

Crossing Net Reseller Manual

Dear Crossing Net Customer, before reading any further, please note that all rates, and taxes below are only sample rates to show you around our reseller panel but do not reflect and are not related to our current real rates. For an update list of our rates for resellers, check our Rates page

This is your guide on how to navigate through your reseller panel page by page with screen caps. When you first login from the URL <http://switch.crossingnet.net> with your reseller ID and password, you will go to the following page.

(reseller)

RESELLER MENU

- Tariffs
- Users
- Calls

PERSONAL MENU

- Start page
- Details
- Calls
- Various
- Logoff

Start page

Successfully logged in

Hello,

No missed calls today

We accept:

PayPal

Vouchers

Quick stats

This month:

Calls:	0
Duration:	

Today:

Calls:	0
Duration:	

Finances:

Account:	Prepaid
Balance:	5.00 USD

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On this page you can see on the Very Top Right, a group of flags, by clicking each flag you can change the language of your display to your own native language or your preference, try to click on every flag if you want to change the language. Then you see info about Your Balance and Calls made by your users Today and During this month. If you click on the paypal button on this page you will be sent to a page, from which you can pay us directly to increase your pre-paid balance. Now please take a look at the Navigation buttons on the left side one by one from the Top Side Downwards:

(reseller)

RESELLER MENU

- Tariffs
- Users
- Calls

PERSONAL MENU

- Start page
- Details
 - Devices
 - Rates
 - Payments
 - Invoices
 - Subscriptions
- Calls
 - New calls
 - Graphs
- Various
 - CLIs
 - PhoneBook
 - Faxes
 - Callback
- Logoff

Start page

Successfully logged in

Hello,

No missed calls today

We accept:

PayPal

Vouchers

Quick stats

This month:

Calls:	0
Duration:	

Today:

Calls:	0
Duration:	

Finances:

Account:	Prepaid
Balance:	5.00 USD

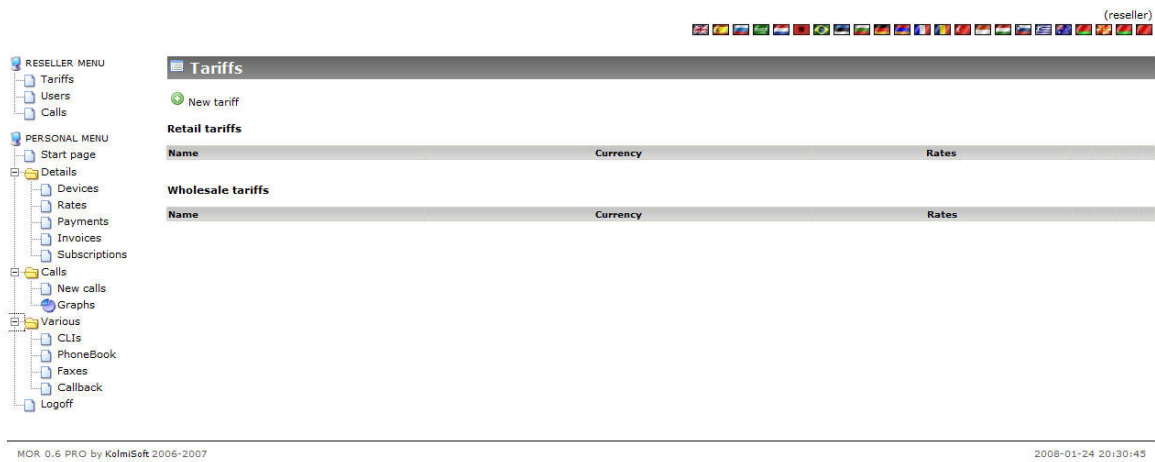
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As You can see, there is **Reseller Menu** and **Personal menu**

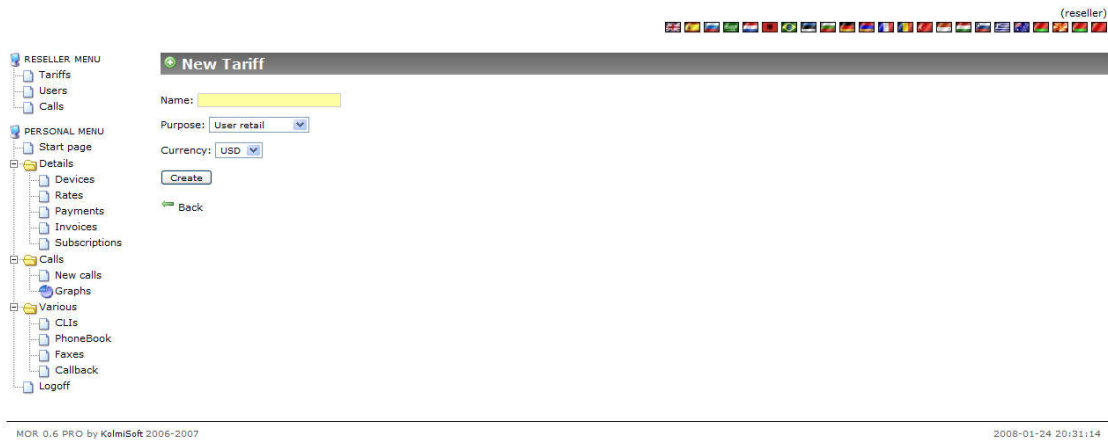
Under Reseller Menu you can manage your reseller data, create and set your rates to destinations and your tarrifs while under personal menu you can see your own data and see how much rates you pay for us and your own personal calls made by you and not by users. Now under Reseller Menu, Check out the first button called **Tarrifs** : By clicking on this button you can start creating your own tarrifs and rates to destinations, and please note the following:

Extensions or devices cannot start calling, if you did not create tarrifs, so before creating any users, you must complete this step first, this step will take time and it is manual, but you only must do it one time only. Now click on the word tarrifs.

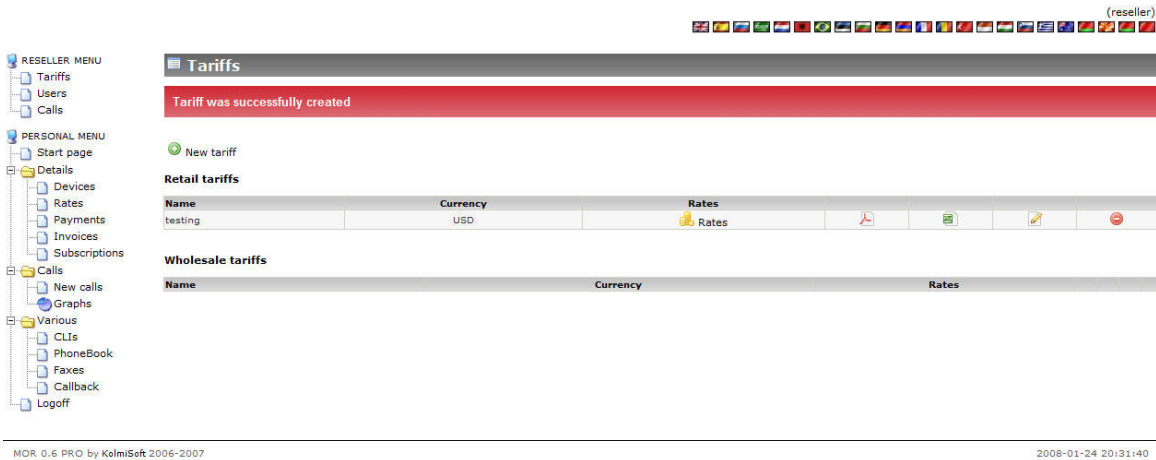
Now you see this page:



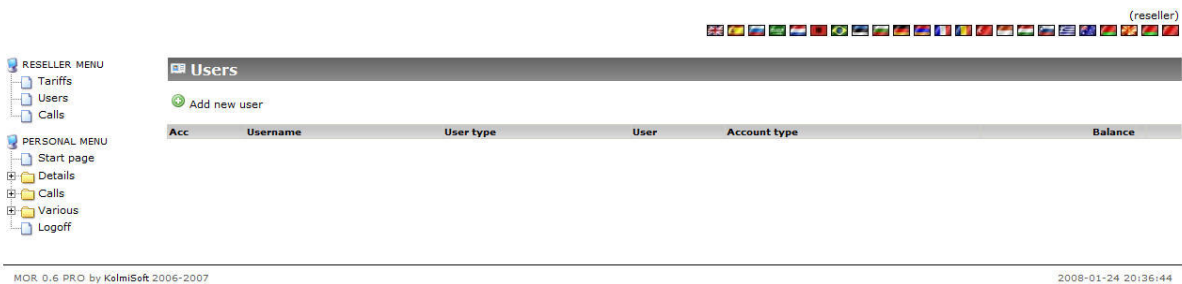
As you can see, there are no tarrifs listed, and there are two types of tarrifs you can set, Retail tarrifs for end users or Wholesale tarrifs that is not supported yet under resellers, So right now you need to only create a retail tarrif for users. So click on **New Tarrif** in the middle of your screen to start creating a new Tarrif, Then you will go to that page:



Now in "Name" you need to enter a name for your tariff, any name, this is for you. And Purpose of Tariff chose "user retail" then click the create button. You will be directed to such a page, which means your tariff was created successfully.



Now your tariff has been created and is being listed, the name of the tariff i created for the purpose of User Retail is "testing" the currency i chose for my tariff is USD, and i still did not fill out any rates. Before someone can dial out, rates to the destination any user will use to dial out must be filled first. To do this, click on the word "rates" in the middle of your screen and this is what you will get. On that page you just saw a screen cap of, you enter manually one by one all the rates per minute you need to charge your customers for every destination, and Rounded by field, is in seconds, it usually is either, per one second, or per 60 seconds which will mean the call will be rounded per minute. So make sure you change it to rounded by 60. And enter your rates per minute for every destination or only the destinations you want, then click on the "update" button at the end of the page, and you will see your rates have been filled out and saved. Now you can start creating users and devices for them, and those devices can start calling if they have enough balance in their account. Now go to the Reseller Menu again to your left and this time click on "Users" to create a new user, you will reach this page.



Every time a new user signs up, you need to click on "Add new user" .. For now this is a manual process but soon we will add a feature to automate it and provide our resellers with their own signup link for users to be signed up directly under them. After you click on "Add new user" you will reach this page:

(reseller)

RESELLER MENU

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- Calls

PERSONAL MENU

- Start page
- Details
- Calls
- Various
- Logoff

New user

General

Username:

Password:

User type:

Tariff:

Balance:

Credit: Unlimited?

Postpaid Prepaid

Not Blocked Blocked

Details

First name/Company Name:

Last name:

Company/Personal ID:

Agreement Number:

Agreement Date:

Language:

Country of Taxation:

VAT Registration Number:

VAT Percent: %

Accounting Number:

Registration Address

Address:

Postcode/ZIP:

City:

County:

State:

Country:

Phone:

Mobile Phone:

Fax:

Email:

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Now you need to start filling out this data for the user you created:

Username:

Password:

Are his username and password he will use to login to a panel similar to this panel to checkout his balance, rates and later he will be able to pay affiliates automatically using paypal inside this panel.

usertype: for now resellers can only create users, but later they will be able to create sub-resellers also.

Tarrif: from this drop down menu, you selec which tarrif to apply for this user since you can create unlimited tarrif plans.

note that a user must have one tarrif that applies to him before he can dial out.

Balance: Here you add the PRE PAID BALANCE of the user according to the money he paid you, make sure to take 18% taxes from users since we apply this taxes from you, for example if a user pays you \$10 , it means you add balance for him $10 - 1.8 = \$8.2$ of calling credit. Or you can simply add the 18% in your rates in your PER MINUTE charges, for example if you intended to charge one minute to Mexico at \$0.2 then increase it to $0.2 + 18\%$ of the 0.2. Make sure you check the user to PRE PAID user and NOT post paid:

By default when you open this page it will look like this

(reseller)

RESELLER MENU
Tariffs
Users
Calls

PERSONAL MENU
Start page
Details
Calls
Various
Logoff

New user

General

Username:
Password:
User type:
Tariff:
Balance:
Credit: Unlimited?
 Postpaid Prepaid
 Not Blocked Blocked

Details

First name/Company Name:
Last name:
Company/Personal ID:
Agreement Number:
Agreement Date:
Language:
Country of Taxation:
VAT Registration Number:
VAT Percent: %
Accounting Number:

Registration Address

Address:
Postcode/ZIP:
City:
County:
State:
Country:
Phone:
Mobile Phone:
Fax:
Email:

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You need to change it, to look like this, you need to change the settings to where the 3 red warning arrows point in the above picture, so to be correct, it must look like this:

(reseller)

RESELLER MENU
Tariffs
Users
Calls

PERSONAL MENU
Start page
Details
Calls
Various
Logoff

New user

General

Username:
Password:
User type:
Tariff:
Balance:
Credit: Unlimited?
 Postpaid Prepaid
 Not Blocked Blocked

Details

First name/Company Name:
Last name:
Company/Personal ID:
Agreement Number:
Agreement Date:
Language:
Country of Taxation:
VAT Registration Number:
VAT Percent: %
Accounting Number:

Registration Address

Address:
Postcode/ZIP:
City:
County:
State:
Country:
Phone:
Mobile Phone:
Fax:
Email:

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Now the other info is self-explanatory. Note that the 18% taxes there in this page are for explanatory purposes, but it will not deduct it from user payment, you must do this yourself. After you fill in all the fields properly, click on "creator" button to create your first user, then you will have a page looking like this:

(reseller)

RESELLER MENU

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Users

User succesfully created

Add new user

Acc	Username	User type	User	Account type	Balance
1301	test	user		Prepaid	5.00

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Congratulations, you have now created your first user and his name his username is "test" :

Now this user cannot start calling unless you create a device or extension for him, To do that you must click on the blue phone device on the right side in the same row as the username and password and details. When you click on the blue phone device, you will get to that page:

(reseller)

RESELLER MENU

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PERSONAL MENU

- Start page
- Details
- Calls
- Various
- Logoff

Devices

User:

Acc	Description	PIN	Type	Extension	Username	Password	CID	Last time registered
-----	-------------	-----	------	-----------	----------	----------	-----	----------------------

Add new device

Back

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This page lists all devices or extensions for this user, while each user can have unlimited devices, only you can add for them devices and not the users themselves, now as you can see this user still has no devices created, To create the first device for this user click on "Add new device" , then you will see this:

(reseller)

RESELLER MENU

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New device

User:

General

Description:

PN:

Device group:

Type: SIP IAX2 H323 ZAP

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in the Description field you can type anything you want, this is for your eyes, in the Device group, you cannot edit it, so leave it as primary group. And in the type, if you do not know which type to chose, then leave it as SIP, because 99.9% of the devices used today is using SIP protocol and SIP technology, so once you have filled in the description (Which you can also leave empty if you wish), click on the create button. Then you will be direct to this page with the Device Settings :

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Device configuration

Device created.

User:

General

Accountcode:

Description:

PN:

Device group:

Type: SIP IAX2 H323 ZAP

Extension:

DTMF Mode:

Works not logged: No Yes

Location:

Trunk?: No Yes Yes with ANI

Authentication

Username:

Password:

IP Authentication:

CallerID

Name:

Number:

Network related

Host: Dynamic?

Port:

Media control - canreinvite/transfer: Yes No

NAT: Yes No Never Route

Qualify: No Yes ms

Groups

Call Group:

Pickup Group:

VoiceMail

Email:

Password:

[Back](#)

Codecs

Audio

- G.711 A-law
- G.711 u-law
- G.723.1
- G.726
- G.729
- GSM
- ILBC
- LPC10
- Speex
- ADPCM
- 16 bit Signed Linear PCM

Video

- H.261 Video
- H.263 Video
- H.263+ Video
- H.264 Video

Allowed addresses

IP	Mask
<input type="text" value="0.0.0.0"/>	<input type="text" value="0.0.0.0"/>
<input type="text" value=""/>	<input type="text" value=""/>
<input type="text" value=""/>	<input type="text" value=""/>

Advanced

Fromuser:

Fromdomain:

Trustpid: Yes No

Sendrpid: Yes No

Insecure: port: Invite:

T.38 Support: Yes No

Progressband: Yes No Never

Video support: Yes No

Tell Options

Tell balance: Yes No

Tell time: Yes No

Tell remaining time when left: s

Repeat remaining time when left: s

Please do not edit any settings in this page, it is better if you do not know what you are doing, that you leave this page like this, like the default settings, and hit the update button below. In this page you can see the device or extension number that users need to put in X-lite to dial out, for this device for example

the Device number is 214

password is d4zuh3ah

if you put this info on your X-lite and our domain 200.110.149.7 .. this user should be able to start making calls from his X-Lite once he has balance in his account. Now you can email this user his info and how to use the system, you need to only email him

His username

His Password

Login URL <http://switch.crossingnet.net> or if you do not want your users to know our company url, all your users can login to

Also email the users their device username and password and the domain sip.crossingnet.net to add to their X-lite settings. Now after you have created the device, you can now continue to browse your panel, so go back to Reseller Menu on the left and click "Calls"

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Calls

From: 2008 January 24 to: 2008 January 24

User	Balance (USD)	Answered calls	Time	ACD	ASR	Price (USD)
test	5.00	0				0.00
	5.00	0				0.00

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There you can have a summary of all the calls made by your users.

Now we have covered all the reseller menu, let us check out the personal menu that mainly concerns you and not your users, it only provides info for you and about you:

If you click on "Details" you will get this page:

(reseller)

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Personal details

General

Username: reseller

Password:

Balance: 5,00 USD

Account type: Prepaid

Details

First name/Company Name:

Last name:

Company/Personal ID:

Agreement Number: 000000118

Agreement Date: 2008-01-24

Country of Taxation: United States

VAT Registration Number:

VAT Percent: %

Registration Address

Address:

Postcode/ZIP:

City:

County:

State:

Country: United States

Phone:

Mobile Phone:

Fax:

Email:

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2008-01-24 20:41:37

This is the page containing your personal details and you can change some of it. Now if you click on Details to expand it, under it you will find the word "Devices", in that page if you click on it you can see your own devices and not devices owned by your users, but devices owned by you. Usually for resellers you can simply create a user for you and create its own device for you, but you cannot create a device directly for you, but you can email us anytime at services@crossingnet.net and we will do that for you if needed, so if you click on devices you will go to a page listing all the devices u have in your own name, since they're none, you will see the following page:

(reseller)

RESELLER MENU

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Devices

Acc	Description	Type	Extension	Username	Password	CID	Last time registered	Call Flow

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2008-01-24 20:42:11

Now, if you go back to Personal Details menu and expand Details, Click on Rates. this is a very important page for you:

This is the page where your rates are listed as given to you by us, this is the rates WE CHARGE YOU per minute, So this can be your guide when you are creating your own rates for your users, you can open both windows at the same time and make reference before you add your rates:

As you can see rates are in USD, we charge you RATES without VAT, but we take from you VAT, for example if you pay us \$100, we will credit your account with \$88 because we also pay taxes,

So you can take from users 18% directly from everything they pay you, Or you can look at the Rates column PLUS VAT and add your rates above that value, it means you charged them also the 18% BUT DO NOT DO BOTH, or you will charge them TWICE for VAT.

If you charge them at first when they make payment, then please work on the rates without VAT.

If you have any questions at all, you're welcome to email me at services@crossingnet.net

Thanks for contact Us.

Crossing Net SRL

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