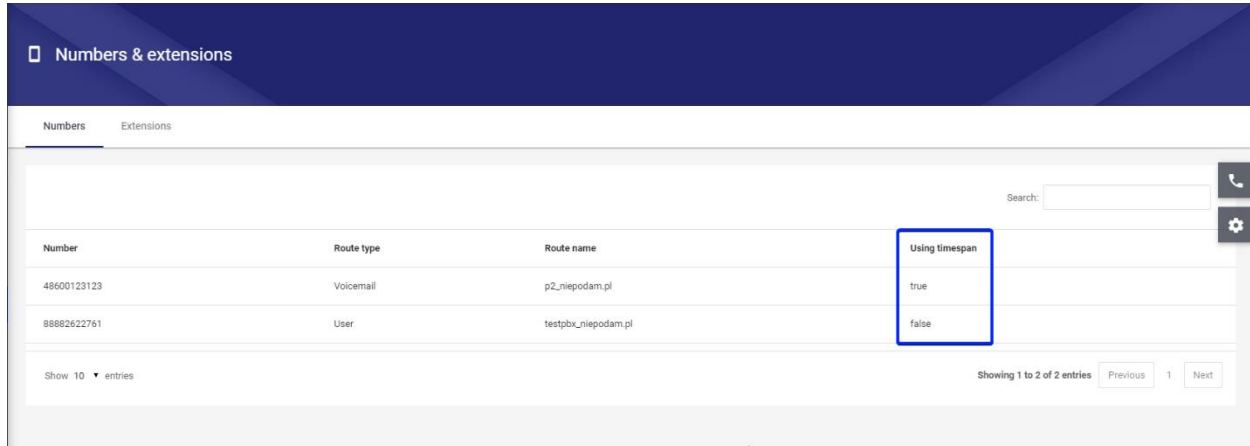
User

Marc Kahl

☐ Use timespan

SAVE

After a route is set it is possible to distinguish which route is direct and which is a time span route.



The screenshot shows a web interface for managing phone numbers and extensions. At the top, there's a dark blue header with the text 'Numbers & extensions'. Below this, there are two tabs: 'Numbers' and 'Extensions'. The 'Numbers' tab is active. On the right side, there's a search bar and two icons: a phone handset and a gear. The main content area is a table with three columns: 'Number', 'Route type', and 'Route name'. There are two rows of data. The first row has the number '48600123123', route type 'Voicemail', and route name 'p2_niepodam.pl'. The second row has the number '88882622761', route type 'User', and route name 'testpbx_niepodam.pl'. To the right of the table, there's a blue-bordered box containing the text 'Using timespan', 'true', and 'false'. At the bottom left of the table, there's a 'Show 10 entries' dropdown. At the bottom right, there's a pagination bar showing 'Showing 1 to 2 of 2 entries' with 'Previous', '1', and 'Next' buttons.

Number	Route type	Route name
48600123123	Voicemail	p2_niepodam.pl
88882622761	User	testpbx_niepodam.pl

Timespan route

Timespan route allows you to choose the day and time of week to route calls to different destinations.

For ex.

From monday - friday office is open from 8AM - 4PM.

Weekends and out of office hour are set to Voicemail of some user.

The timespan editor allows to easily setup this behaviour.

First check “Use timespan” checkbox.

After that move to Timespan tab.

Click on “+” sign to add a route and select from and to time.

Continue with these steps until whole week is covered.

If there are some free spaces in routing and an incoming calls will be received it will be suddenly dropped.

Timespan

×

Route type

Voicemail

▼

User

Jacob Schwarz

▼

From hour

00:00

▼

To hour

24:00

▼

SAVE

Final result should look like below.

Number

×

GENERAL

TIMESPAN

	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Monday	Voicemail Jacob							✎	Autoattendant autoattendant							✎	Voicemail Jacob							✎
Tuesday	Voicemail Jacob							✎	Autoattendant autoattendant							✎	Voicemail Jacob							✎
Wednesday	Voicemail Jacob							✎	Autoattendant autoattendant							✎	Voicemail Jacob							✎
Thursday	Voicemail Jacob							✎	Autoattendant autoattendant							✎	Voicemail Jacob							✎
Friday	Voicemail Jacob							✎	Autoattendant autoattendant							✎	Voicemail Jacob							✎
Saturday	Voicemail Jacob																							✎
Sunday	Voicemail Jacob																							✎

SAVE

You can copy the route information such as route type and destination by click on a already set block and then click “+” sign in any other free space.
Only setting up of from and to time will be left.

Delete access number

To delete an access number click on particular number then click on “trash” icon.

Number

×

GENERAL

Phone number

88882622761

Description

Route type


User

User

Marc Kahl

☐ Use timespan

SAVE



Confirm deletion of number by click on “OK”.

Are you sure want to delete the number?

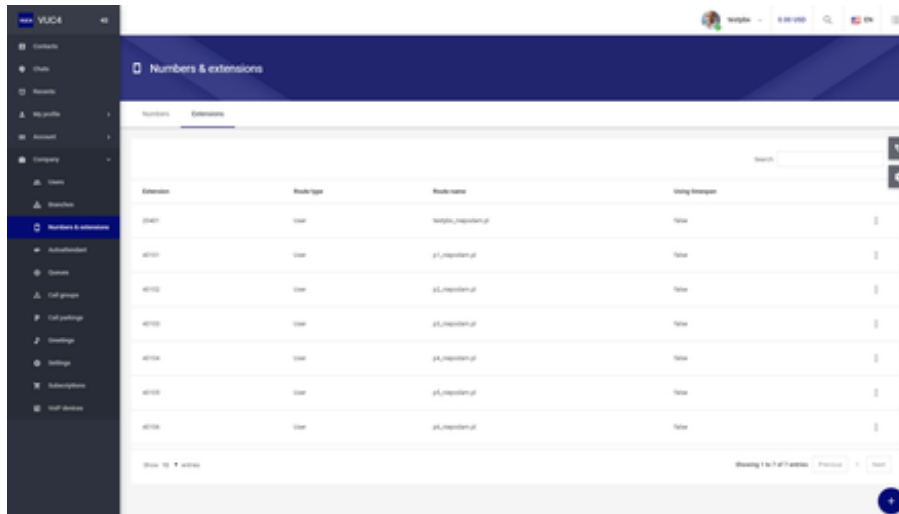
Phone 88882622761 will be deleted.

CANCEL

OK

Extensions

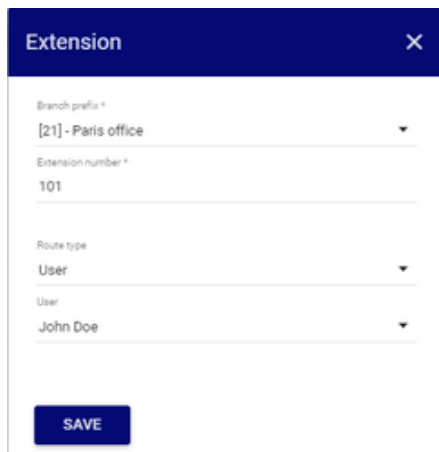
Extensions tab view allows to see and filter all extension numbers assigned to users. Extensions can be assigned to users, call group, call parking, group intercom and voicemail.



Extension	Route type	Route name	Using for group
20401	User	voicemail_extension.gd	None
40101	User	pst_extension.gd	None
40102	User	pst_extension.gd	None
40103	User	pst_extension.gd	None
40104	User	pst_extension.gd	None
40105	User	pst_extension.gd	None
40106	User	pst_extension.gd	None

Add extension

To add new extension click on “+” sign icon in bottom right corner. A pop-up windows should appear. Choose branch prefix, enter extension number, chose route type and destination. Click on “SAVE” button to finish.



Extension ×

Branch prefix *
[21] - Paris office

Extension number *
101

Route type
User

User
John Doe

SAVE

Modify extension

To modify extension just click on particular extension and change its parameters followed by click on “SAVE” button.

Extension number for particular user can be also set and deleted from User edit view or My profile → My profile → Settings view.

Delete extension

To delete extension just click on particular extension and click on “trash” icon. Afterwards confirm that you want to delete it.

Extension

Branch prefix *

[21] - Paris office

Extension number *

101

Route type

User

User

Jacob Schwarz

SAVE

Are you sure want to delete the extension?

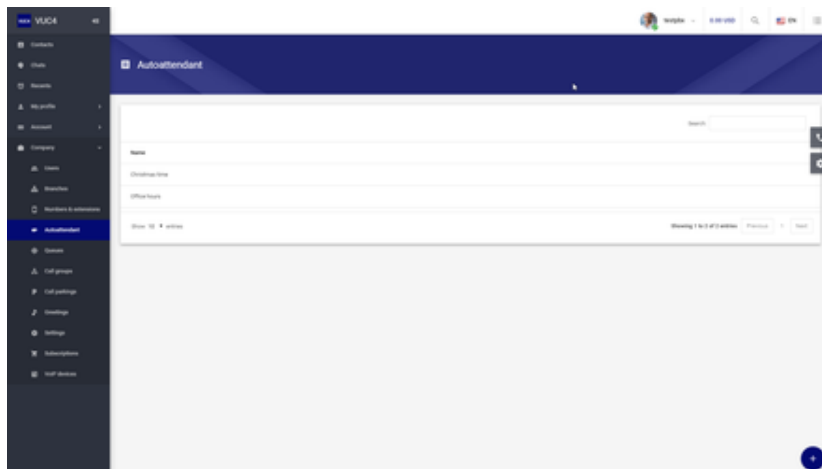
Extension 101 will be deleted.

CANCEL

OK

Auto attendant

Auto attendant view list all auto attendant scenarios.



Add auto attendant scenario

To add auto attendant scenario click on “+” sign in bottom right corner.
A pop-up window should appear with following fields:

- name - the name of auto attendant scenario
- phone number - access number assigned to be routed to current auto attendant scenario
- greeting - the greeting to be played once incoming call is connected to the scenario
- Allow to dial by an extension number - option allows to choose default branch and dial extension numbers while the greeting is played (to dial directly to user extension if its known)
- timeout - timeout in second that starts counting from end of welcome greeting, its the time to enter a dtmf input,
- On timeout or invalid input - once timeout time exceeds or invalid input is entered following actions are possible:
 - Play a message and repeat scenario X times
 - repeat scenario X times
- Ending action - once scenario repeat counter is exceeded Ending action is starting, following actions are possible:
 - Play a message and disconnect
 - Play a message and dial default input
 - disconnect
 - dial default input

Default input option allow to choose one from digits assigned in MENU tab to be automatically chosen during Ending action . For ex. if somebody didn't succeed in choosing an option finally the incoming call is using the ending action settings and call to default route like “Support”.

Company autoattendant

×

GENERAL

MENU

Name *

Name field is required

Phone number

▼

Greeting

▼

☐

Allow to dial by an extension number

Timeout *

8

On timeout or invalid input

Play

▼

and repeat scenario

Times

Ending action


Play

▼

and

▼

SAVE



Modify auto attendant scenario

To modify auto attendant scenario just click on particular scenario and change it's settings or dial input settings in "MENU" tab.

Delete auto attendant scenario

To delete auto attendant scenario just click on particular scenario and then click on "trash" button and confirm.

Company autoattendant

GENERAL

MENU

Name *

Support scenario

Phone number

Greeting

welcome_message

☐

Allow to dial by an extension number

Timeout *

8

On timeout or invalid input

Play

-- NOT SET --

and repeat scenario

Times

0

Ending action

Play

-- NOT SET --

and

Disconnect

SAVE

Are you sure want to delete the company autoattendant?

Support scenario will be deleted.

CANCEL

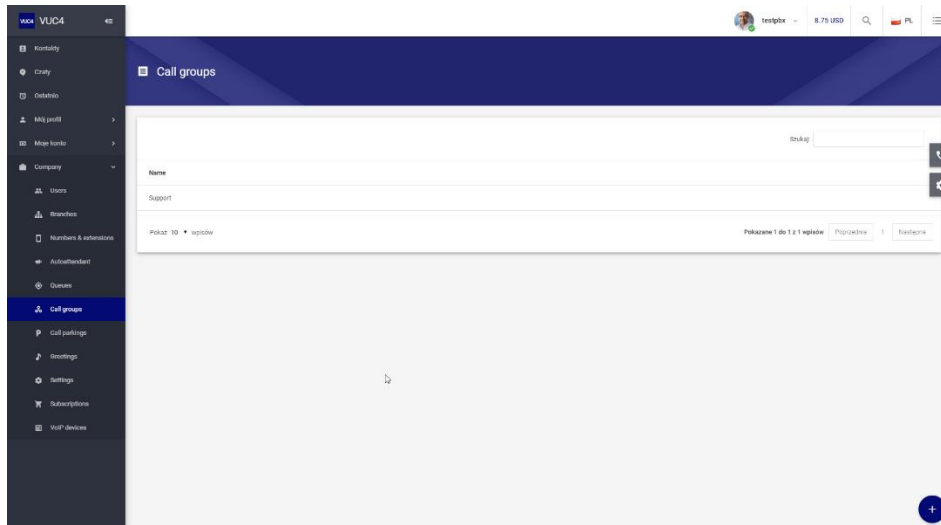
OK

Call groups

Call groups allow you to specify a group of users as a destination to be called.

Two call group algorithms are supported:

- forking - all users are ringing simultaneously, for the time specified in ring timeout (in seconds)
- circular - each user from list is ringing once for the time specified in ring timeout (in seconds)



Add call group

To add call group just click on “+” sign in bottom right corner of call group view.

Once it's clicked a pop-up windows should appear where it is possible to edit fields such as:

- Name - the name of call group displayed in web interface
- Phone number - it is possible to assign an access number directly to the call group
- Greeting - choose if ring back should be played or some music during ringing
- Algorithm - algorithm to be used for call group - forking or circular
- Ring timeout - time of ringing in seconds
- Members - allows to choose multiple members of call group
- Ending action - this option works only if call group is called from auto attendant scenario, when calling directly (phone number is assigned) it's not applied

Company call group

×

Name *

Support

Phone number

☐

Transmit ringback

Greeting

welcome_message

Algorithm

Forking

Ring timeout *

45

Members

John Doe,Jacob Schwarz,Terence Sharma,James Dyson

- Ending action -

Play

bye_message

and

Disconnect

SAVE

Delete call group

To delete call group just click on particular call group, then click on “trash icon” in right bottom corner of pop-up window.

Company call group

Name *

Support

Phone number

☐

Transmit ringback

Greeting

welcome_message

Algorithm

Forking

Ring timeout *

45

Members

John Doe,Jacob Schwarz,Terence Sharma,James Dyson

- Ending action -

Play

bye_message

and

Disconnect

SAVE

Are you sure want to delete the company call group?

Support will be deleted.

CANCEL

OK

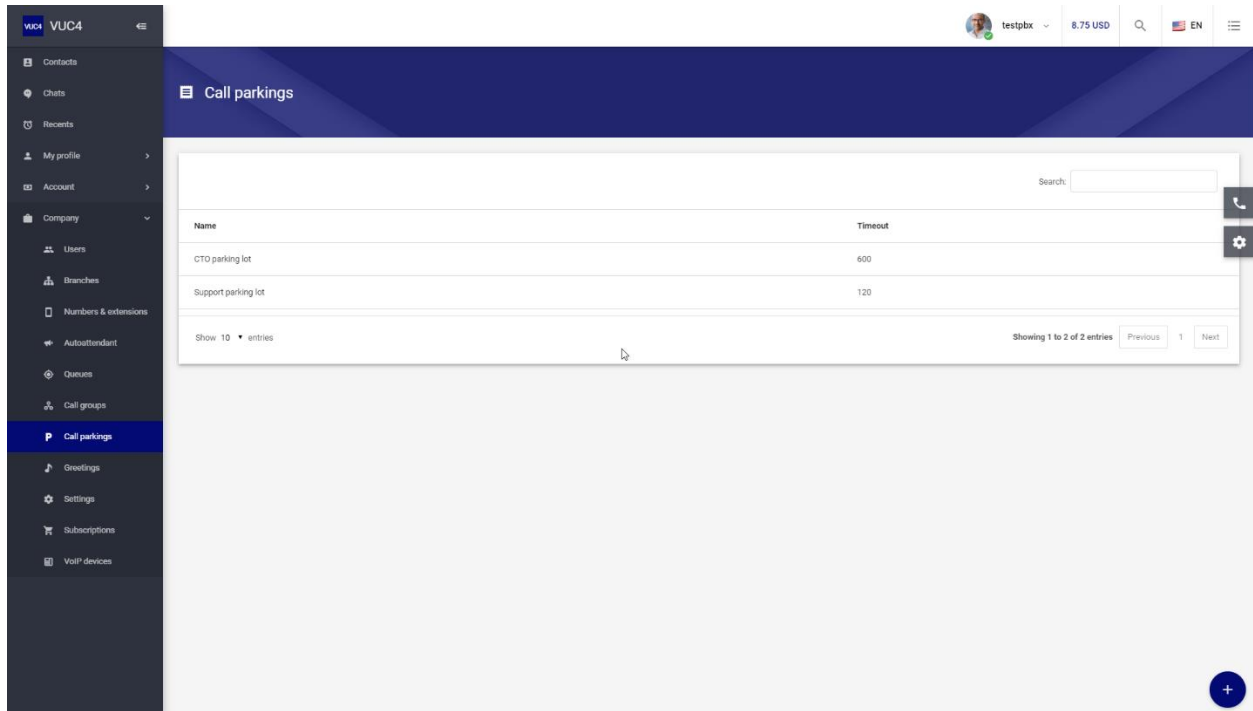
Modify call group

To modify call group just click on particular call group, make your changes and click on “SAVE” button.

Find me rules are not applied while incoming call comes to a call group user.

Call parkings

Call parking view allows to create call parking lot and define its timeout.



To park a call into call parking lot it is necessary to make blind transfer (during active phone call) to call parking extension.

To pickup a call from call parking it is necessary to make a call to call parking extension.

If the parked call will be not picked up within timeout set on that particular call parking then the parked call will be dropped.

It is possible to setup BLF key to watch a call parking extension to see what calls are parked at current moment.

Using BLF its possible to pickup particular call. Not only the pickup calls based on First In First Out algorithm.

Add

To add a new call parking click on the “+” sign at bottom right corner of the call parking view a pop-up windows should appear.

Enter the name of call parking and setup it’s timeout and click on “SAVE” button.

Once it is configured next step is to assign an extension to particular call parking in “Company → Numbers & extensions”.

Company call parking

Name *

New call parking

Timeout *

120

SAVE

Modify

To modify a call parking just click on particular call parking on the list and edit it's values following by click on "SAVE" button.

Delete

To delete a call parking just click on particular call parking and click on "trash" icon

Company call parking


Name *

New call parking

Timeout *

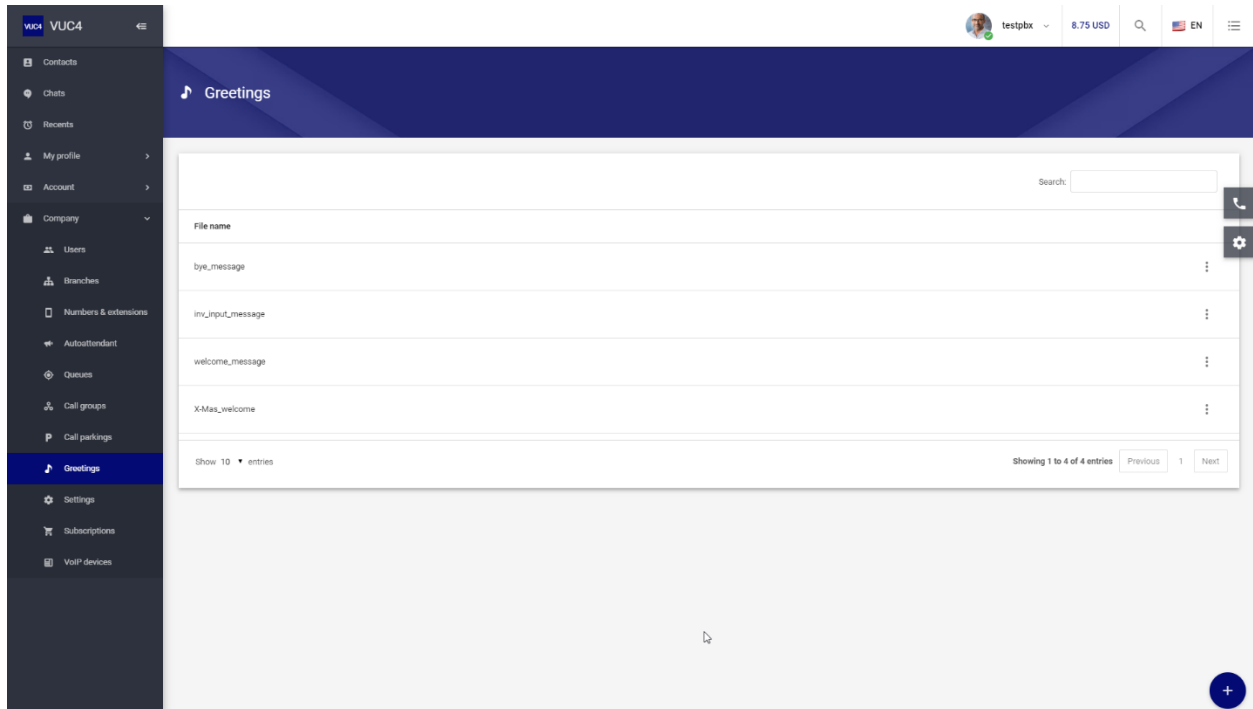
120

SAVE



Greetings

Greetings view allows to manage the company greetings or music recordings. This greetings can be used for ex. in auto attendant scenarios.



Add

To add new greeting just click on “+” sign in the right bottom corner. An pop-up

Modify

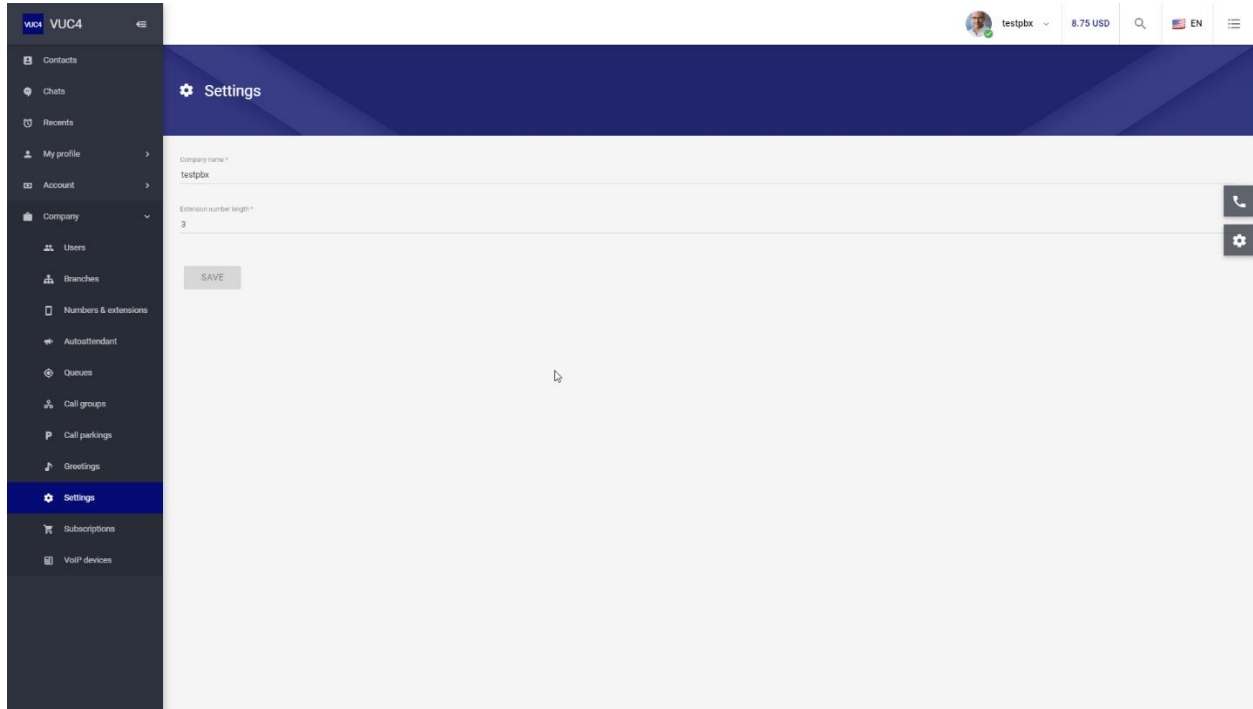
To modify a greeting name just click on greeting change the name of it and click on “SAVE”.

Delete

To delete a greeting just click on particular greeting then click on “trash” icon and confirm.

Settings

The settings view allows to change the name of the company as well the extension number length.



Extension number length sets a global length of extension for the company and all it's branches. For ex. if set to 3 digit extension can be like:

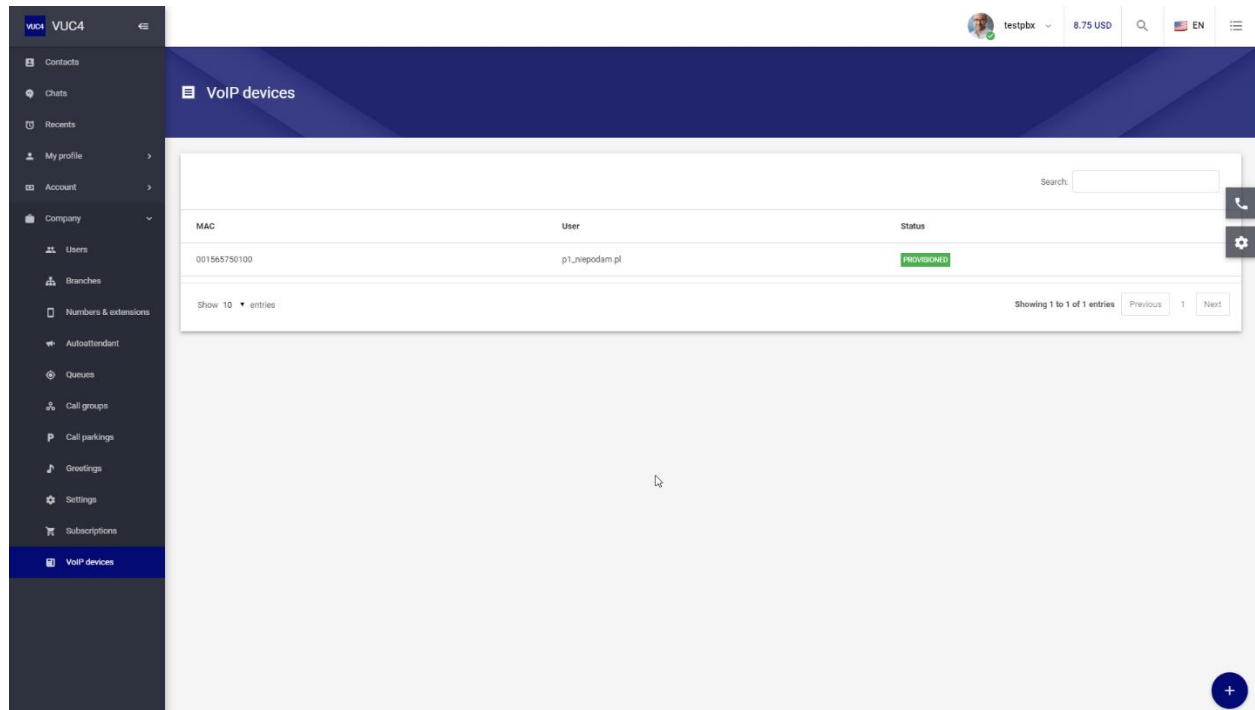
- 100
- 101
- 102
- 999

If some extension numbers was already set in company and it is needed to change its length a pop-up window with all changes necessary should show up.

Subscriptions - TODO

VoIP devices

VoIP devices view allows you to see all provisioned devices within the company. It is also possible to provision new devices from this view.



Provision new device

To provision new device just click on “+” sign on the right bottom corner a pop-up windows should appear.

To auto-provision a phone we need to prepare a config file for it on our provisioning server.

It is needed to fill “General” information such as :

- MAC address of the phone to be provisioned
- Vendor - choose vendor from the drop down list.
- Model - choose model from the drop down list.
- User - choose the user to be provisioned on that particular phone

Once above data is filled go to “Account” tab and configure the Line:

- Label - label showed nearby phone account keys
- Extension - choose a extension you want to provision from drop down list
- Active - choose if the configured account should be active on phone
- Voicemail - choose if you want to subscribe to voicemail MWI

VoIP device ✕

GENERAL

ACCOUNT

DSS KEYS

Line	Label	Extension	Active	Voicemail	
	James Dyson	40104	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Line	Label	Extension	Active	Voicemail	
			<input type="checkbox"/>	<input type="checkbox"/>	

+

SAVE

Once above data is filled go to “DSS keys” and configure additional options such as BLF, Forward/Transfer buttons etc....

VoIP device ✕

GENERAL

ACCOUNT

DSS KEYS

Key	Action		Label *	Line	
1	Line		James Dyson	Line 1 - James Dyson	

Key	Action	Destination	Extension *	Label *	Line	
2	Transfer	User	40101 - John Doe	Transfer_John	Line 1 - James Dyson	

+

SAVE

(see next page)

Once everything is set-up click on “SAVE”, the new VoIP device provisioning should show up on the list in “PENDING” state.

The screenshot shows the VUC4 VoIP devices management interface. On the left is a dark sidebar with a menu including: Contacts, Chats, Recents, My profile, Account, Company (expanded), Users, Branches, Numbers & extensions, Auto attendant, Queues, Call groups, Call parkings, Greetings, Settings, Subscriptions, and VoIP devices (highlighted). The main content area has a dark blue header with 'VoIP devices' and a search bar. Below the header is a table with columns 'MAC', 'User', and 'Status'. The table contains two entries: one with MAC '001565750100', User 'p1_niepodam.pl', and Status 'PROVISIONED' (green); and another with MAC '001565750101', User 'p4_niepodam.pl', and Status 'PENDING' (blue). At the bottom of the table, it says 'Showing 1 to 2 of 2 entries' with 'Previous' and 'Next' buttons. A '+ button is in the bottom right corner.

MAC	User	Status
001565750100	p1_niepodam.pl	PROVISIONED
001565750101	p4_niepodam.pl	PENDING