



Enterprise Voice

SUBSCRIBER GUIDE



Phynx Fiber

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SUBSCRIBER GUIDE

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Table of Contents

Introduction	6
Logging in	6
Navigation Bar, Sub-Menu and Page Layout	7
Account	8
Call Logs	8
Messages	9
Profile.....	10
Settings	12
General Settings.....	13
Anonymous Call Rejection	13
Call Block.....	14
Caller ID.....	16
Call Transfer	17
Call Waiting	18
Do Not Disturb	19
Hoteling	20
Hoteling Host	20
Hoteling Guest	21
Music On Hold	22
Outbound Caller ID Block	23
Priority Alert.....	24
Privacy	26
Selective Call Acceptance	27
Speed Dial	29
Time Schedule.....	30
Forwarding	33
Call Forwarding.....	34
Call Forwarding Selective.....	35
Call Notify	37
Find Me – Simultaneous Ring.....	39
Find Me – Sequential Ring	42
Push To Talk	45
Messaging	46
Voicemail	47
Voicemail Greetings	48
Distribution List.....	49
Reset Voicemail PIN.....	50
Mobility.....	51
Anywhere	51

TABLE OF CONTENTS

Group	55
Group Feature Settings	55
Account/Authorization Codes	56
Account/Authorization Codes Administration	58
Account/Authorization Codes Reports	59
Advanced Hunting (Hunt Groups).....	60
Auto Attendant	62
Call Park	65
Call Pickup	67
Conference Bridge List	69
Instant Conference	70
Music On Hold	71
Series Completion	72
Time Schedule (Group).....	74
Group Administration.....	77
Manage Lines	77
Manage Users	78
Support	80
Manage Locations	81
Edit Location Name	81
Search for a Location	82
Phone Features	83
Anonymous Call Rejection.....	83
Anywhere.....	83
Auto Attendant	84
Caller ID	84
Call Forwarding	85
Call Park.....	85
Call Pickup.....	85
Call Transfer	85
Call Waiting	86
Do Not Disturb	86
Hoteling Guest / Hoteling Host.....	86
Instant Conference	87
Last Number Redial	87
Push to Talk	87
Speed Dial	87
Voicemail	88
Voicemail Greetings.....	89
Voicemail Pin Reset.....	89

Introduction

Welcome to your subscriber portal. In this user guide you will learn how to edit your account information, manage your services, add, remove and change your features along with many other useful pieces of information.

In addition to showing you how to edit various features and services, this guide will also provide detailed descriptions about each of the calling features your telephone service provides.

Logging in

To access the subscriber portal, you will need to open a web browser on your computer and type the following in the address bar:

mydigitalservices.com

Enter the login credentials in the spaces provided and click “Login” to be directed to the landing page (shown below).

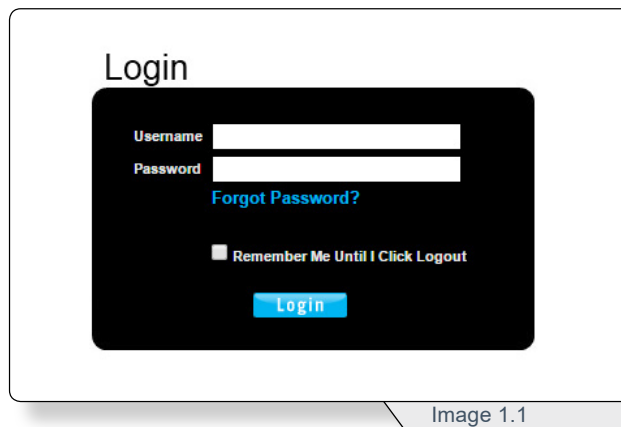


Image 1.1

If you have never logged in to the voice portal before please contact our office so we can create a username and password for you. You can reach us at 573-975-1112.

Navigation Bar, Sub-Menu and Page Layout

When you login to the subscriber portal, you'll see a page similar to image 2.1

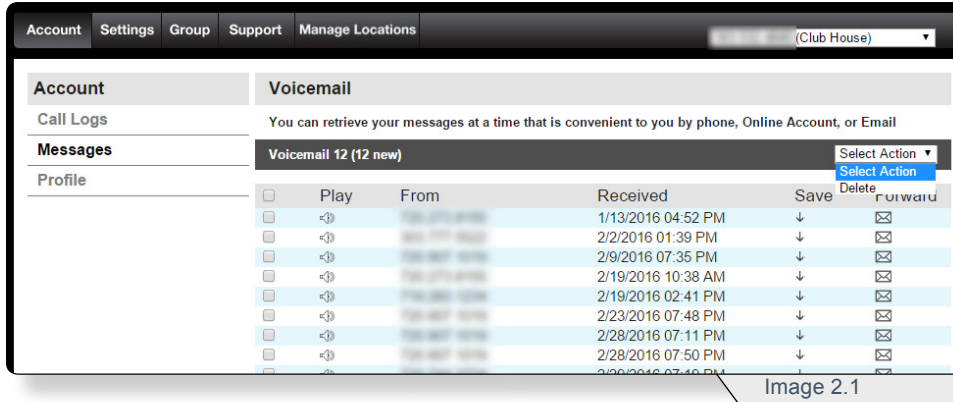


Image 2.1

The best way to move through the various screens is by using the navigation bar which is similar to image 2.2.



Image 2.2

Within the navigation bar, tabs are used to group customer and product details. Below is a brief description of each tab.

- **Account** – view or change account details.
- **Settings** – manage user level feature settings.
- **Group** – manage group level feature settings.
- **Support** – access support documents and applications.
- **Manage Locations** – switch between telephone service locations.

On the right of the navigation bar is a dropdown list of all phone numbers associated to this particular account and location. Before making any changes, ensure you have the correct phone number displayed so any changes are applied to the intended phone number.

Under each tab you will find a submenu bar similar to image 2.3. The header in bold is the submenu you are currently on and representative of the information the page displays.

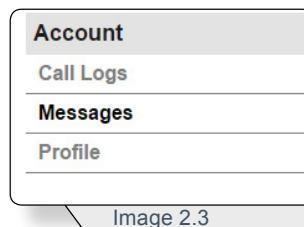


Image 2.3

Account

The account tab is the default tab in the portal. This tab allows you to view and manage your call logs, messages and customer profile.

Call Logs

To view all incoming and outgoing calls for the past three months, use image 3.1 and the following instructions.

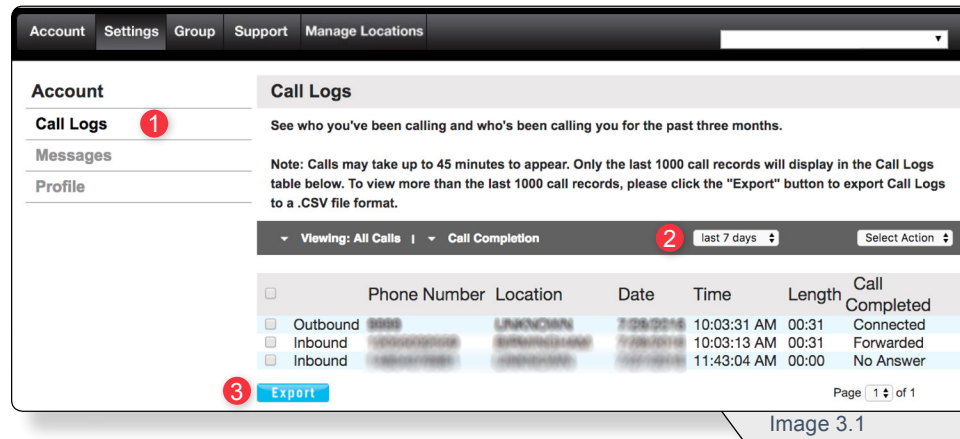


Image 3.1

- 1 – Select **Call Logs** on the **Account** submenu.
- 2 – Select the desired date ranges.
- 3 – Click **Export** to download a .csv file of the call log.

To block a number's future calls, use the following instructions and image 3.2.

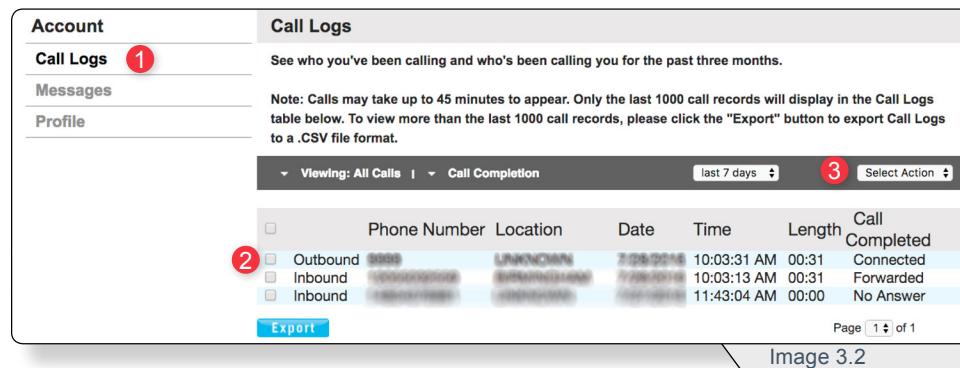


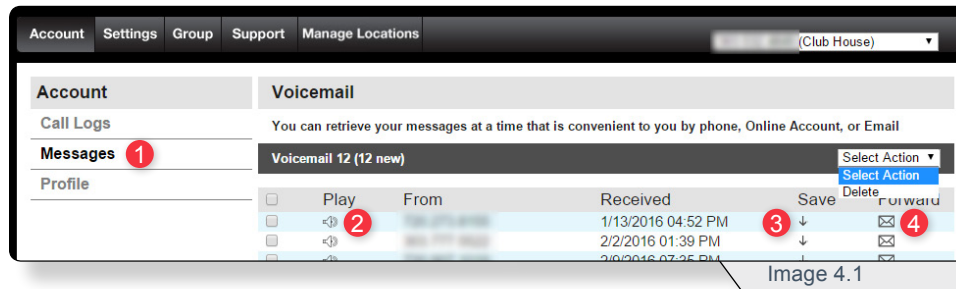
Image 3.2

- 1 – Select **Call Logs** on the **Account** submenu.
- 2 – Check the desired number.
- 3 – On the **Select Action** dropdown list, select **Block Number**.

Note: Selecting **Block Number** blocks the number without supplying a notification. Further management of call blocking is performed in that feature section.

Messages

To view a list of all new and saved messages, use image 4.1 and the following instructions.



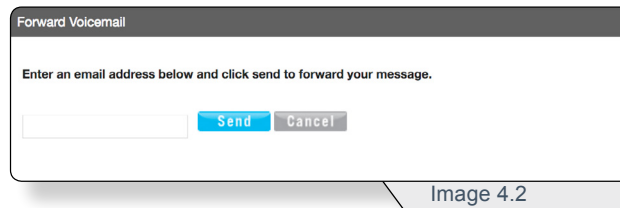
- 1 – Click **Messages** on the **Account** submenu.

Note: The messages displayed are solely the messages of the number selected in the **Navigation Bar**'s phone number dropdown menu.

Once the messages are loaded you can:

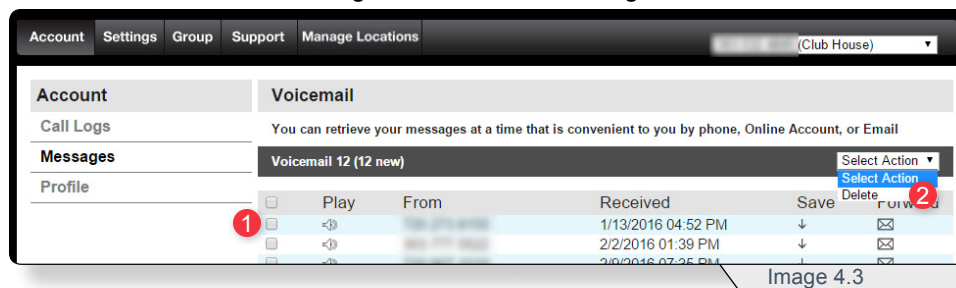
- 2 – Click the audio icon to play a message.
- 3 – Click the down arrow to save a message.
- 4 – Click the envelope to forward a message to an email address.

If you select the Forward icon, a pop-up window similar to image 4.2 will load.



Enter the email address and select Send to have the voicemail sent to the entered email.

To delete voicemail, use image 4.3 and the following instructions.



- 1 – Check the box adjacent to the corresponding voicemail
- 2 – On the **Select Action** dropdown list, select **Delete**.

Profile

To view profile information for the phone number selected in the navigation bar, use image 5.1 and the following instructions.

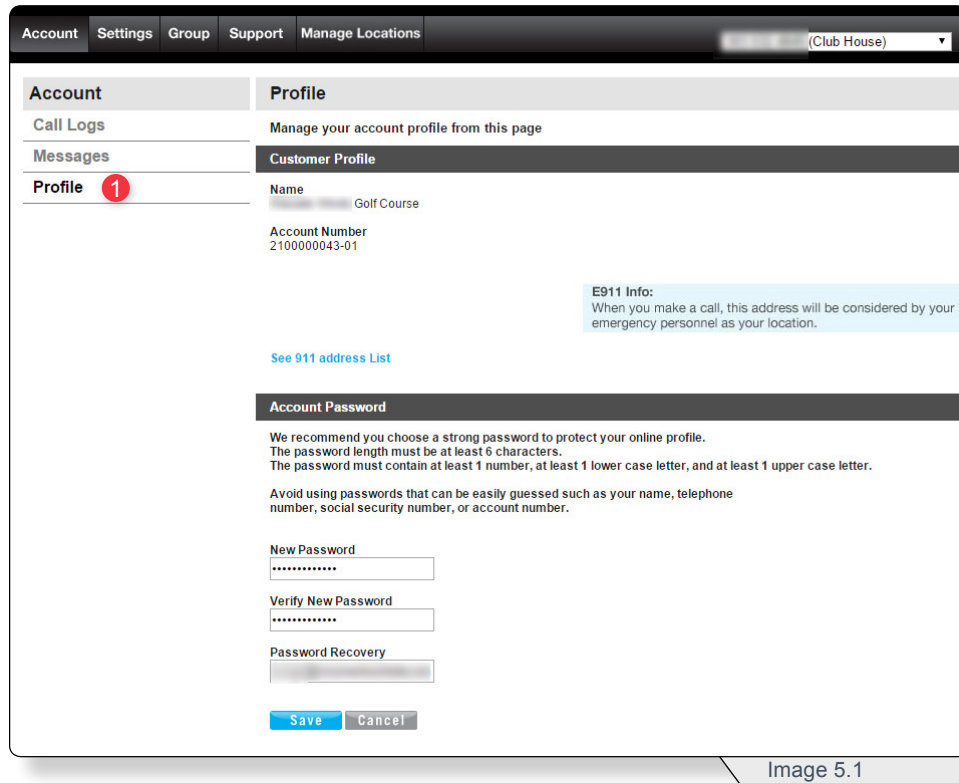


Image 5.1

1 – Click **Profile** on the **Account** submenu.

On this page you can change the account's password and e911 address.

To change your password, fill out the fields with the desired information and click **Save**.

To view and manage your E911 address details, select **See 911 Address List** and a page similar to image 5.2 will load.

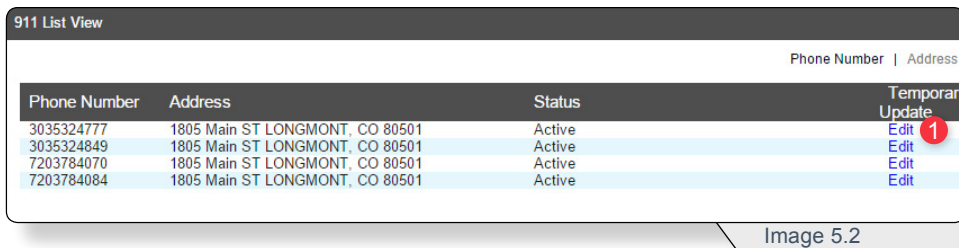


Image 5.2

1 – Click **Edit** to change the E911 address associated to the account.

A page similar to image 5.3 will load.

Continued on the following page.

PROFILE

Please Fill in the Temporary, Current E911 Address For Phone Number 2059783419

Please allow 10 minutes for address to validate in our system after updating.

Street Number	Street Prefix (N,S,E,W)	Street Name	Street Type (Dr,Blvd,St)	Street Suffix (N,S,E,W)
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Unit		Floor	Building	(Fill in all that apply)
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
City		State	Zip Code	
<input type="text"/>		Select a State	<input type="text"/>	

Clicking Save will update the TN to a temporary address. Clicking Cancel will close the page. Clicking Reset will clear the address fields. Clicking Reset to Primary Address will update the TN back to the location's address and close the page.

Primary E911 Service Address [PLEASE READ - End user E911 Service Address Update Information](#)

Image 5.3

Note: Before making any changes, review the E911 information to understand the importance of E911. Review this information by selecting the **PLEASE READ – End user E911 Service Address Update Information** button.

Make any address changes or select **Reset to Primary Address** to have the primary address become the E911 address.

Any changes can take up to 10 minutes to complete the address validation. During this time, various pages will show the E911 status as **Pending**. When validation is complete, the status will change from **Pending** to **Active**.

Settings

To access an account's settings select **Settings** on the navigation bar. A page similar to image 6.1 will load.

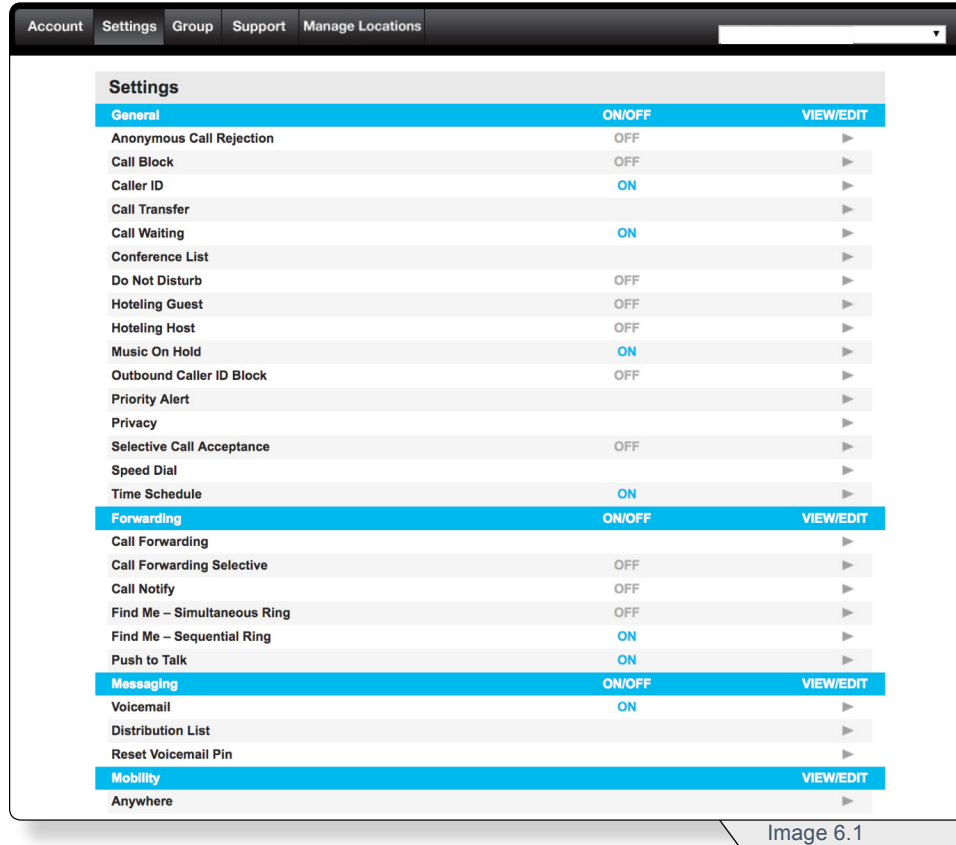


Image 6.1

The settings are divided into four sections:

- General
- Forwarding
- Messaging
- Mobility

Each individual feature is discussed in detail in the following sections of this document to follow.

To access any features, select the feature's corresponding **View/Edit** arrow.

Note: An account's feature set is determined by the service offering you have purchased so you may or may not all of the services listed in this example.

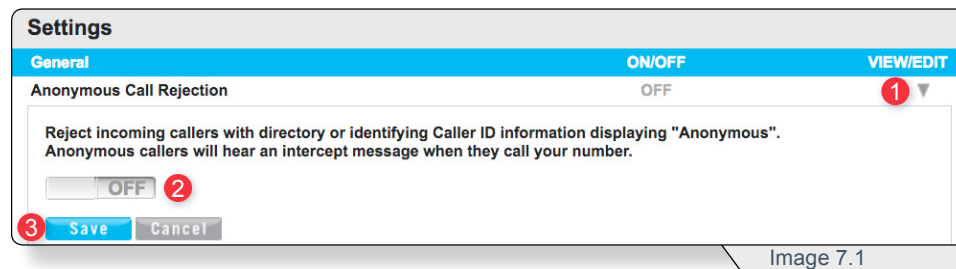
General Settings

Anonymous Call Rejection

Anonymous Call Rejection allows you to reject calls from callers who have blocked the display of their number. Only deliberate anonymous numbers are rejected. Callers whose numbers are unavailable are not rejected. Callers that are rejected are informed that you are not accepting calls from unidentified callers. Your phone does not ring and you do not receive any indication that they called.

Use image 7.1 and the following instructions to configure this feature.

- 1 – Click the **Anonymous Call Rejection's View/Edit** arrow.



- 2 – Select **On** or **Off**
- 3 – Click **Save** to apply the change.

Note: Refer to the **Phone Features** section of this guide for instructions on how to configure this feature from a phone.

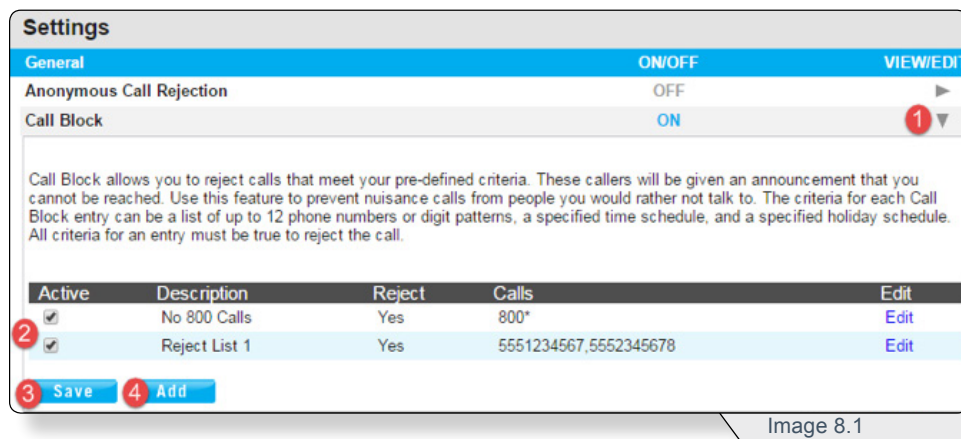
Call Block

Call Block rejects calls that meet your pre-defined criteria. Callers meeting these criteria will be played an automated message advising them that you cannot be reached. Use this feature to prevent nuisance calls.

Call Block rules can be applied to all incoming calls or up to 12 specified phone numbers or digit patterns (example: 800* for all 800 numbers). You can configure up to 10 rules. Therefore, you can specify a total of up to 120 phone numbers to be automatically rejected. For a call to be rejected, it must match all entered criteria.

Use image 8.1 and the following instructions to configure this feature.

- 1 – Click the **Call Block's View/Edit** arrow.



- 2 – Check the box to make any existing rule active.

- 3 – Click **Save** to apply changes.

To create a new **Call Block** rule, click **Add** (see 4 in image 8.1).

Continued on the following page.

CALL BLOCK

A page similar to image 8.2 will load.

Settings - Call Block

Description:

Reject Call
 Do not Reject Call

Select Time Schedule:

Selected Holiday Schedule:

From Any Phone number
 Forwarded
 From following phone numbers
 Any Private Number
 Any Unavailable Number

Specific Phone Numbers

Image 8.2

Fill in the fields with the desired information.

See additional information for select fields below.

Time Schedule – Select one of the available options. Refer to the **Time Schedule** section for instructions on how to create a time schedule.

From Any Phone number – Use to reject all incoming calls.

Forwarded – Use to reject any call forwarded from another number.

From following phone numbers – Use to reject any numbers in the **Specific Phone Numbers** section.

Any Private Number – Use to reject all calls any caller with their number to private.

Any Unavailable Number – Use to reject any call where caller ID is not available.

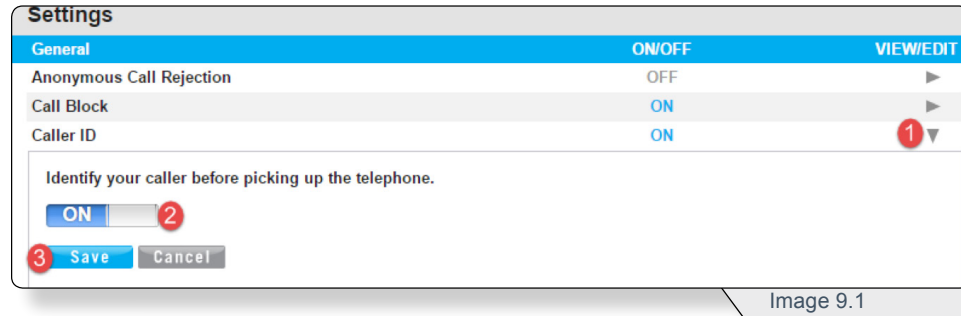
Click **Save** to make any changes.

Caller ID

Caller ID shows an incoming caller's name and/or telephone number.

Use image 9.1 and the following instructions to configure this feature.

- 1 – Click the **Caller ID's View/Edit** arrow.



- 2 – Select **On** or **Off**.
- 3 – Click **Save** to apply any changes.

Note: Refer to the **Phone Features** section of this guide for instructions on how to configure this feature from a phone.

Call Transfer

Call Transfer enables a user to transfer a call to a specified destination, and can take place in one of three ways:

Blind – the party receiving the transferred call receives the call directly.

Third-party consultation – the party receiving the transferred call receives a call from you and then when you press a button, the call is transferred.

Three-way consultation – all parties are on the line at the same time.

Use image 10.1 and the following instructions to configure this feature.

- 1 – Click **Call Transfer's View/Edit** arrow.

Settings

General	ON/OFF	VIEW/EDIT
Anonymous Call Rejection	OFF	▶
Call Block	OFF	▶
Caller ID	ON	▶
Call Transfer		▶ 1

The Call Transfer service enables a user to transfer a call to a specified destination. Call transfer can be blind, with third-party consultation, or with three-way consultation. In addition, Busy Camp On and Call Transfer Recall features allow users to camp the call to transfer on a busy destination and recall the transferring party if the transferred call is not answered for any reason. Another option, diversion inhibitor enables users to prevent transferred calls from being redirected.

2 Call transfer Recall: On Off

Configure Call Transfer Recall:

3 Number of rings before recall: 4

4 Enable Busy Camp On for 120 **5** Seconds

6 Use Diversion inhibitor for Blind Transfer: On Off

7 Use Diversion inhibitor for Consultative Calls: On Off

8 Save

Image 10.1

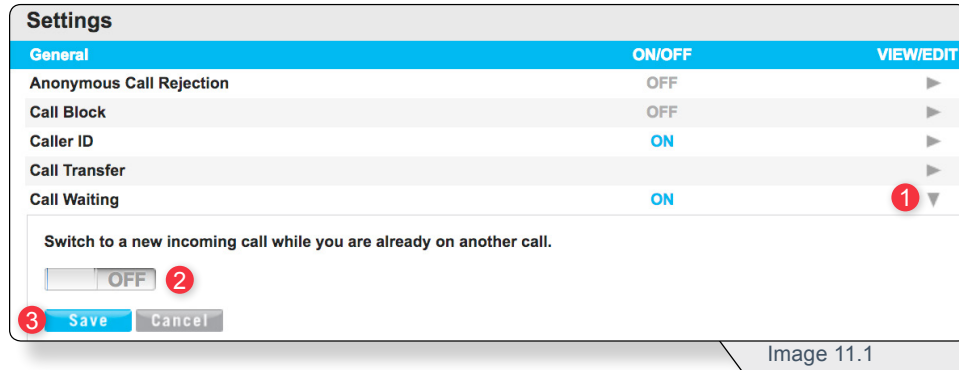
- 2 – Select **On** or **Off** for call transfer recall which redirects unanswered transferred calls back to you.
- 3 – Specify the number of rings before the transferred call is redirected back to the original number.
- 4 – Check to enable the capability to transfer calls to a phone number that is already busy.
- 5 – Specify the number of seconds a call sent to a busy line will wait before the transferred call is redirected back to the original number.
- 6 – Prevent blind transferred calls from being further redirected by services such as **Call Forwarding** or **Simultaneous Ring**.
- 7 – Prevents consultative transferred calls from being further redirected by services such as **Call Forwarding** or **Simultaneous Ring**.
- 8 – Click **Save** to apply any changes.

Call Waiting

Call Waiting notifies of an incoming call when the line is already on another call.

Use image 11.1 and the following instructions to configure this feature.

- 1 – Click **Call Waiting's View/Edit** arrow.



- 2 – Select **On** or **Off**.

- 3 – Click **Save** to apply any changes.

Note: Refer to the **Phone Features** section of this guide for instructions on how to configure this feature from a phone.

Do Not Disturb

When **Do Not Disturb** is enabled, incoming callers receive a message stating you are busy, and will subsequently be sent to your voicemail greeting.

Use image 12.1 and the following instructions to configure this feature.

- 1 – Click **Do Not Disturb's View/Edit** arrow.

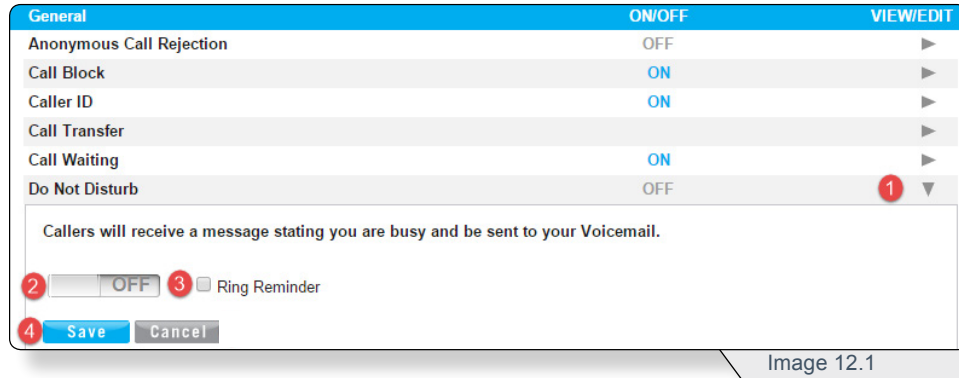


Image 12.1

- 2 – Select **On** or **Off**.
- 3 – Check the box to have a single ring sent to the phone whenever a call is forwarded to voicemail.
- 4 – Click **Save** to apply any changes.

Note: Refer to the **Phone Features** section of this guide for instructions on how to configure this feature from a phone.

Hoteling

Hoteling enables mobile users to share phones on an as-needed basis, like a hotel room.

Hoteling enables users to log in to a host account via their web portal or voice portal. Once logged in, the employee can use that host phone to make and receive their calls as usual, while retaining their own user profile.

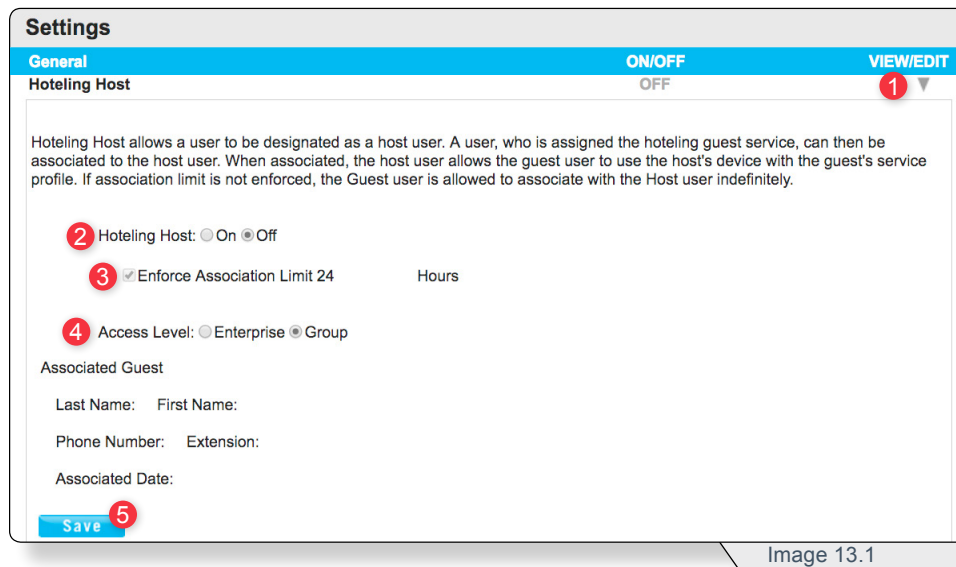
Configuring **Hoteling** is a two-step process that starts with configuring the host(s) and then the guest(s) that will use the host. Both sections follow below.

HOTELING HOST

Configure Hoteling Host on your line when you want to allow a guest user to have temporary access to using your phone.

Use image 13.1 and the following instructions to configure this feature.

1 – Click **Hoteling Host's View/Edit** arrow.



The screenshot shows the 'Settings' page for 'Hoteling Host'. The page has a blue header with 'General', 'ON/OFF', and 'VIEW/EDIT' tabs. The 'ON/OFF' tab is selected, showing 'OFF' and a red '1' next to a downward arrow. Below the header is a text box explaining the feature: 'Hoteling Host allows a user to be designated as a host user. A user, who is assigned the hoteling guest service, can then be associated to the host user. When associated, the host user allows the guest user to use the host's device with the guest's service profile. If association limit is not enforced, the Guest user is allowed to associate with the Host user indefinitely.' Below this are four numbered red circles pointing to specific settings: '2' points to 'Hoteling Host: On Off' (radio buttons); '3' points to 'Enforce Association Limit 24 Hours' (checkbox checked); '4' points to 'Access Level: Enterprise Group' (radio buttons); and '5' points to a 'Save' button at the bottom left. Below the settings are fields for 'Associated Guest' with sub-fields for 'Last Name: First Name:', 'Phone Number: Extension:', and 'Associated Date:'.

Image 13.1

2 – Select **On** or **Off**.

3 – Check to limit the user's access to the host phone to 24 hours.

4 – Select one of the following access levels:

- **Enterprise** – anyone in your company can use the designated phone to “hotel.”
- **Group** – only a specified group (ex. employees in a single region) can use the designated phone to “hotel.”

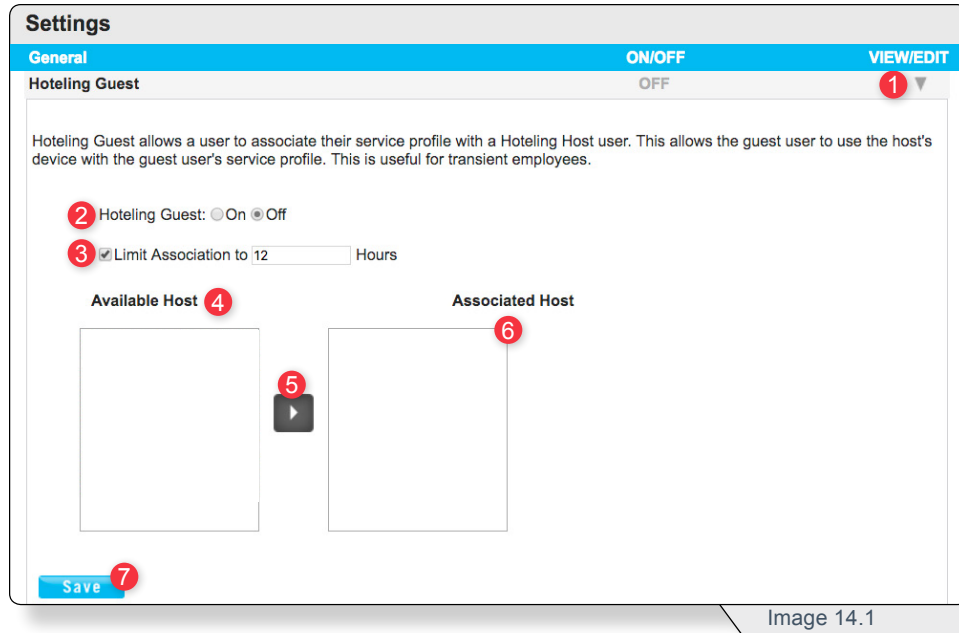
5 – Click **Save** to apply any changes.

HOTELING GUEST

Hoteling Guest allows users to associate their service profiles with a phone that has Hoteling Host enabled.

Use image 14.1 and the following instructions to configure this feature.

- 1 – Click **Hoteling Guest's View/Edit** arrow.



- 2 – Select **On** or **Off**.
- 3 – Set the Hoteling Guest to automatically expire by checking the **Limit Association** box and specify a maximum number of hours.

Note: If the host has enforced an association limit of 24 hours, the guest account cannot exceed that amount.

- 4 – Select the desired host account from **Available Hosts**.
- 5 – Click the right arrow.
- 6 – View the host as a now **Associated Host**.
- 7 – Click **Save** to apply any changes.

Music On Hold

Music On Hold specifies whether or not music will be played when callers are placed on hold or parked. For this feature to function, **Music On Hold** must also be enabled under the group tab settings (refer to the **Music on Hold** section under the **Group Feature Settings** header).

Use image 15.1 and the following instructions to configure this feature.

- 1 – Click **Music on Hold**'s **View/Edit** arrow.

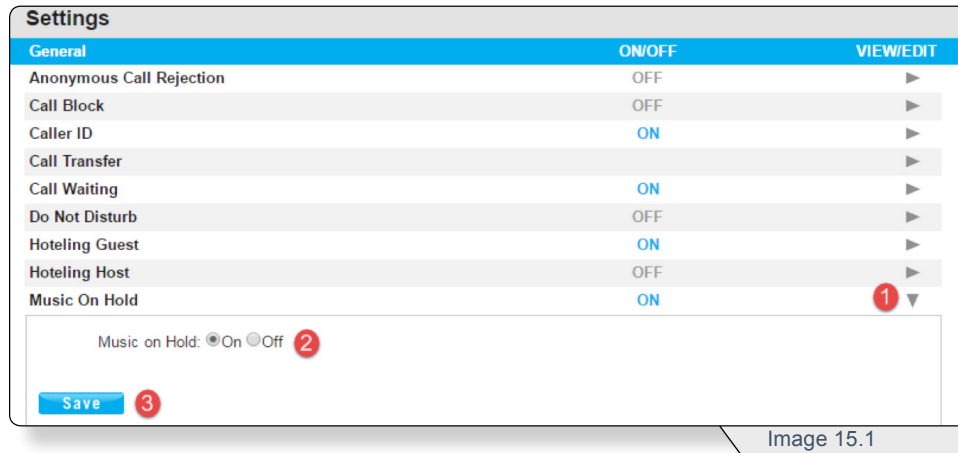


Image 15.1

- 2 – Select **On** or **Off**.
- 3 – Click **Save** to apply any changes.

Outbound Caller ID Block

Outbound Caller ID Block blocks your number from displaying in the receiver's caller ID display.

Use image 16.1 and the following instructions to configure this feature.

- 1 – Click **Outbound Caller ID Block's View/Edit** arrow.

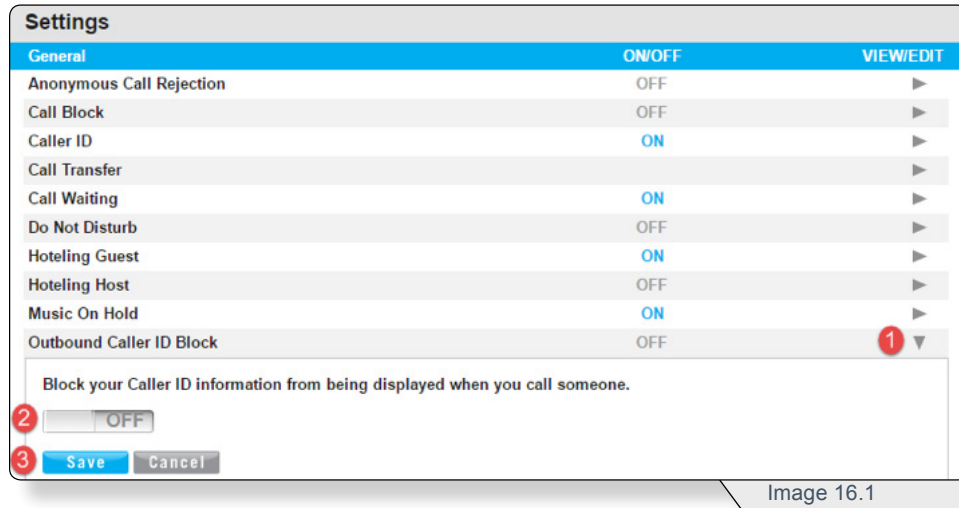


Image 16.1

- 2 – Select **On** or **Off**.
- 3 – Click **Save** to apply any changes.

Priority Alert

Priority Alert allows you to assign a distinctive ring tone to based on your pre-defined criteria. Priority alert rules can be applied all incoming calls or to up to 12 specified phone numbers or digit patterns (example: 800* for all 800 numbers).

Note: All criteria for a call must be met for the phone to ring with a different tone.

Use image 17.1 and the following instructions to configure this feature.

1 – Click **Priority Alert's View/Edit** arrow.

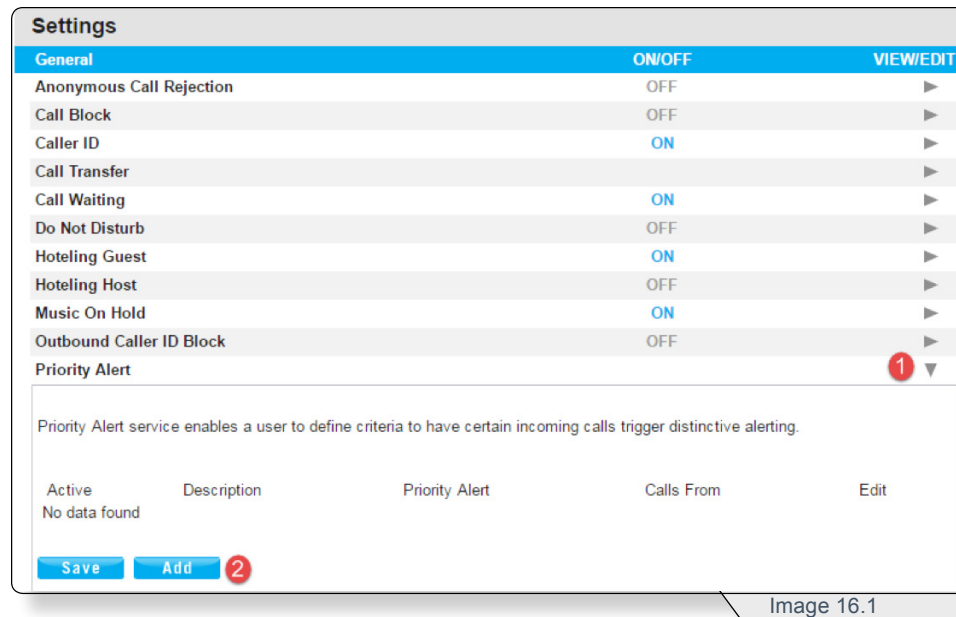


Image 16.1

2 – Click **Add** to create a new rule.

Continued on the following page.

PRIORITY ALERT

A rule configuration page similar to image 17.2 will load.

Settings - Priority Alert

Description:

Use Priority Alert
 Do Not Use Priority Alert

Select Time Schedule: Every Day All Day

Selected Holiday Schedule: None

Any External Phone number
 Following Phone Numbers:
 Any Private Number
 Any Unavailable Number

Specific Phone Numbers

Phone Number	Priority	Alert Type

Image 17.2

Fill in the fields with the desired information.

See additional information for select fields below.

Time Schedule – Select one of the available options. Refer to the Time Schedule section for instructions on how to create a time schedule.

Any External Phone number – Use to reject all incoming calls.

Following Phone Numbers – Use to reject any numbers in the Specific Phone Numbers section.

Any Private Number – Use to reject all calls any caller with their number to private.

Any Unavailable Number – Use to reject any call where caller ID is not available.

Click **Save** to apply any changes.

You will return to the **Priority Alert** page but will notice a new rule. This will appear similar to image 17.3

Priority Alert

Priority Alert service enables a user to define criteria to have certain incoming calls trigger distinctive alerting.

Active	Description	Priority Alert	Calls From	Edit
<input checked="" type="checkbox"/>	My Priority Alert Rule 1	Yes	Any private number,Any unavailable number,5553331212	<input type="button" value="Edit"/>

Image 17.3

New alert rules are set to active by default. Deactivate an alert rule by deselecting the corresponding check box (see 1 in image 17.3). When finished, click **Save** (see 2 in image 17.3) to apply your changes.

To modify any alert rules at any time, click the corresponding **Edit** button (see 3 in image 17.3).

Privacy

The **Privacy** feature allows you to exclude phone numbers from organization Directory Lists, Auto Attendant Extension Dialing, Auto Attendant Name Dialing and Phone Status monitoring.

Use image 18.1 and the following instructions to configure this feature.

1 – Click **Privacy's View/Edit** arrow.

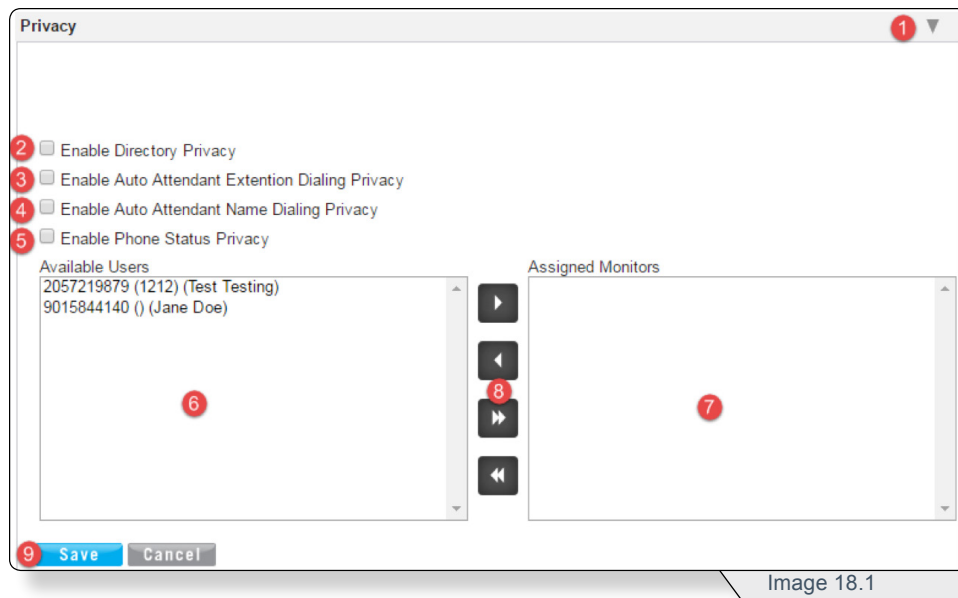


Image 18.1

To enable privacy services, select one or more of the four available checkboxes. The options are:

- 2** – **Enable Directory Privacy** – your telephone number will not appear in the enterprise or group directory.
- 3** – **Enable Auto Attendant Extension Dialing Privacy** – your telephone extension will be excluded from any auto attendant.
- 4** – **Enable Auto Attendant Name Dialing Privacy** – your name will not appear in the auto attendant name-dialing directory.
- 5** – **Enable Phone Status Privacy** – your phone number or extension status is not viewable.

By default, the phone status privacy rule will apply to all users. You can select users who are allowed to monitor your phone status by highlighting them in the **Available Users** list (see **6** in image 18.1) and moving them to the **Assigned Monitors** list (see **7** in image 18.1) by clicking the appropriate arrow button (see **8** in image 18.1).

Click **Save** (see **9** in image 18.1) to continue.

Selective Call Acceptance

Selective Call Acceptance allows you to limit the calls you receive based on your own predefined criteria. Selective acceptance rules can be applied to all incoming calls or to up to 12 specified phone numbers or digit patterns (example: 800* for all 800 numbers).

Note: All criteria for a call must be met for the call to be accepted or denied based on rule configuration.

Calls that do not meet the criteria will receive a message stating: “The party you are trying to reach is not accepting calls at this time” and will not go to voicemail.

Use image 19.1 and the following instructions to configure this feature.

- 1 – Click **Priority Alert's View/Edit** arrow.

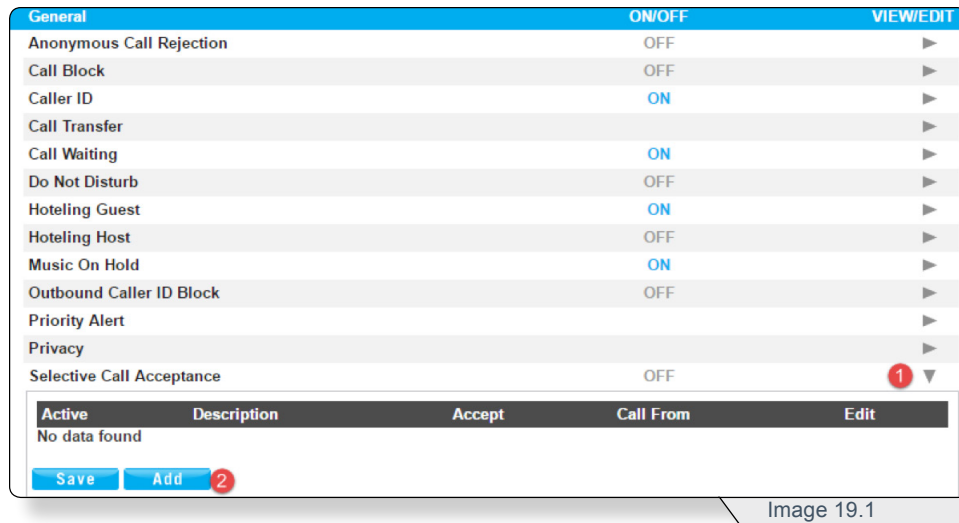


Image 19.1

- 2 – Click **Add** to create a new rule.

Continued on the following page.

SELECTIVE CALL ACCEPTANCE

A rule configuration page similar to image 19.2 will load.

The form contains the following fields and options:

- Description: [Text input field]
- Accept Call (radio button, selected)
- Do Not Accept Call (radio button)
- Select Time Schedule: [Dropdown menu with 'Every Day All Day' selected]
- Selected Holiday Schedule: [Dropdown menu with 'None' selected]
- Any Phone number (radio button, selected)
- Following Phone Numbers (radio button)
- Any Private Number (checkbox)
- Any Unavailable Number (checkbox)
- Specific Phone Numbers: [Table with 3 columns and 4 rows]
- Save (button)
- Cancel (button)

Image 19.2

Fill in the fields with the desired information.

See additional information for select fields below.

Time Schedule – Select one of the available options. Refer to the Time Schedule section for instructions on how to create a time schedule

Any Phone number – Use to reject all incoming calls.

Following Phone Numbers – Use to reject any numbers in the Specific Phone Numbers section.

Any Private Number – Use to reject all calls any caller with their number to private.

Any Unavailable Number – Use to reject any call where caller ID is not available.

Click **Save** to apply any changes.

You will return to the **Selective Call Acceptance** page but will notice a new rule. This will appear similar to image 17.3

The table shows the following data:

Active	Description	Accept	Calls From	Edit
<input checked="" type="checkbox"/>	Priority calls	Yes	5554443333,5554443332	Edit

Buttons: Save, Add

Image 19.3

New alert rules are set to active by default. Deactivate an alert rule by deselecting the corresponding check box (see 1 in image 19.3). When finished, click **Save** (see 2 in image 19.3) to apply your changes.

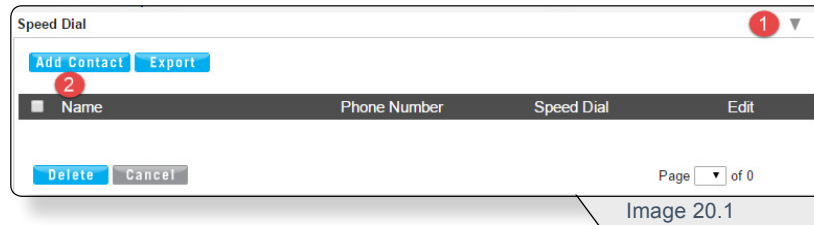
To modify any alert rules at any time, click the corresponding **Edit** button (see 3 in image 17.3).

Speed Dial

Speed Dial allows you to set up quick dial shortcuts for your most frequent calls.

Use image 20.1 and the following instructions to configure this feature.

- 1 – Click **Speed Dial's View/Edit** arrow.



- 2 – Click **Add Contact** to add a new speed dial entry.

A page similar to image 20.2 will load.

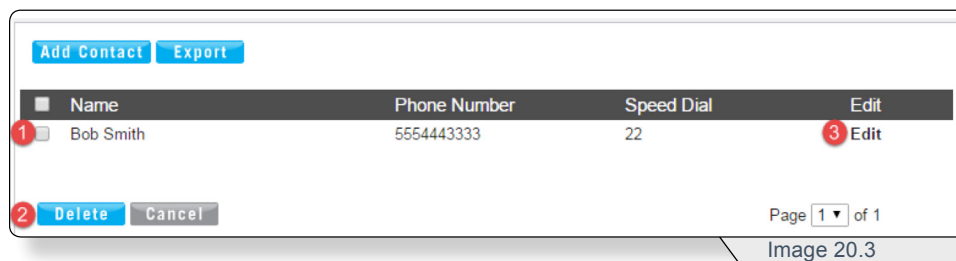
The screenshot shows the 'Add Speed Dial Contact' form. It has fields for 'First Name', 'Last Name', 'Home Phone', 'Work Phone', and 'Mobile Phone'. There is a 'Primary Phone' dropdown menu set to 'Home' and a 'Speed Dial Code' dropdown menu. 'Save' and 'Cancel' buttons are at the bottom right. The caption 'Image 20.2' is at the bottom right.

Enter all the desired information for the contact. See additional information for select fields below.

Primary Phone – The number selected here will be the number called when the speed dial code is used on your phone.

Speed Dial Code – Select an option from the available two digit numbers.

Click **Save** to apply any changes. You will return to the **Speed Dial** page but will notice a new rule. This will appear similar to image 20.3



Delete an alert rule by deselecting the corresponding check box (see 1 in image 20.3) and click **Delete** (see 2 in image 20.3).

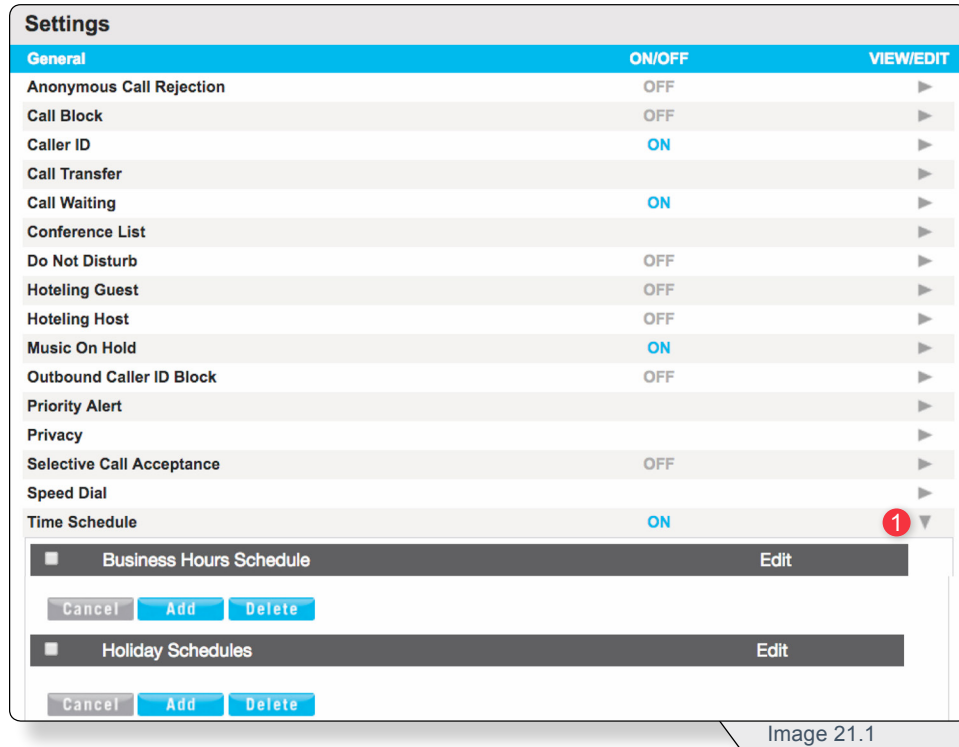
To modify any entry at any time, click the corresponding **Edit** button (see 3 in image 20.3).

Time Schedule

Time Schedule allows you to create and customize multiple schedules. Many other features use time schedules.

Use image 21.1 and the following instructions to configure this feature.

1 – Click **Time Schedule's View/Edit** arrow.



The process of creating a **Business Hours Schedule** and a **Holiday Schedule** are essentially the same.

Click **Add** to begin the process of creating a schedule. A page similar to image 21.2 will load



Name the schedule and click **Save** to continue.

TIME SCHEDULE

Clicking **Save** will cause an empty event list to be added to the page (similar to image 21.3).



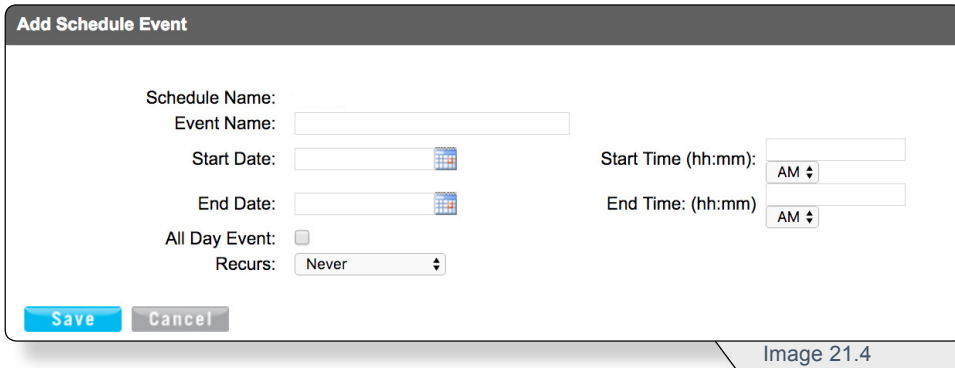
Add Business Hours Schedule

Schedule Name:

Image 21.3

Name the schedule, Click **Save** and then Click **Add** to configure an event.


A page similar to image 21.4 will load.





Add Schedule Event


Schedule Name:

Event Name:

Start Date: 

Start Time (hh:mm): AM 

End Date: 

End Time (hh:mm): AM 

All Day Event:


Recurs: 

Image 21.4

Fill in each field with the desired entry for this rule.

To provide clarity, below are examples of the options in the **Recurs** field.

- Daily (Example: Reoccurs every one or two days)
- Weekly (Example: Every week on Tuesday and Thursday)
- Monthly by day (Example: Every month on the 15th)
- Monthly by Week (Example: First Monday of every month)
- Yearly by Day (Example: January 5th every year)
- Yearly by Week (Example: Second Tuesday in February every 2 years)

When finished, click **Save** to save the event.

Continued on the following page.

TIME SCHEDULE

The event will be displayed in the **Add Schedule** view similar to image 21.5.

To add additional schedules, click **Add** (see **1** in image 21.5) and repeat the steps as above.

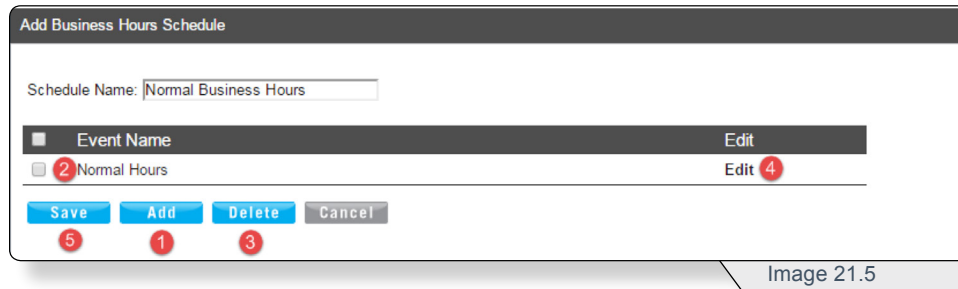


Image 21.5

To delete a time schedule, check the box next to the schedule's name (see **2** in image 21.5) and click **Delete** (see **3** in image 21.5).

To make changes to an existing time schedule, click **Edit** (see **4** in image 21.5).

When finished, click **Save** (see **5** in image 21.5).

Once a schedule has been created, it is displayed on the main **Time Schedule** page similar to image 21.6.

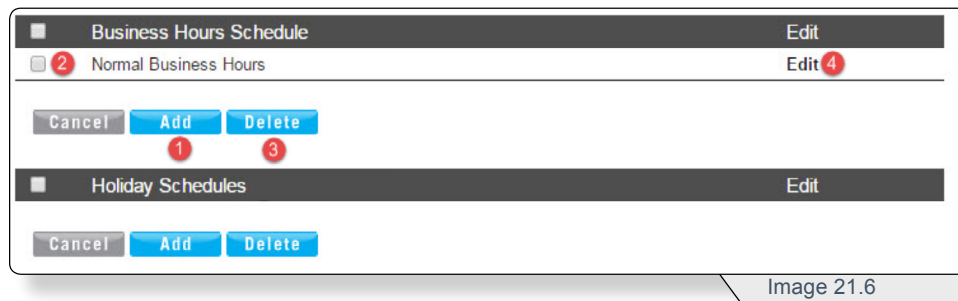


Image 21.6

To add additional time schedules, click **Add** (see **1** in image 21.6) and repeat the steps as above.

To delete a time schedule, check the box next to the schedule's name (see **2** in image 21.6) and click **Delete** (see **3** in image 21.6).

To make changes to an existing time schedule, click **Edit** (see **4** in image 21.6).

Forwarding

Each feature in the **Forwarding** section involves routing incoming calls to other phone numbers.

The **Forwarding** section can be found on the settings page similar to image 22.1.

Forwarding	ON/OFF	VIEW/EDIT
Call Forwarding		▶
Call Forwarding Selective	OFF	▶
Call Notify	OFF	▶
Find Me – Simultaneous Ring	OFF	▶
Find Me – Sequential Ring	ON	▶
Push to Talk	ON	▶

Image 22.1

Call Forwarding

Call Forwarding specifies when calls should be forwarded to another phone number and the phone number(s) where the calls should be forwarded.

Use image 23.1 and the following instructions to configure this feature.

Click **Call Forwarding's View/Edit** arrow

Forwarding ON/OFF VIEW/EDIT

Call Forwarding

Forward your calls to another number.

Call Forward Always OFF

Call Forward Don't Answer OFF

Call Forward Busy Line OFF

Call Forward Not Reachable OFF

Forward to:

Forwards After 3 Rings

Save Cancel

Image 23.1

Forwarding can be configured four ways:

- **Call Forward Always** – If enabled, all incoming calls will be forward to another number.
- **Call Forward Don't Answer** – If enabled, all unanswered incoming calls will be forwarded to another phone number.
- **Call Forward Busy Line** – If enabled, any incoming call that reaches this line when it is in use will be forwarded to another phone number.
- **Call Forward Not Reachable** – If enabled, any incoming call that reaches this line when it cannot be reached due to a service issue will be forwarded to another phone number.

Use the corresponding toggle buttons to turn the features **On** or **Off**.

Use the **Forward to** text boxes to specify the number where the call should be forwarded.

For **Call Forward Don't Answer**, specify the number of times the call should ring before forwarding.

When finished, click **Save** to apply any changes.

Note: Refer to the **Phone Features** section of this guide for instructions on how to configure this feature from a phone.

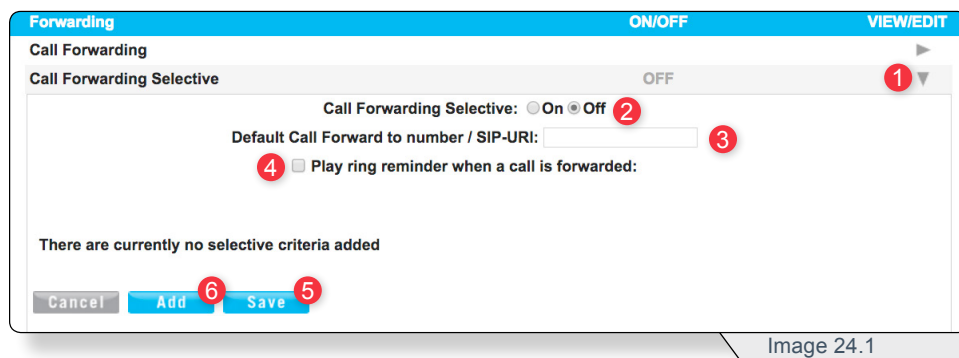
Call Forwarding Selective

Call Forwarding Selective allows you to forward specific calls matching pre-defined criteria to a different phone number. **Call Forwarding Selective** rules can be applied all incoming calls or to up to 12 specified phone numbers or digit patterns (example: 800* for all 800 numbers).

Note: All criteria must be met for a call to be forwarded.

Use image 24.1 and the following instructions to configure this feature.

1 – Click **Call Forwarding Selective's View/Edit** arrow.



2 – Turn **Call Forwarding Selective** on.

3 – Enter a phone number for the calls to be forwarded.

4 – Check this box to receive notification when receiving a forwarded call.

5 – Click **Save**.

6 – Click **Add**.

Continued on the following page.

CALL FORWARDING SELECTIVE

An **Add Selective Criteria** window similar to image 24.2 will load.

Image 24.2

Fill in the fields with the desired information.

See additional information for select fields below.

Time Schedule – Select one of the available options. Refer to the **Time Schedule** section for instructions on how to create a time schedule.

Any Phone number – Use to forward all incoming calls.

Following Phone Numbers – Use to forward any numbers in the **Specific Phone Numbers** section.

Anonymous Callers – Use to forward all calls any caller with their number to private.

Unavailable Callers – Use to forward any call where caller ID is not available.

Click **Save** to apply any changes.

Clicking **Save** will return you to the **Call Forwarding Selective** feature page similar to image 24.3.

Image 24.3

From this page you can:

- 1 – **Add** a new rule.
- 2 – **Edit** an existing rule.
- 3 – **Delete** a rule.
- 4 – **Save** any progress.

Call Notify

Call Notify allows you to receive email notifications containing specific callers' names and numbers based on predefined criteria.

Note: All criteria must be met for an email to be sent.

Use image 25.1 and the following instructions to configure this feature.

- 1 – Click **Call Notify's View/Edit** arrow.

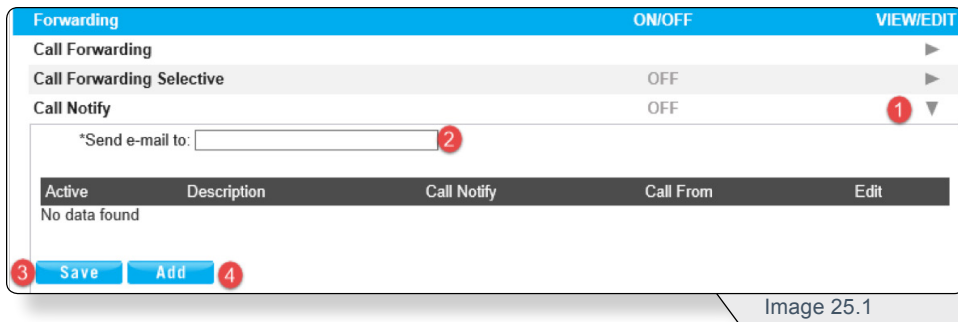


Image 25.1

- 2 – Enter an email address to send the notification.
- 3 – Click **Save**.
- 4 – Click **Add**.

Continued on the following page.

CALL NOTIFY

The **Call Notification Criteria** window similar to image 25.2 will load.

Image 25.2

Fill in the fields with the desired information.

See additional information for select fields below.

Time Schedule – Select one of the available options. Refer to the Time Schedule section for instructions on how to create a time schedule.

Any Phone number – Use to notify all incoming calls.

Following Phone Numbers – Use to notify any numbers in the Specific Phone Numbers section.

Any Phone Number – Use to notify all calls any caller with their caller ID to private.

Any Unavailable Number – Use to notify any call where caller ID is not available.

Click **Save** to apply any changes.

Clicking **Save** will return you to the **Call Notify** feature page similar to image 25.3.

Active	Description	Call Notify	Call From	Edit
<input checked="" type="checkbox"/>	My Boss	Yes	5551113323	Edit

Image 25.3

From this page you can:

- 1 – Make a rule active.
- 2 – Edit an existing rule.
- 3 – Add a rule.
- 4 – Save any progress.

Find Me – Simultaneous Ring

Find Me - Simultaneous Ring allows you to list up to 10 phone numbers you would like to have ring simultaneously in addition to your primary phone when you receive a call.

Find Me – Simultaneous Ring rules can be applied all incoming calls or to up to 12 specified phone numbers or digit patterns (example: 800* for all 800 numbers).

Use image 26.1 and the following instructions to configure this feature.

- 1 – Click **Find Me – Simultaneous Ring's** **View/Edit** arrow.

Forwarding ON/OFF VIEW/EDIT

Call Forwarding		▶
Call Forwarding Selective	OFF	▶
Call Notify	OFF	▶
Find Me – Simultaneous Ring	OFF	1 ▼

Forward your calls to up to ten alternate locations.

Simultaneous Ring: On Off

Do not ring my simultaneous ring numbers if I'm already on a call:

Answer Confirmation Required	Phone Number / SIP URI
<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>

Save

Simultaneous Ring Criteria List		
Name	Edit	Delete
Work Time Ringing	Edit	Delete

Cancel Add 2

Image 26.1

- 2 – Select **Add**.

Continued on the following page.

FIND ME – SIMULTANEOUS RING

An **Add Selective Criteria** window similar to image 26.2 will load.

Add Simultaneous Ring Criteria

Description:

Setup options: -- Please Select Option --

Selected Time Schedule: Every Day All Day

Selected Holiday Schedule: None

Calls From: -- Please Select Option --

Anonymous callers:

Unavailable callers:

Save Cancel

Image 26.2

Fill in the fields with the desired information.

See additional information for select fields below.

Time Schedule – Select one of the available options. Refer to the **Time Schedule** section for instructions on how to create a time schedule.

Anonymous Callers – Use to apply to any caller with their number set to private.

Unavailable Callers – Use to apply to any call where caller ID is not available.

Click **Save** to apply any changes.

Continued on the following page.

Find Me – Sequential Ring

Find Me - Sequential Ring allows you to configure your calls to ring up to 5 additional locations sequentially when there is no answer from the primary phone.

Find Me – Sequential Ring rules can be applied all incoming calls or to up to 12 specified phone numbers or digit patterns (example: 800* for all 800 numbers).

Note: All criteria must be met for a call to follow the sequential ring flow.

Use image 27.1 and the following instructions to configure this feature.

1 – Click **Find Me – Sequential Ring**'s **View/Edit** arrow.

The screenshot shows the 'Forwarding' configuration page. At the top, there is a table with columns 'Forwarding', 'ON/OFF', and 'VIEW/EDIT'. The 'Find Me – Sequential Ring' row is highlighted and has a red '1' next to its 'VIEW/EDIT' arrow.

Below the table, the configuration options for 'Find Me – Sequential Ring' are displayed:

- Forward your calls to up to five alternate locations.
- Use base location first
- Number of rings for Base location:
- Continue the search process if the base location is busy.
- Enable caller to skip search process. Assumes forwarding or messaging is enabled.

Below these options is a table for adding alternate locations:

Answer Confirmation Required	Phone Number / SIP URI	Number of Rings
<input type="checkbox"/>	<input type="text"/>	<input type="text" value="3"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text" value="3"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text" value="3"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text" value="3"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text" value="3"/>

At the bottom of the configuration area, there is a 'Save' button and a 'Sequential Ring Criteria List' section with the text 'There are currently no selective criteria added'. At the very bottom, there are 'Cancel' and 'Add' buttons, with a red '2' next to the 'Add' button.

Image 27.1

2 – Click **Add**.

Continued on the following page.

FIND ME – SEQUENTIAL RING

An **Add Selective Criteria** window similar to image 27.2 will load.

Add Sequential Ring Criteria

Description:

Setup options: -- Please Select Option --

Selected Time Schedule: Every Day All Day

Selected Holiday Schedule: None

Calls From: -- Please Select Option --

Anonymous callers:

Unavailable callers:

Save Cancel

Image 27.2

Fill in the fields with the desired information.

See additional information for select fields below.

Time Schedule – Select one of the available options. Refer to the **Time Schedule** section for instructions on how to create a time schedule

Anonymous Callers – Use to apply rule to all calls any caller with their number to private.

Unavailable Callers – Use to apply rule any call where caller ID is not available.

Click **Save** to apply any changes.

Continued on the following page.

FIND ME – SEQUENTIAL RING

Clicking **Save** will return you to the **Find Me – Sequential Ring** feature page similar to image 27.3.

Forwarding ON/OFF VIEW/EDIT

Call Forwarding ▶

Call Forwarding Selective OFF ▶

Call Notify OFF ▶

Find Me – Simultaneous Ring OFF ▶

Find Me – Sequential Ring ON ▼

Forward your calls to up to five alternate locations.

Use base location first
Number of rings for Base location: ▼

Continue the search process if the base location is busy.
 Enable caller to skip search process. Assumes forwarding or messaging is enabled.

Answer Confirmation Required	Phone Number / SIP URI	Number of Rings
<input checked="" type="checkbox"/>	<input type="text"/>	<input type="text" value="5"/> ▼
<input type="checkbox"/>	<input type="text"/>	<input type="text" value="3"/> ▼
<input type="checkbox"/>	<input type="text"/>	<input type="text" value="3"/> ▼
<input type="checkbox"/>	<input type="text"/>	<input type="text" value="3"/> ▼
<input type="checkbox"/>	<input type="text"/>	<input type="text" value="3"/> ▼

Sequential Ring Criteria List

Name	Active	Edit	Delete
All Calls	Enabled	Edit 1	Delete 2

3

Image 27.3

Fill in the fields with the desired information.

See additional information for select fields below.

Use base location first – If checked, this has the primary device ring first.

Answer Confirmation Required – The line receiving the call must press a button to receive the call.

Number of Rings – The number of rings before the call is forwarded.

Note: Calls will be forwarded in the same order as they entered above. The process will begin with the first number and finish with the last.

Click **Save** to apply any changes.

Beyond configuring the feature, on this page you can also:

1 – Edit any rule.

2 – Delete any rule.

3 – Add any rule.

Push To Talk

Push to Talk enables automatic answering of Push to Talk calls via speakerphone or intercom. **Push to Talk** can activate the microphone and speaker enabling hands-free communication.

Note: To use this feature, all participants must have **Push to Talk** enabled.

Use image 28.1 and the following instructions to configure this feature.

- 1 – Click **Push To Talk's View/Edit** arrow.

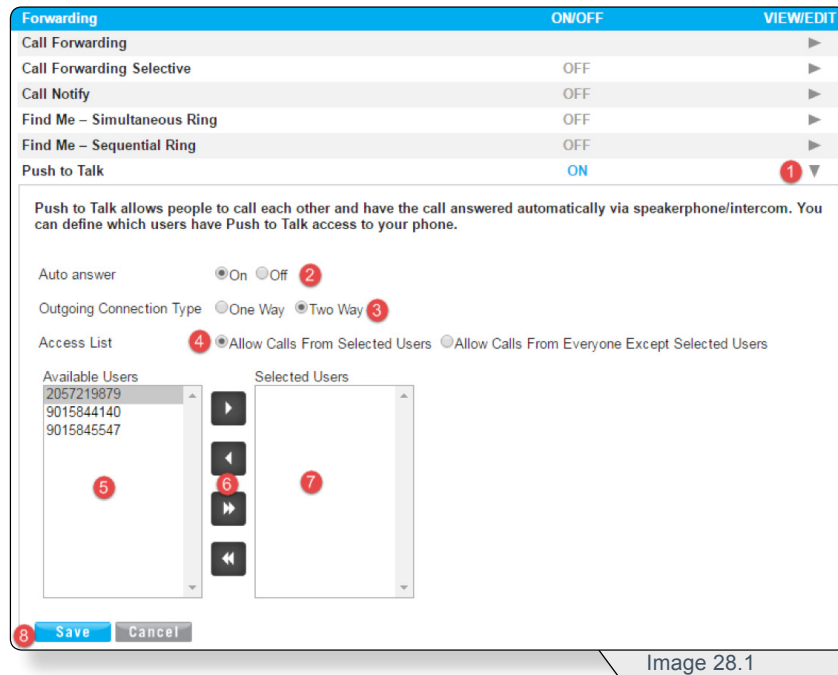


Image 28.1

- 2 – Select **On** or **Off**.
- 3 – Specify one of the following desired communication types:
 - **One Way**: Initiates the call, enabling the caller to speak to the recipient, but the recipient cannot respond to the caller.
 - **Two Way**: Initiates the call allowing the caller and the recipient to communicate freely to each other.
- 4 – Select the action applied to the numbers in the **Selected Users** list.
- 5 – View available users for feature.
- 6 – Use buttons to move users to and from the Selected Users box.
- 7 – View users you have selected for this rule.
- 8 – Click **Save** to apply your settings.

Note: Refer to the **Phone Features** section of this guide for instructions on how to configure this feature from a phone.

Messaging

The messaging section contains features directly associated with voicemail setup and delivery.

Messaging	ON/OFF	VIEW/EDIT
Voicemail	ON	▶
Distribution List		▶
Reset Voicemail Pin		▶

Image 29.1

Voicemail

Voicemail configuration allows you to specify how voice messages will be handled, including options to retrieve voice messages using your phone or email.

Use image 30.1 and the following instructions to configure this feature.

- 1 – Click **Voicemail's View/Edit** arrow.

Image 30.1

Fill in the fields with the desired information.

See additional information for select fields below.

Send All Calls to Voice Mail – Sends all calls directly to voicemail

Use Unified Messaging – Voice are messages saved on the voice portal and up to 5 email address to receive notification emails when new voicemails have been received.

Forward to this Email- Address – will forward voicemails to a singular email and will not store the files in the voice portal.

Transfer on “0” to Phone – Allow callers to press 0 and be transferred to a different line. No message is played to callers, so they will need to know of this option in advance.

Voicemail Greetings – Refer to the following **Voicemail Greetings** section of this document.

Click **Save** to apply any changes.

Voicemail Greetings

Voicemail Greetings allows you to control the greeting a caller receives when they reach the line's voicemail.

Selecting **Voicemail Greetings** on the **Voicemail** feature page will load a page similar to image 31.1. For more instructions on how to reach this page refer to the previous **Voicemail** section.

Busy Greeting:

System Greeting

Personal Greeting **Recorded from Voice Portal**

Load Personal greeting: No file chosen

No Answer Greeting:

System Greeting

Unavailable Greeting **Recorded from Voice Portal**

Load Personal greeting: No file chosen

Alternate No Answer Greetings:

Greeting Name	Greeting File
<input type="radio"/> <input type="text"/>	Audio: <input type="button" value="Choose File"/> No file chosen
<input type="radio"/> <input type="text"/>	Audio: <input type="button" value="Choose File"/> No file chosen
<input type="radio"/> <input type="text"/>	Audio: <input type="button" value="Choose File"/> No file chosen

Number of ring before greeting:

Image 31.1

Select an option to configure one of the three greeting types:

- **Busy Greeting** – the voicemail played when you are on the line and choose not to answer the second incoming call.
- **No Answer Greeting** – the voicemail played when a call goes unanswered.
- **Alternate No Answer Greetings** – the voicemail played when a call goes unanswered. This feature, however, allows the creation of multiple customized no answer greetings for special purposes (i.e., weekends, vacation, lunch).

Note: There can only be one active **No Answer** greeting at a time, either the **No Answer** or the **Alternate No Answer** greeting.

For each **Personal Greeting** option selected, use the **Browse** button to upload your customized greetings from your computer.

Select the number of times you want calls to ring before a greeting is played for callers.

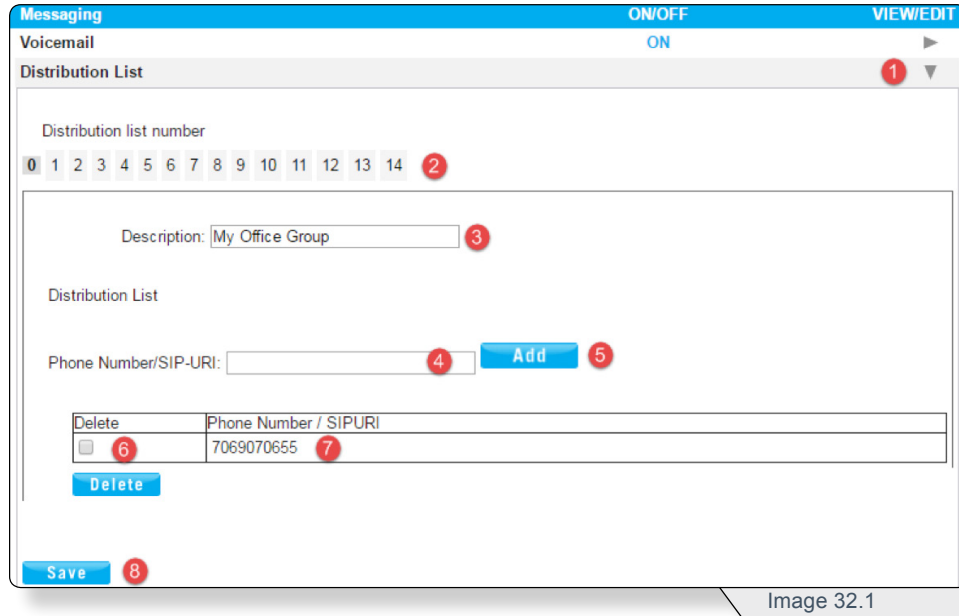
Click **Save** to save changes.

Distribution List

Distribution List allows up to 15 phone number lists to be configured for forwarding voicemail messages using the voice portal.

Use image 32.1 and the following instructions to configure this feature.

- 1 – Click **Distribution List's View/Edit** arrow.



- 2 – Select a distribution list number.
- 3 – Enter a list name.
- 4 – Enter a phone number or extension.
- 5 – Click **Add**.

Repeat this step until all phone numbers and extensions have been added.

To remove a number from a distribution list:

- 6 – Check the box adjacent to the corresponding phone number.
- 7 – Click **Delete**.

When finished configuring settings

- 8 – Click **Save** to apply your settings.

Note: Refer to the **Phone Features** section of this guide for instructions on how to configure this feature from a phone.

Reset Voicemail PIN

Whenever you reset your **Voicemail Pin**, it will reset back to the default pin (8642).

Use image 33.1 and the following instructions to configure this feature.

1 – Click **Reset Voicemail Pin's View/Edit** arrow.

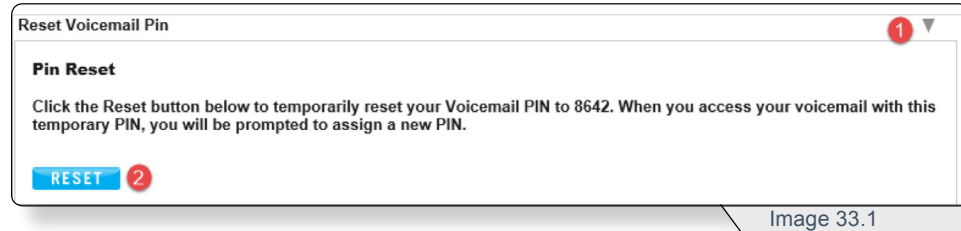


Image 33.1

2 – Click **Reset**.

Clicking **Reset** will load a confirmation message similar to image 33.2.

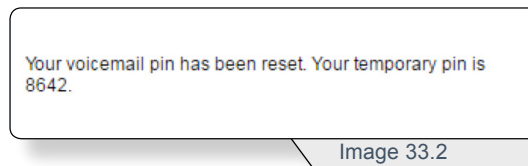


Image 33.2

Mobility

The **Mobility** section has features that extend your voice services beyond your primary phone device.

Anywhere

Anywhere allows you to make business calls from any phone, anytime, anywhere. You can also move calls from one device to another without hanging up, and access business features regardless of the device being used.

Use image 34.1 and the following instructions to configure this feature.

- 1 – Click **Anywhere's View/Edit** arrow.

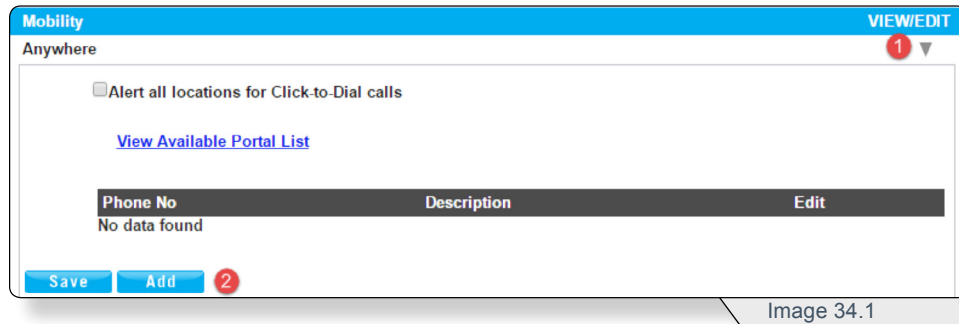


Image 34.1

- 2 – Click **Add**.

A page similar to image 34.2 will load:

Image 34.2

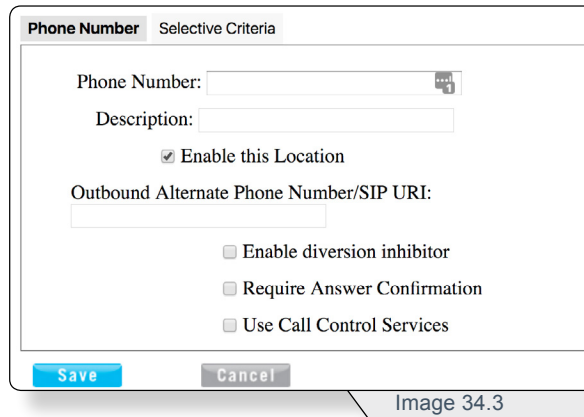
This page has two tabs, Phone Number and Selective Criteria.

Phone Number must be configured and saved first before adding **Selective Criteria**.

Continued on the following page.

ANYWHERE

The **Phone Number** tab is the default display when adding **Anywhere** a line and appears similar to image 34.3.



The screenshot shows a dialog box titled "Phone Number" with a "Selective Criteria" tab. It contains the following fields and options:

- Phone Number: [text input]
- Description: [text input]
- Enable this Location
- Outbound Alternate Phone Number/SIP URI: [text input]
- Enable diversion inhibitor
- Require Answer Confirmation
- Use Call Control Services

Buttons: Save, Cancel

Image 34.3

Fill in the fields with the desired information.

See additional information for select fields below.

Phone number – Enter the number that should ring along with the primary line.

Enable this location – Must be checked to apply **Anywhere** to this location.

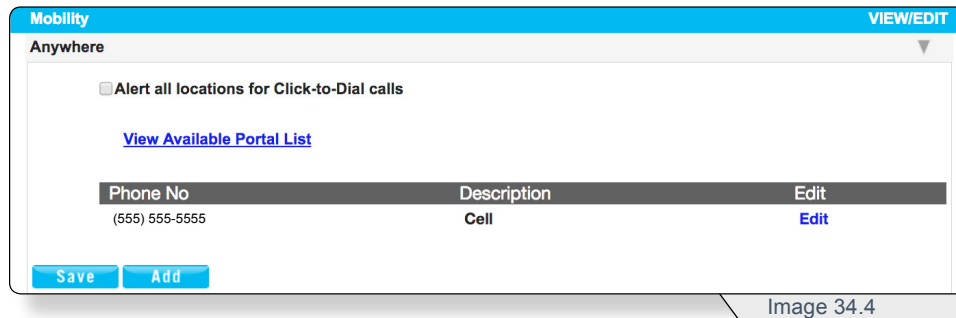
Outbound Alternate Phone Number/SIP URI – Use to notify any numbers in the **Specific Phone Numbers** section.

Enable diversion inhibitor – Feature is no longer supported and is pending removal.

Require Answer Confirmation – Requires the line receiving call to press a button when prompted to receive the call.

Click **Save** to apply any changes.

The number will appear under the **Anywhere** section.



The screenshot shows the "Mobility" page with a "VIEW/EDIT" button in the top right. The "Anywhere" section is expanded, showing:

- Alert all locations for Click-to-Dial calls
- [View Available Portal List](#)
- Table:

Phone No	Description	Edit
(555) 555-5555	Cell	Edit

Buttons: Save, Add

Image 34.4

Anywhere automatically applies to all calls, if you would like this to apply to **Anywhere** to a specific set of calls, you'll need to configure a rule's selective criteria.

To configure a rule's selective criteria, click the corresponding **Edit** button.

Continued on the following page.

ANYWHERE

On the popup window that loads, select the **Selective Criteria** tab and a page similar to image 34.5 will load.

Active	Description	Anywhere	Calls From	Edit
No data found				

Image 34.5

Click **Add** to display the configurable rules.

A page similar to image 34.6 will load.

Notify Do not Notify

Select Time Schedule: Every Day All Day

Selected Holiday Schedule: None

Any Phone number Following Phone Numbers
Any Private Number Any Unavailable Number

Specific Phone Numbers

Image 34.6

Fill in the fields with the desired information.

See additional information for select fields below.

Time Schedule – Select one of the available options. Refer to the Time Schedule section for instructions on how to create a time schedule

Any Phone number – Use to notify all incoming calls.

Following Phone Numbers – Use to notify any numbers in the Specific Phone Numbers section.

Any Phone Number – Use to notify all calls any caller with their number to private.

Any Unavailable Number – Use to notify any call where caller ID is not available.

Click **Save** to apply any changes.

ANYWHERE

Clicking **Save** will load a page similar to image 35.7

Active	Description	Anywhere	Calls From	Edit
<input checked="" type="checkbox"/>	Daytime Rule	Yes	All calls	Edit 1

[Save](#) 2 [Delete](#) 3 [Add](#) 4 [Cancel](#)

Image 34.7

Here you have the option to:

- 1 – Edit** an existing rule.
- 2 – Save** and return to the main page.
- 3 – Delete** a rule (check the corresponding **Active** box and click **Delete**).
- 4 – Add** additional rules.

Group

The **Group** tab provides access to all feature and administration settings that apply to your business group.

Note: Your business may not have all of the **Group Features** described in this section; the features are dependent on your service offering. Please contact customer support for additional details.

Group Feature Settings

Within the **Group** tab, the **Group Feature Settings** section contains all group features that can be configured.

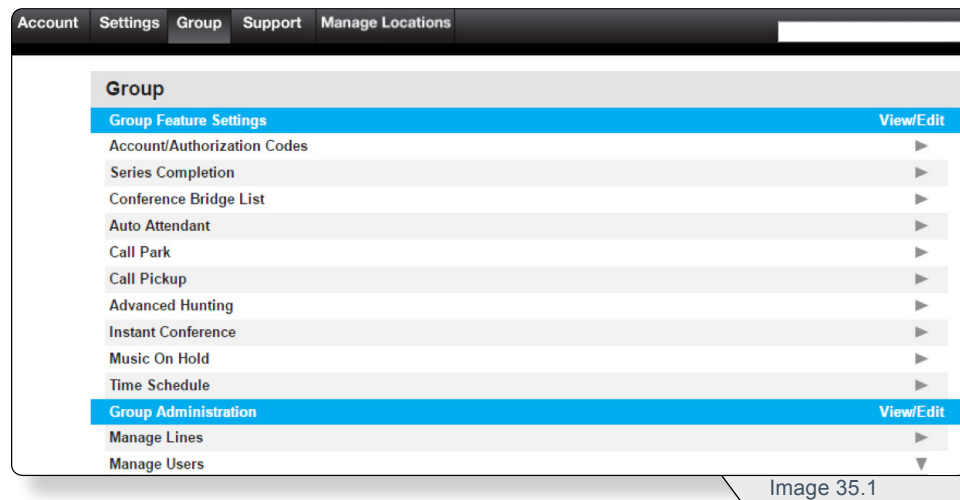


Image 35.1

Account/Authorization Codes

Account Codes allow users to assign certain codes to specified calls for tracking purposes.

Authorization Codes allow the group administrator to select specific users who must enter a valid authorization code when making a call to a party outside of the group. Calls are not connected unless a valid code is entered.

Note: Refer to the **Phone Features** section of this guide for instructions on how to configure this feature from a phone.

Use image 36.1 and the following instructions to configure this feature.

- 1 – Click **Authorization Code's View/Edit** arrow.

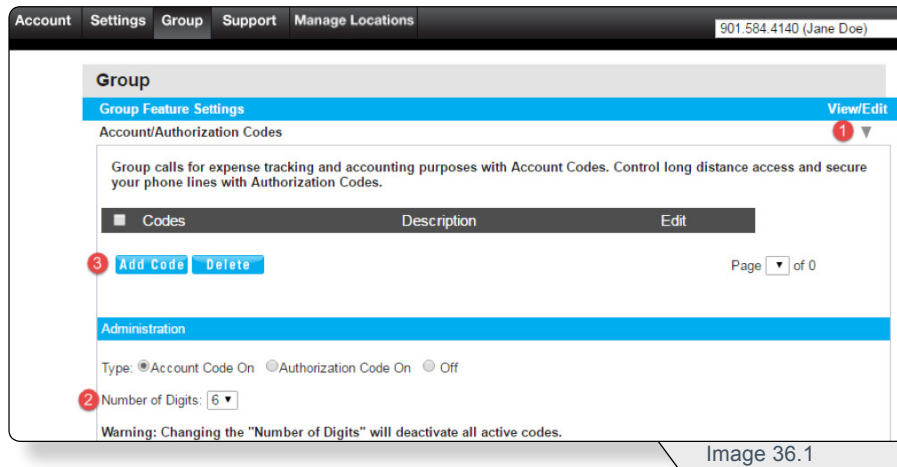


Image 36.1

- 2 – Select the number of digits employees will be required to enter when placing calls.
- 3 – Click **Add Code**.

Clicking **Add Code** will load the **Add Account/Authorization Codes** page similar to image 36.2.

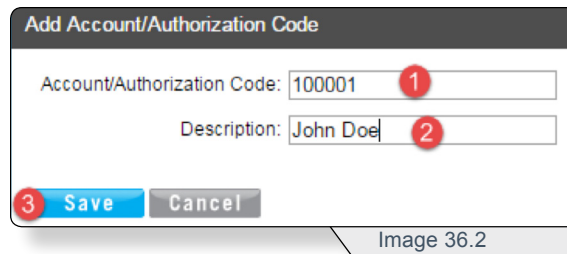
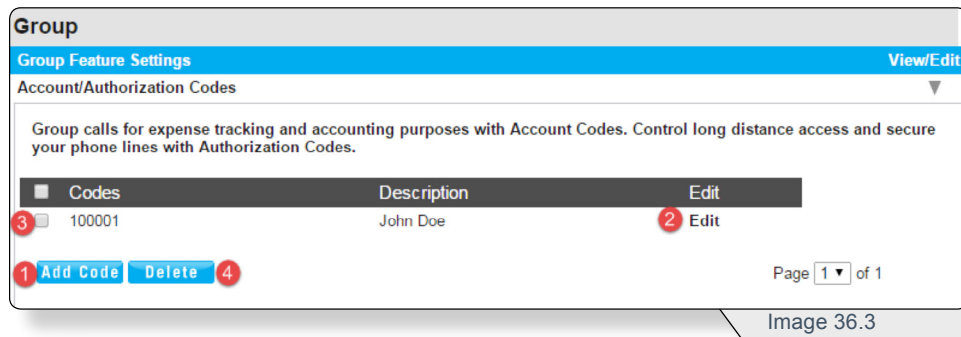


Image 36.2

- 1 – Enter an account or authorization code with the correct number of digits specified earlier.
- 2 – Enter a name for the code.
- 3 – Click **Save** to create code.

ACCOUNT/AUTHORIZATION CODES

The new account or authorization code will be displayed similar to image 36.3.



From this page you can:

- 1 – **Add** additional account or authorization codes.
- 2 – **Edit** an existing account or authorization code.
- 3 – Check the code's corresponding box.
- 4 – Delete any checked codes.

Note: Provide these **Account/Authorization codes** to your employees as appropriate for the making/tracking of outbound calls.

ACCOUNT/AUTHORIZATION CODES

ACCOUNT/AUTHORIZATION CODES ADMINISTRATION

The administration section is where you can control the feature, and it appears similar to image 36.4.

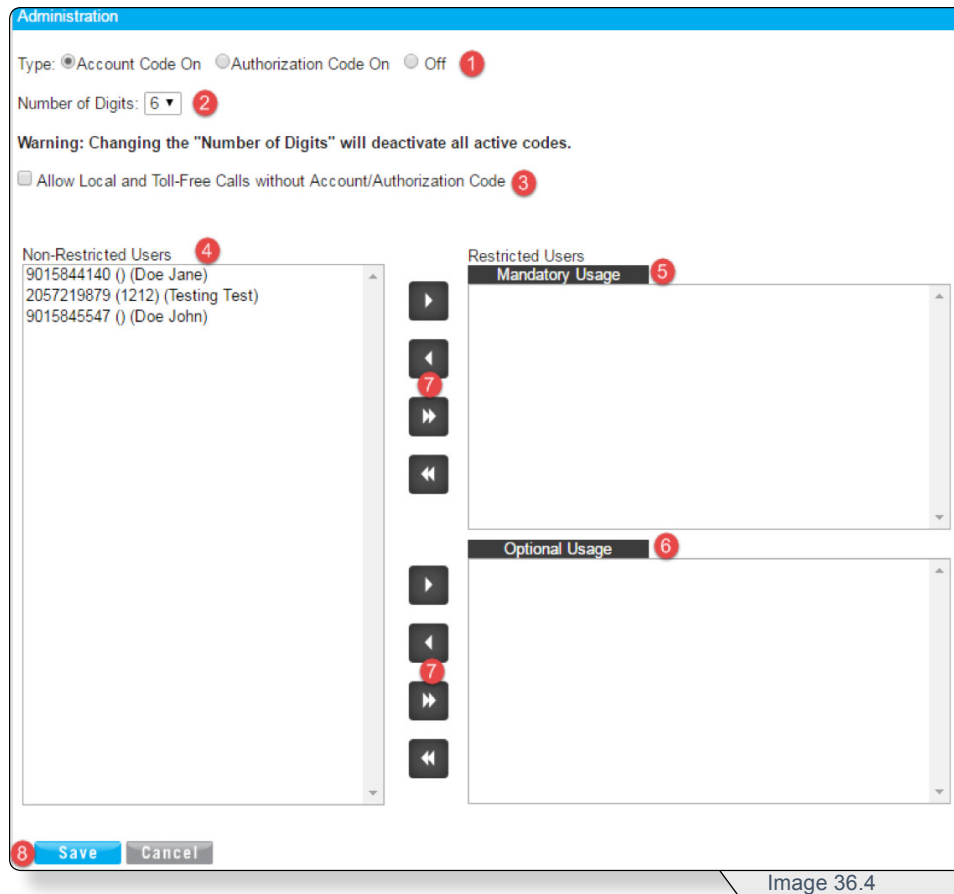


Image 36.4

- 1 – Set feature type as **Account Codes**, **Authorization Codes** or **Off**.
- 2 – View the code's number of digit you set previously.

Note: Changing the number of digits will delete all previously configured codes.

- 3 – Check to allow users to place local and toll-free calls without a code checkbox.
- 4 – View **Non-Restricted Users** or users not required to enter a code before placing a call.
- 5 – View **Restricted Users** or users required to enter a before placing a call.
- 6 – View **Optional Usage** or users who can activate an account code to track a call. This is only available if the feature is setup for Account Codes.
- 7 – Highlight users and click the appropriate arrow buttons to move them to the desired box.
- 8 – Click **Save** to apply changes.

ACCOUNT/AUTHORIZATION CODES REPORTS

The reports section is where you can download account or authorization code reports. To access reports, scroll to the bottom of the **Account/Authorization Codes** section.

Use image 36.5 and the following instructions to configure this feature.



Image 36.5

1 – Click **Click here to view Acc/Auth Code Reports**.

A page similar to image 36.7 will load.

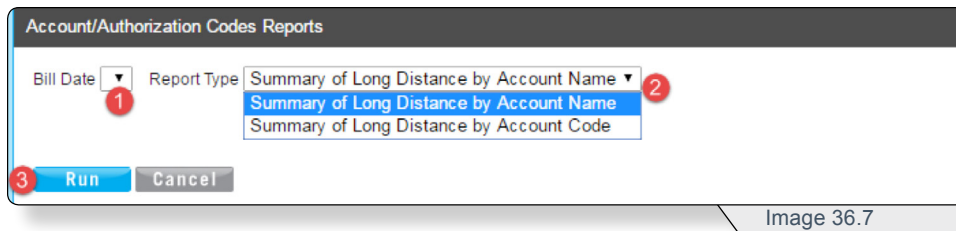


Image 36.7

1 – Select the bill date.

2 – Choose a report type.

3 – Click **Run** to create the report.

Advanced Hunting (Hunt Groups)

Advanced Hunting allows calls to be routed amongst available (or “not busy”) agents assigned to a hunt group (a defined group of phone numbers or extensions). When a call is received, the status of each number in the hunt group is checked in a specified sequence until a free line is found. The call is then sent to that phone number or extension. If the call is not answered, it can be routed to the next available agent in the hunt group until all lines have been exhausted or forwarded to another number. Lines that are in use or marked as “blocked” are skipped.

Use image 37.1 and the following instructions to configure this feature.

- 1** – Click **Advanced Hunting’s View/Edit** arrow.

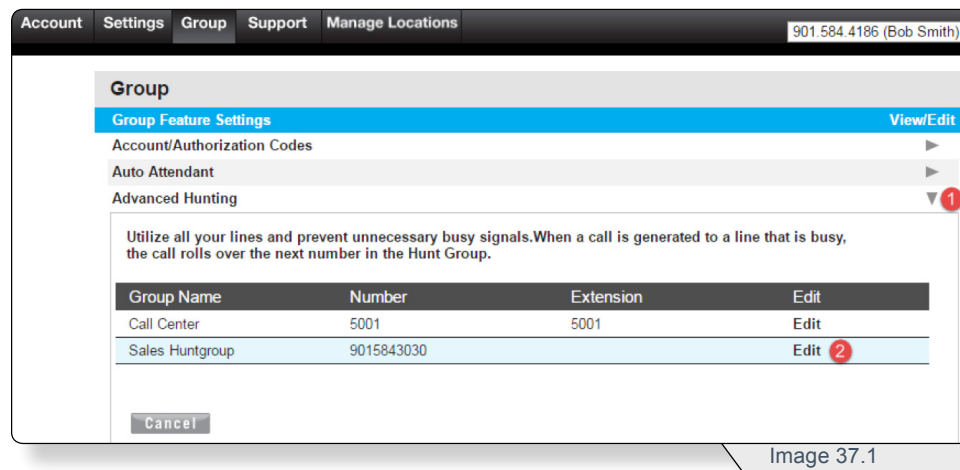


Image 37.1

- 2** – Click **Edit** to configure a hunt group.

Continued on the following page.

ADVANCED HUNTING (HUNT GROUPS)

The **Edit Hunt Sequence** page similar to image 37.2 will load.

The screenshot shows the 'Edit Hunt Sequence' interface. It contains the following elements:

- Name:** Hunt Group 725576
- Calling Line ID First Name:** Hunt
- Calling Line ID Last Name:** GroupEX
- Hunt Style:** Regular
- Allow Call Waiting on Line
- Skip to the Next Agent After: 5 Rings
- Forward calls after waiting: 10 Seconds
- Calls forward to:** 5555555555
- Available Users:** 2057219225 (Top Jimmy), 2057219230 (MD Dave), 2057219237 (MFF Dave), 2057219239 (Bartus Starr), 2057219261 (Frani Terkentonous), 2057219359 (Top Jimmy), 2057219785 (JR Dave), 2057219225 (Top Jimmy)
- Selected User Order:** 2057219243 (Rogerus Staubackus), 2057219226 (HD Dave), 2057219234 (SD Dave), 2057219216 (Terrus Bradshawus), 2057219284 (Barry Swiss)
- Directory Number Hunting:** 2057219243 (Rogerus Staubackus), 2057219216 (Terrus Bradshawus)
- Buttons:** Save, Cancel

Image 37.2

Fill in the fields with the desired information.

See additional information for select fields below.

Calling Line Name – the name displayed to call recipients within the hunt group.

Hunt Style – choose one of options described below:

- **Circular:** calls are routed to the next hunt group member based on who received the last call.
- **Regular (linear):** call routing always follows the sequence of the hunt group member list.
- **Simultaneous:** all idle users within the hunt group are alerted of an incoming call simultaneously.
- **Uniform:** calls are routed based on longest idle time.

Allow Call Waiting on Line – allows call agents to have more than one call at a time directed to them.

Forward calls – forward a call to a specific line if call goes unanswered.

Selected User Order – agent list for the hunt group, can be arranged using the up and down arrows.

Directory Number Hunting – calls to lines listed under this section will route to the hunt group instead of to the individual users.

Click **Save** to apply any changes.

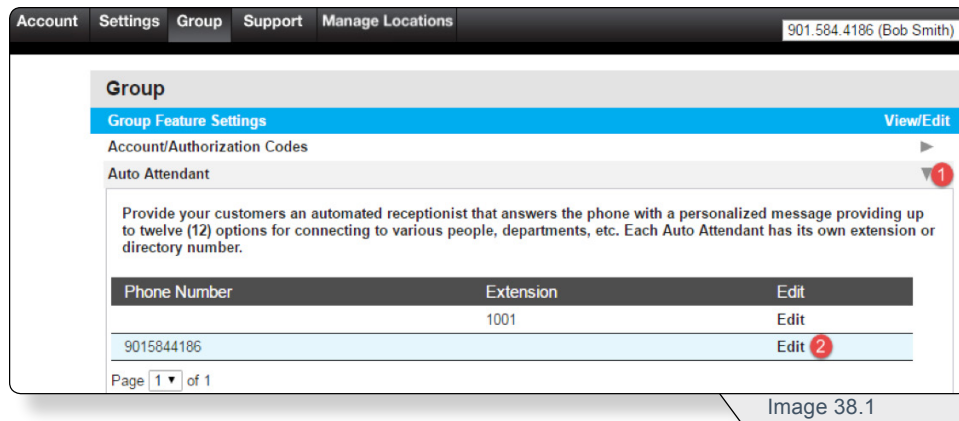
Auto Attendant

Auto Attendant is an automated receptionist that answers the phone and plays a personalized recorded message to callers. **Auto Attendant** has 12 routing options for callers, including dial by name or extension, transfer to the operator or transfer to nine pre-configured phone numbers or extensions (for example, 1 = Marketing, 2 = Sales, and so on).

Note: Refer to the **Phone Features** section of this guide for instructions on how to configure this feature from a phone.

Use image 38.1 and the following instructions to configure this feature.

1 – Click **Auto Attendant's View/Edit** arrow.



2 – Click **Edit** for the auto attendant you want to configure.

Continued on the following page.

AUTO ATTENDANT

The **Edit Auto Attendant** page similar to image 38.2 will load.

The screenshot shows the 'Edit Auto Attendant' configuration window. At the top, it displays 'Auto Attendant Number: 1000'. Below this is a checked 'Active' checkbox. The 'Name' field contains 'Auto Attendant 725571'. The 'Calling Line ID First Name' field is 'AutoAttend' and the 'Calling Line ID Last Name' field is 'Extension'. The 'Time Zone' is set to 'Eastern'. 'Business Hours' is 'Every Day All Day' and 'Holiday Schedule' is 'None'. There are two radio button options for 'Scope of extension dialing' and 'Scope of name dialing', both of which are selected as 'Group'. At the bottom, there are two blue buttons: 'Set Business Hours Prompts' and 'Set After Hours Prompts'. Below these are 'Save' and 'Cancel' buttons. A caption 'Image 38.2' is located at the bottom right of the screenshot.

Fill in the fields with the desired information. See select field information below.

Calling Line Name – name displayed to auto attendant call recipients.

Hunt Style – choose one of options described below:

- **Circular:** calls are routed to the next hunt group member based on who received the last call.
- **Regular (linear):** call routing always follows the sequence of the hunt group member list.
- **Simultaneous:** all idle users within the hunt group are alerted of an incoming call simultaneously.
- **Uniform:** calls are routed based on longest idle time.

Business Hours – select when the auto attendant should be enabled. Schedules are made in the Time Schedule feature.

Holiday Schedule – select the holiday schedule for the auto attendant. Schedules are made in the Time Schedule feature.

Scope of extension dialing – enable extension dialing across the enterprise (company) or the group (a location).

Scope of name dialing – enable name dialing across the enterprise (company) or the group (a location).

Directory Number Hunting – calls are routed to agents' individual phone numbers.

Set Business Hours Prompts – loads page to configure routing options for normal business hours.

Set After Hours Prompts – loads page to configure the routing options for non-business hours.

Click **Save** to apply any changes.

AUTO ATTENDANT

Selecting **Set Business Hours Prompts** or **Set After Hours** prompts will load a configuration page similar to image 38.3

Set Business Hour Prompts for Auto Attendant 2057219236

Standard Greeting
 Custom Greeting upload

Custom File

Enable first-level extension dialing

Auto Attendant Prompt Descriptions

	Description:	Action:	Telephone Number
0	<input type="text"/>	Transfer To Operator	<input type="text"/>
1	<input type="text"/>	Extension Dialing	
2	<input type="text"/>	Name Dialing	
3	<input type="text"/>	Repeat Menu	
4	<input type="text"/>	Exit	
5	<input type="text"/>	Extension Dialing	
6	<input type="text"/>	Name Dialing	
7	<input type="text"/>	Repeat Menu	
8	<input type="text"/>	Transfer To Operator	

Image 38.3

Fill in the fields with the desired information. See additional information for select fields below.

Enable First-Level Extension Dialing – enable immediate extension dialing the caller can use at any time.

Description – optional field used to help identify the routing option.

Action – select the appropriate action type to be performed when the routing option is entered. Options include:

Exit: terminates the call.

Extension Dialing: allows caller to enter extension of desired party.

Name Dialing: allows caller to use the directory by name call routing option.

Repeat Menu: replays the menu selection.

***Transfer To Operator:** transfer caller to operator.

***Transfer to Voicemail Box:** transfers caller directly to voicemail.

***Transfer With Prompt:** transfers with a “You are being transferred to . . .” message played.

***Transfer Without Prompt:** directly transfers caller.

*Denotes an action that requires a telephone number to be specified.

Click **Save** when finished configuring.

Call Park

Call Park enables a call to be placed on hold and then retrieved from a different phone in the group.

To park a call, a user presses the flash hook and dials the call park feature access code. The call is parked and the caller is placed on hold. To retrieve the call, use any phone in the group to dial the call retrieve feature access code and the extension that the call was parked against. While parked, the caller will hear music on hold, if the feature is enabled.

To use **Group Call Park** to park a call, the user presses the flash hook during an established call and then dials the Group Call Park feature access code. If no number is entered and the user hangs up immediately after dialing the feature access code, the call is parked against an available user's line.

Use image 39.1 and the following instructions to configure this feature.

- 1 – Click **Call Park's View/Edit** arrow.

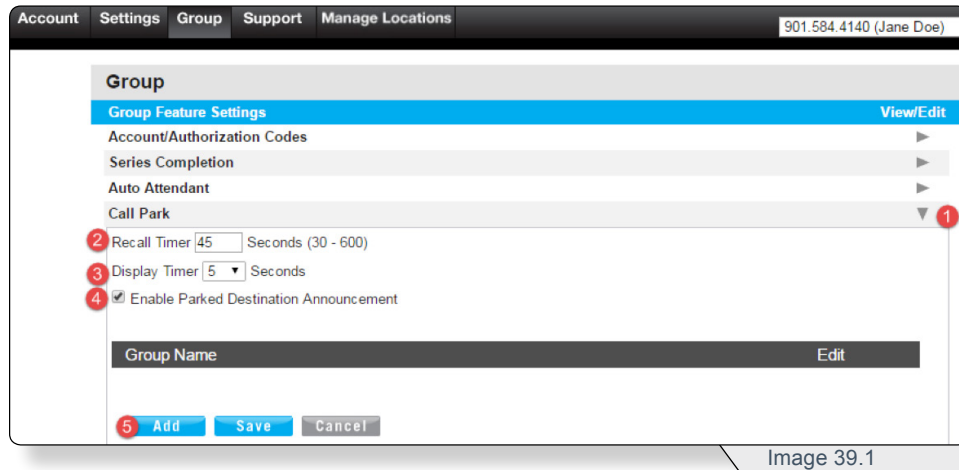


Image 39.1

- 2 – Set the amount of time a call can remain parked against a specific extension before it is returned to the original call recipient.
- 3 – Set the amount of time a call can remain parked against a group before it is returned to the original call recipient.
- 4 – Check to have the caller hear an announcement that they have been placed in a park location.

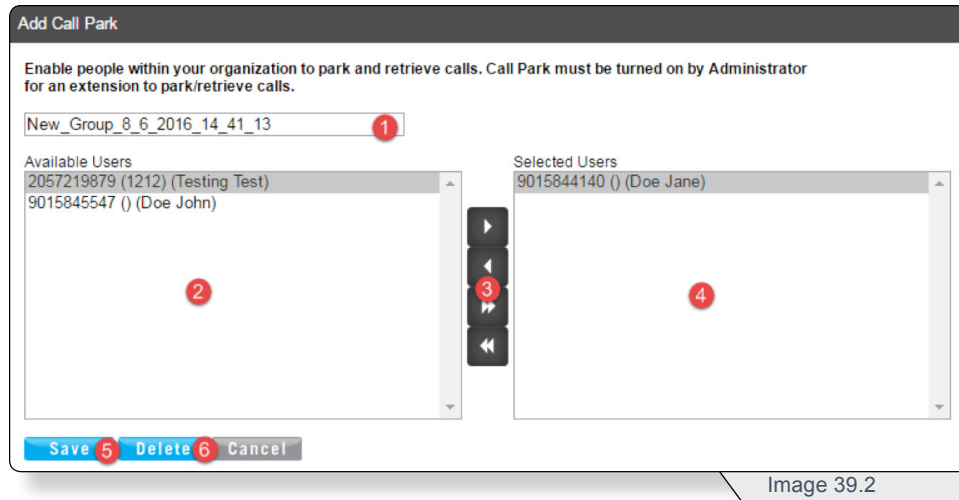
Note: **Recall Timer**, **Display Timer** and **Parked Destination Announcement** apply to all call park groups.

- 5 – Click **Add** to create a call park group.

Continued on the following page.

CALL PARK

The **Add Call Park** group configuration page similar to image 39.2 will load.



- 1 – Enter a name for the call park group.
- 2 – View and select the available user(s).
- 3 – Move selected users from the **Available Users** to **Selected Users** using the appropriate arrow button.
- 4 – View the **Selected Users** list.
- 5 – Click **Save** to apply group settings.
- 6 – If desired, **Delete** the **Call Park** group.

When a **Call Park** group is created it will appear on the **Call Park** page similar to image 39.3.



- 1 – Click **Edit** to make changes to an existing group.

Call Pickup

Call Pickup allows users to answer a call that is ringing at another user's line within their **Call Park** group. If more than one phone is ringing, the phone ringing the longest is the one that is picked up first.

To pick up a ringing call for another user, go off-hook and dial the **Call Pickup** feature access code, which connects them to the calling party.

Use image 40.1 and the following instructions to configure this feature.

- 1** – Click **Call Pickup's View/Edit** arrow.

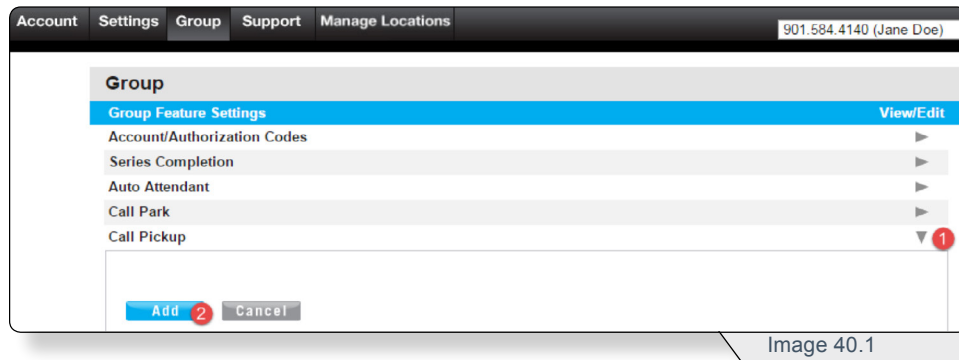


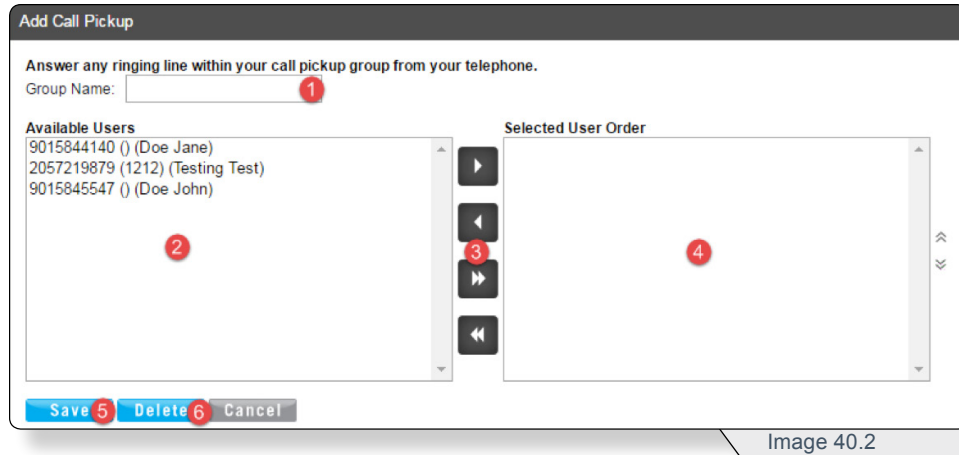
Image 40.1

- 2** – Click **Add** to create a **Call Pickup** group.

Continued on the following page.

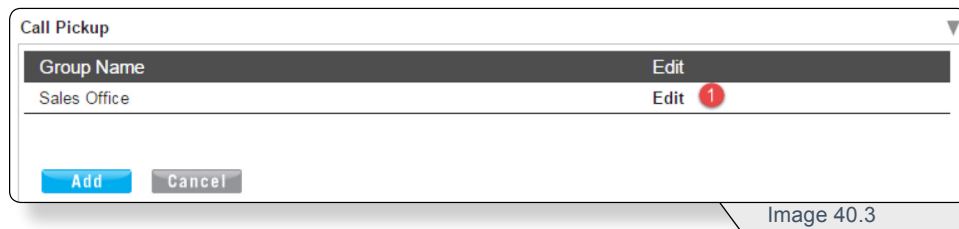
CALL PICKUP

The **Add Call Pickup** group configuration page similar to image 40.2 will load.



- 1 – Enter a **Call Pickup** group name.
- 2 – View and select the available user(s).
- 3 – Move selected users from the **Available Users** to **Selected Users** using the appropriate arrow button.
- 4 – View the Selected Users list.
- 5 – Click **Save** to apply group settings.
- 6 – If desired, **Delete** the **Call Pickup** group.

When a **Call Pickup** group is created it will appear on the **Call Pickup** page similar to image 40.3.



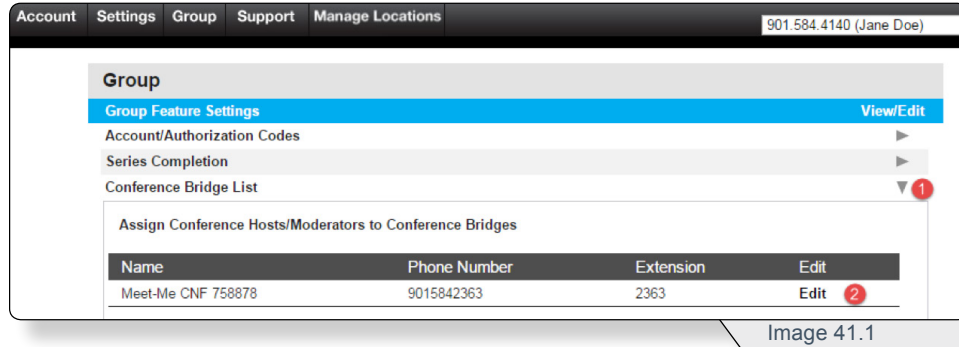
- 1 – Click Edit to make changes to an existing group.

Conference Bridge List

Conference Bridge allows conference administrators to create conference bridges that can be used to hold scheduled, recurring or ad-hoc conferences with internal and external callers.

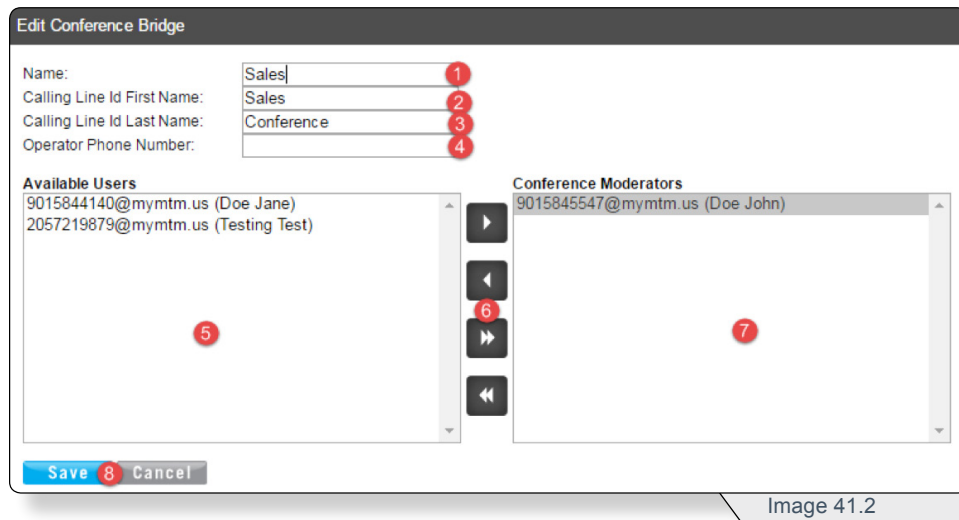
Use image 41.1 and the following instructions to configure this feature.

- 1 – Click **Conference Bridge's View/Edit** arrow.



- 2 – Click **Edit**.

The **Edit Conference Bridge** page similar to image 41.2 will load.



- 1 – Enter a **Conference ID** group name.
- 2 & 3 – Enter the name for the caller ID.
- 4 – Enter a number that a caller will be transferred to if they access the conference bridge menu (by pressing "**") and then select the option to be transferred to the operator (by pressing "0").
- 5 – View and select the available user(s).
- 6 – Use arrow buttons to move selected users to the desired box.
- 7 – View the **Selected Users** list.
- 8 – Click **Save** to apply group settings.

Instant Conference

Instant Conference allows a user to call the phone number assigned to an instant group call group and alert all members in the group. As the members answer, they are joined into a multi-way conference.

Instance Conference members can be part of the same group or can have external phone numbers.

Use image 42.1 and the following instructions to configure this feature.

- 1 – Click **Instance Conference's View/Edit** arrow.

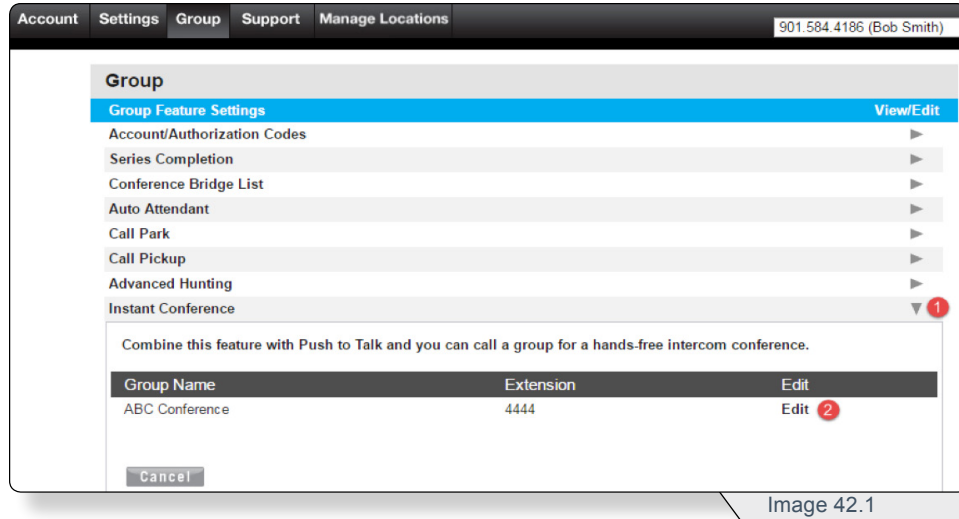


Image 42.1

- 2 – Click Edit.

The **Edit Instant Conference** page similar to image 42.2 will load.

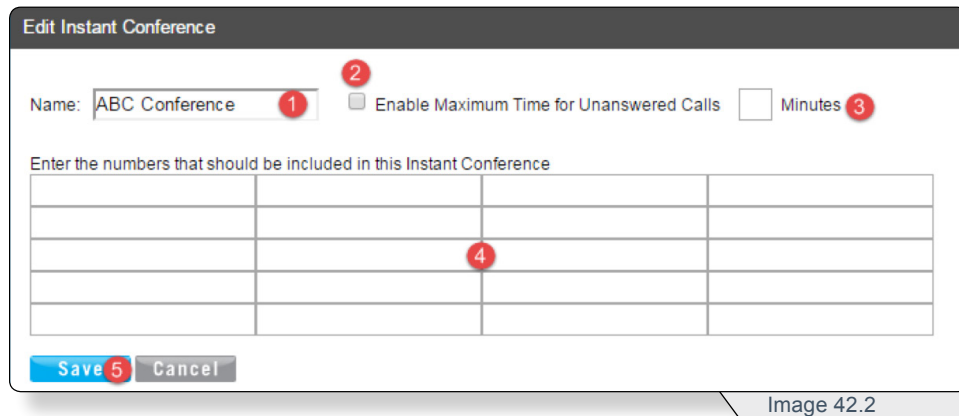


Image 42.2

- 1 – Modify the **Instance Conference** name.
- 2 – Check to set a maximum time for instant conference call to go unanswered.
- 3 – Enter the number of minutes for the maximum time for unanswered calls.
- 4 – Enter numbers included in the **Instant Conference**.
- 5 – Click **Save** to apply any changes.

Music On Hold

Music On Hold provides the ability to play standard or custom music while callers are on hold.

Use image 43.1 and the following instructions to configure this feature.

- 1 – Click **Music On Hold's View/Edit** arrow.

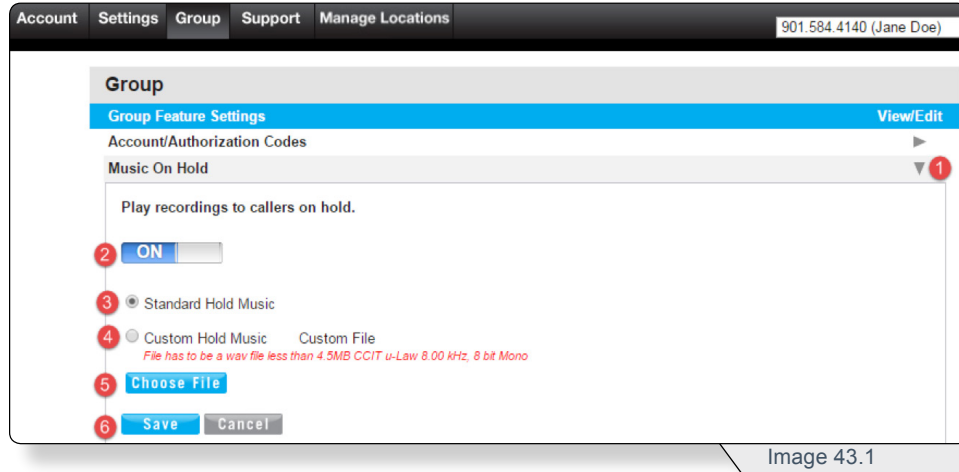


Image 43.1

- 2 – Select **On** or **Off**.
- 3 – Select to play the system's default music.
- 4 – Select to play a customized WAV file.
- 5 – Use to upload your own WAV file.
- 6 – Click **Save** to apply your settings.

Series Completion

Series Completion is used to create an ordered list of phone lines that can be used to reroute calls when the dialed phone line is busy. These calls will overflow to the next phone line in the list until the call is picked up or the end of the list is reached.

Use image 44.1 and the following instructions to configure this feature.

- 1 – Click **Series Completion's View/Edit** arrow.

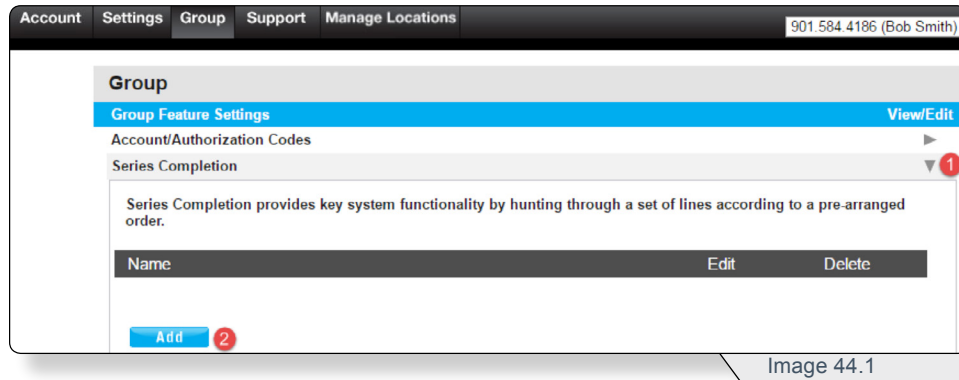


Image 44.1

- 2 – Click **Add**.

The **Add Series Completion** page similar to image 44.2 will load.

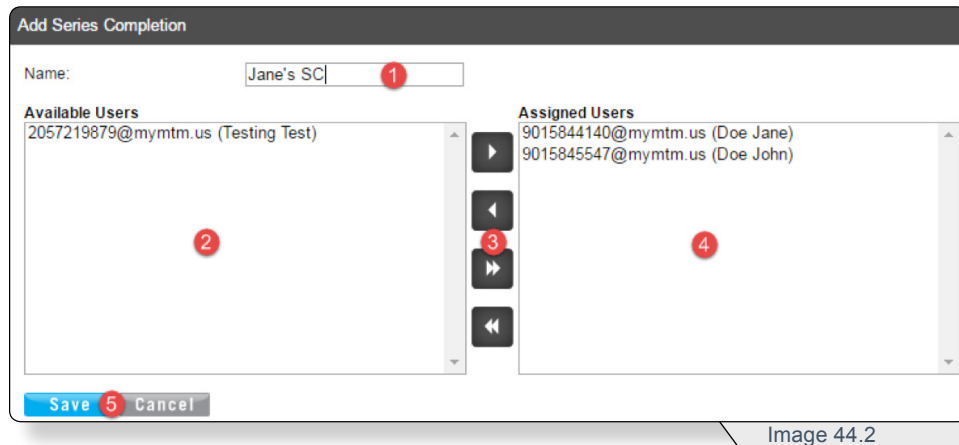


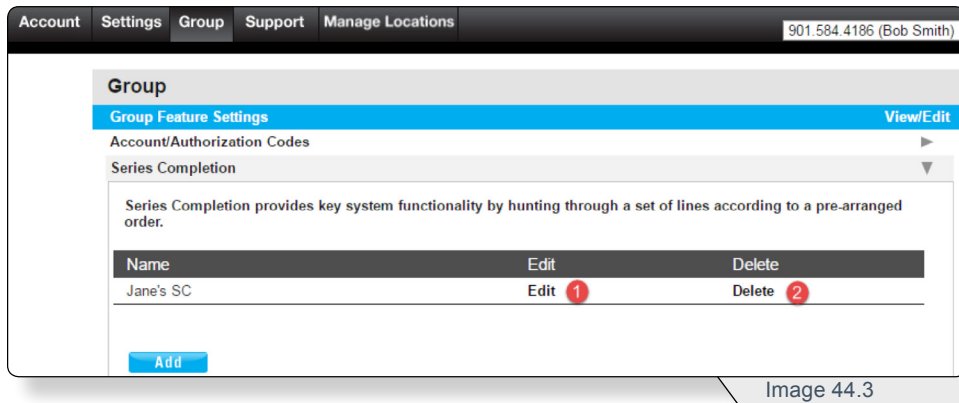
Image 44.2

- 1 – Enter a **Series Completion List** name.
- 2 – View and select the available user(s).
- 3 – Move selected users from the **Available Users** to **Assigned Users** using the arrow buttons.
- 4 – View the **Assigned Users** list.
- 5 – Click **Save** to apply group settings.

Note: Call routing attempts are performed in the same that sequence the numbers appear in the **Assigned Users** box.

SERIES COMPLETION

When a series completion list is created it will appear on the **Series Completion** page similar to image 44.3.



1 – Click **Edit** to make changes to an existing series completion list.

2 – Click **Delete** to remove a series completion list from service.

Repeat the add series completion process to configure additional **Series Completion** lists.

TIME SCHEDULE (GROUP)

Time Schedule (Group)

Time Schedules created in the **Group** tab are available to all lines associated to the group.

Use image 45.1 and the following instructions to configure this feature.

- 1 – Click **Time Schedule's View/Edit** arrow.

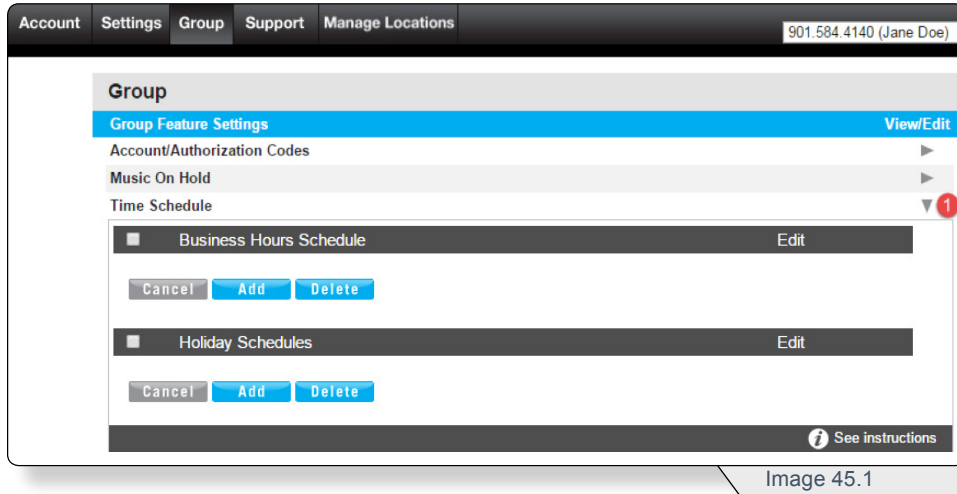


Image 45.1

Note: **Business Hours Schedule** and **Holiday Schedules** are configured using the same process.

Click **Add** to create a schedule.

The following page similar to image 45.2 will load.

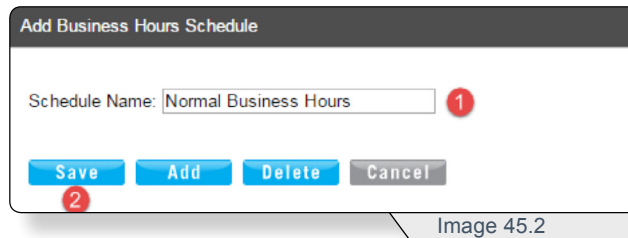


Image 45.2

- 1 – Name the schedule.

- 2 – Click **Save**.

Clicking **Save** will add an empty event list to the page similar to image 45.3.

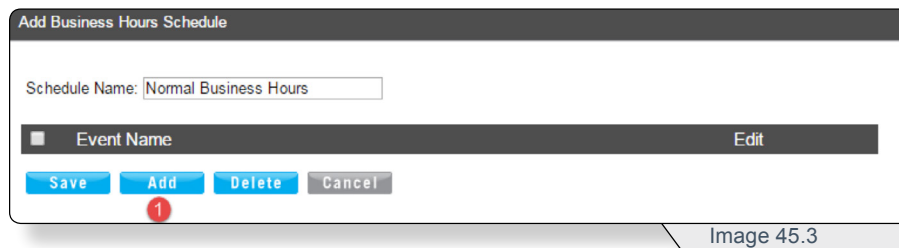


Image 45.3

- 1 – Click **Add** create a new event.

TIME SCHEDULE (GROUP)

Clicking **Add** will load an **Add Schedule Event** page similar to image 45.4

Add Schedule Event

Schedule Name: My Business Hours
Event Name: My Normal Hours
Start Date: 03/08/2016 Start Time (hh:mm): 8:00 AM
End Date: 03/12/2016 End Time (hh:mm): 4:00 PM
All Day Event:
Recurs: Yearly by Week

Save **Cancel**

Image 45.4

Fill in the fields with the desired information.

See additional information for a select field below.

Recurs – choose one of the options below.

Daily (Example: Reoccurs every two days)

Weekly (Example: Every week on Tuesday and Thursday)

Monthly by day (Example: Every month on the 15th)

Monthly by Week (Example: First Monday of every month)

Yearly by Day (Example: January 5th every year)

Yearly by Week (Example: Second Tuesday in February every 2 years)

Click **Save** when finished configuring. This will display the event in the **Add Business Hours Schedule** view similar to image 45.5.

Add Business Hours Schedule

Schedule Name: Normal Business Hours

Event Name	Edit
<input type="checkbox"/> Normal Hours	Edit

Save **Add** **Delete** **Cancel**

5 1 3 4

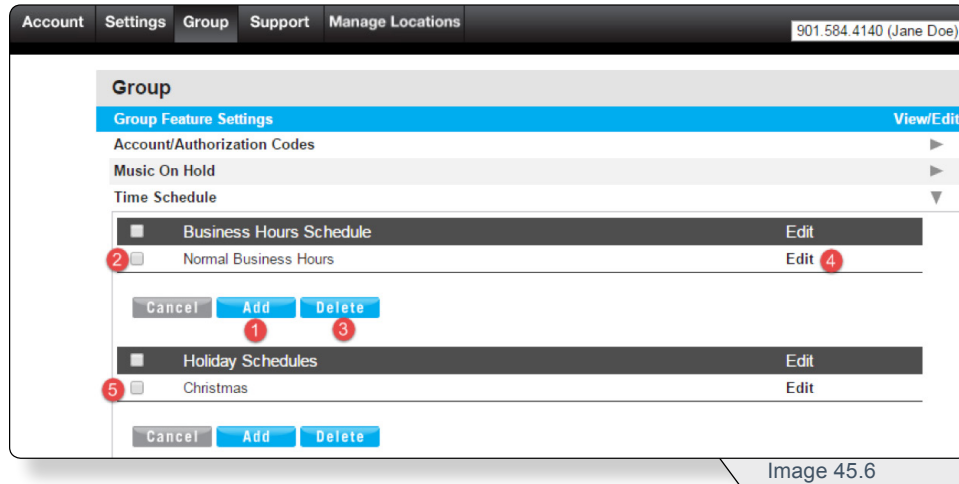
Image 45.5

On this page you can:

- 1 – Add** more events.
- 2 – Select** an event
- 3 – Delete** a selected event.
- 4 – Edit** an existing event.
- 5 – Save** any changes.

TIME SCHEDULE (GROUP)

When a schedule has been created, it is displayed on the main **Time Schedule** page similar to image 45.6.



On this page you can:

- 1** – Add more events.
- 2 & 5** – Select an event
- 3** – Delete a selected event.
- 4** – Edit an existing event.

Group Administration

The **Group Administration** sections provide a convenient location to manage users and phone lines.

The following sections will discuss how to manage users and the settings that apply as a group to those accounts.

Manage Lines

Manage Lines provides functionality to update phone line user assignments and outbound Caller ID information.

Use image 46.1 and the following instructions to configure this feature.

- 1 – Click **Group Administration's View/Edit** arrow.

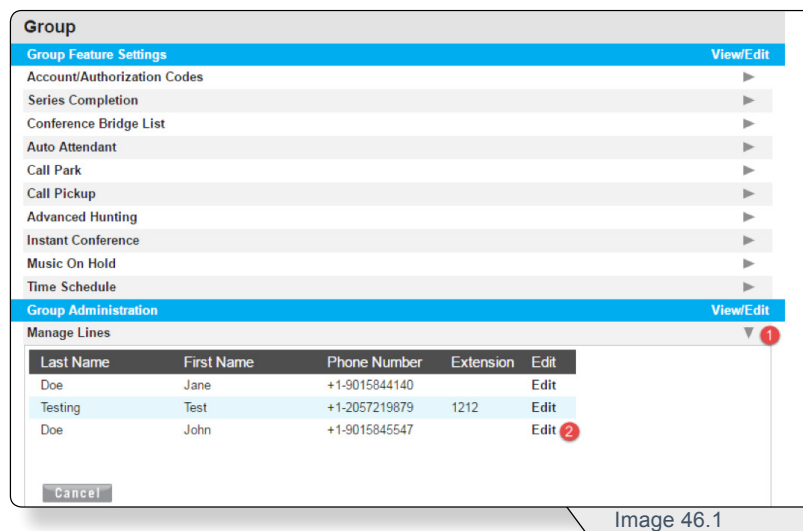


Image 46.1

- 2 – Click **Edit**.

Clicking **Edit** will load the **Edit Line** page similar to image 46.2.

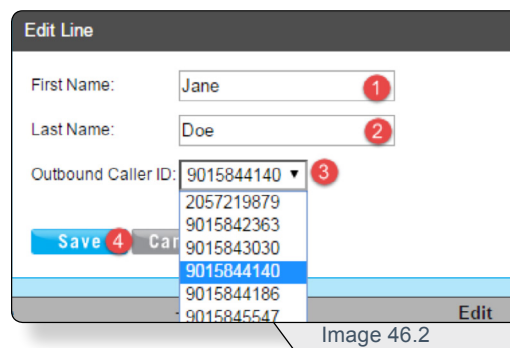


Image 46.2

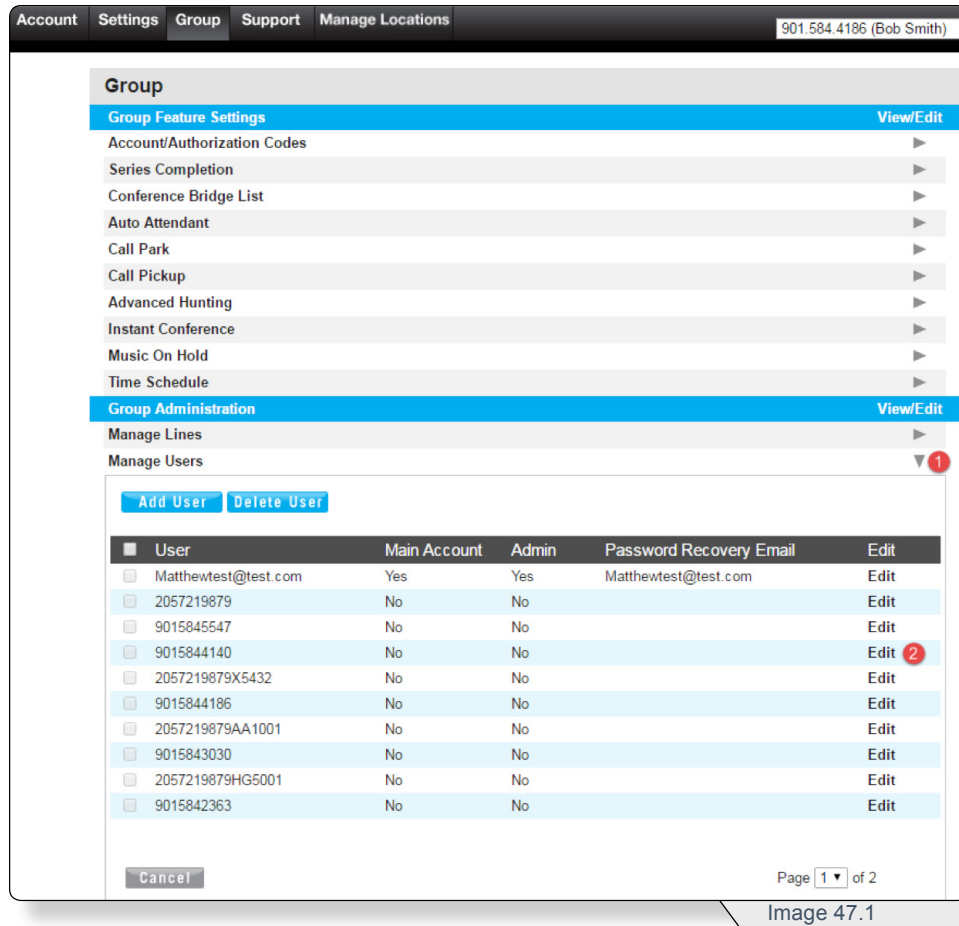
- 1 – Modify the first name.
- 2 – Modify the last name.
- 3 – Modify the number that recipients see as this line's phone number on outgoing calls. This can be different from the actual line.
- 4 – Click **Save** to apply any changes.

Manage Users

Manage Users contains settings for managing individual user rights and password settings.

Use image 47.1 and the following instructions to configure this feature.

1 – Click **Manage Users** **View/Edit** arrow.



2 – Click **Edit**.

Continued on the following page.

MANAGE USERS

Clicking **Edit** will load the **Edit User** page similar to image 47.2.

The screenshot shows the 'Edit User' form with the following fields and controls:

- User Name:** 9015844140 (1)
- Password:** [Redacted] (2)
- Re-enter Password:** [Redacted] (3)
- Password Recovery Email:** abctest@test.com (4)
- Assign Administrative Rights (5)
- Assign Contact Center Manager Rights (6)
- Extension Assignment:**
 - Available Numbers:** 1212, 1001, 5001 (7)
 - User Extensions:** [Empty] (9)
 - Arrow buttons between lists (8)
- Save** (10) and **Cancel** buttons

Image 47.2

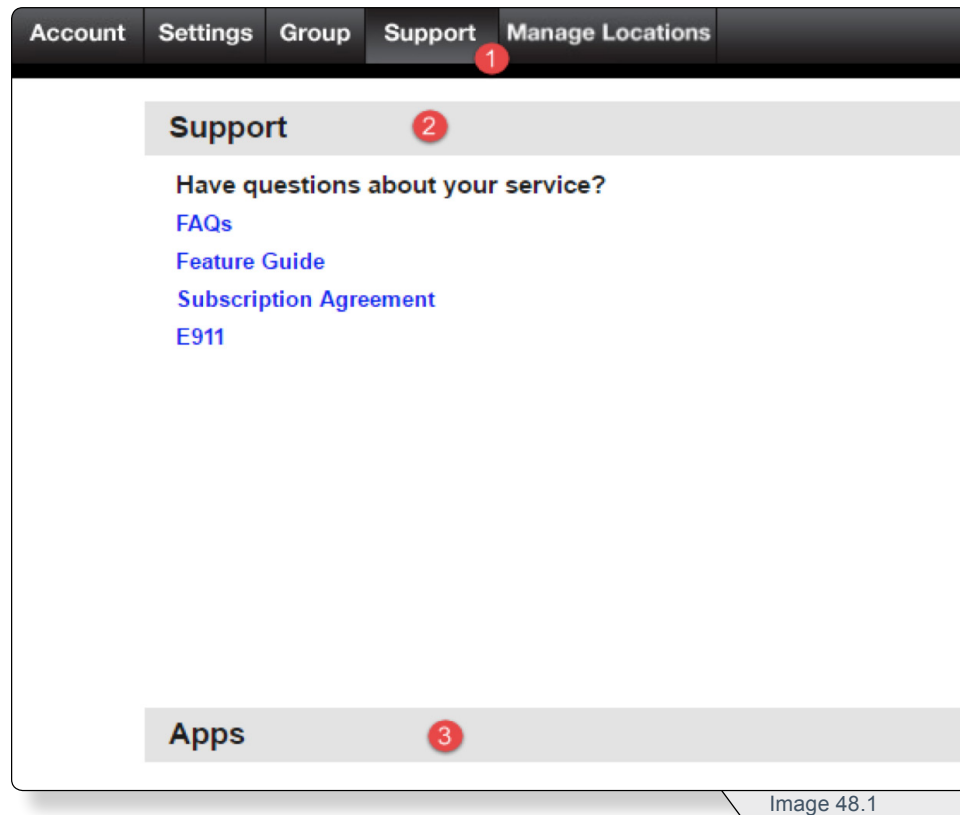
- 1 – View the phone number of the user account being updated.
- 2 – Update this user account's portal password.
- 3 – Re-enter the updated user account's new portal password.
- 4 – Modify the user account's password recovery email.
- 5 – Check to assign this user administrative rights.
- 6 – Check to assign this user contact center manager rights.
- 7 – View and select extension numbers available to be assigned to this user.
- 8 – Use the appropriate arrow button to move the extension numbers.
- 9 – View and select extension numbers assigned to this user.
- 10 – Click **Save** to apply any changes.

Support

The **Support** tab provides access to product documentation including links and support information for additional applications that may be included with your voice services.

Use image 48.1 and the following instructions to access the Support tab.

- 1 – Click **Support** on the navigation bar.



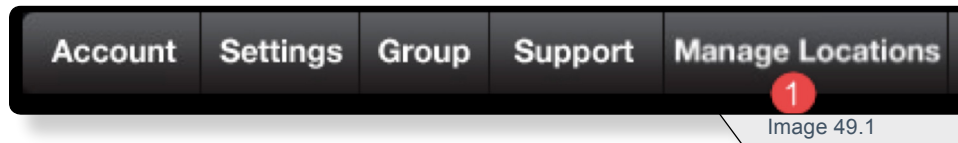
- 2 – The **Support** section contains links to important information concerning product and service details.
- 3 – The **Apps** section contains links to instructions and downloads for support applications that may be part of your service offering.

Manage Locations

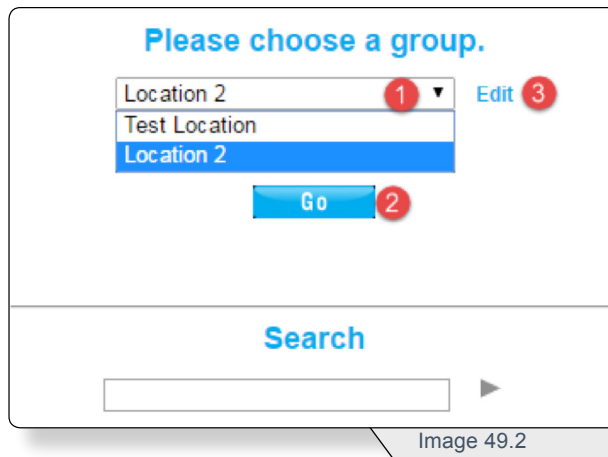
If a company has multiple locations, a user can switch between the locations using the **Manage Locations** tab (see 1 below).

Use image 49.1 and the following instructions to configure this feature.

- 1 – Click **Manage Locations** on the navigation bar.



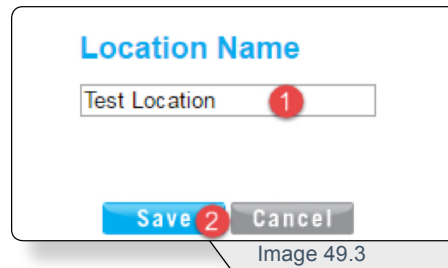
Selecting the **Manage Location** tab will display a page similar to image 49.2.



- 1 – Select the location you wish to manage.
- 2 – Click **Go** to switch to the new location selection.
- 3 – Click **Edit** to update a location name.

Edit Location Name

Clicking **Edit** will load a page similar to image 49.3.



- 1 – Enter a new **Location Name**.
- 2 – Click **Save** to apply the change.

Search for a Location

Use image 49.4 and the following instructions to configure this feature.

- 1 – Enter a name or number in the **Search**.
- 2 – Click the arrow.

Image 49.4 displays an example search with one result returned.

Please choose a group.

Test Location Edit

Go

Search

Jane 1 ▶ 2

Search Results

Account Number	Line Name	Directory Number	Extension	Group Name
2100000208-01	Jane Doe	9015844140		Test Location View Result 3

Display 25 per page

Image 49.4

- 3 – Click **View Result** for direct access to the line's configuration page.

Phone Features

Various features are able to be accessed, modified and enabled through telephone shortcuts. This section include, in alphabetical order, each feature that has a telephone shortcut and the instructions on how to access that individual feature from your phone.

For more detailed information on each feature refer to the corresponding section in this user guide. Each section contains a summary and instructions for how to completely access, modify and enable each feature.

ANONYMOUS CALL REJECTION

1. Dial *77 to enable.
Dial *87 to disable.
2. Listen for a confirmation message.

ANYWHERE

1. Dial appropriate Anywhere feature control phone number
(skip step if using desk phone).
2. Dial *12 to enable
Dial *13 to disable

To swap active calls from one Anywhere-enabled device to a desk phone:

1. Dial appropriate 10-digit Anywhere Feature Control phone number (skip step if using desk phone).
2. Dial *11.

AUTO ATTENDANT

Access the Auto Attendant Menu via System Phone:

1. Dial *98 from a system phone to access the menu.
2. Press the Star * key when prompted for a passcode
3. Enter 9999 at the mailbox prompt
4. Enter <System Passcode> and press # (the default passcode is 8642)
5. Select option 1 - Change Auto Attendant Greetings.
6. If more than one Auto Attendant is in use, enter the appropriate Auto Attendant number when prompted.
7. Choose the Auto Attendant menu option you prefer to change greetings, change business or after hours prompts, record new greetings, etc.
8. Follow the system instructions to complete your tasks or return to the menu and select another option.

Note: An Auto Attendant must be defined and enabled for use in order to manage it via the phone system. Contact your Account Manager or Customer Support for additional assistance with Auto Attendants or to retrieve your system passcode.

CALLER ID

1. Dial *68 to permanently enable outbound caller ID block.
Dial *81 to permanently disable outbound caller ID block.
2. Dial *67 and the 10-digit phone number to enable outbound caller ID block for one call.
Dial *82 and the 10-digit phone number to disable outbound Caller ID Block for one call.
3. Listen for a confirmation message.

CALL FORWARDING

1. Dial *72 to enable call forward always.
Dial *73 to disable call forward always.
Dial *94 to enable call forward not reachable.
Dial *95 to disable call forward not reachable.
2. Enter the 10-digit phone number for the call forwarding destination and press #.
3. Listen for a confirmation message.

CALL PARK

1. Press flash or transfer during an active call.
2. Dial *86 to park a call followed by the park destination extension and press #.
Dial *88 to retrieve a parked call followed by the park destination extension and press #.
Dial #58 followed by the park destination extension for group call park.
3. Listen for a confirmation message.

Note: Users can only have one parked call at a time.

CALL PICKUP

1. Dial *89 to answer the line ringing the longest in the call pickup group.
2. Line ringing the longest is picked up if more than one line within the group is ringing.

Note: Multiple call pickup groups may be defined.

CALL TRANSFER

1. Press flash / transfer.
2. Enter appropriate transfer number.
3. Press flash or transfer again.

CALL WAITING

1. Dial *56 to enable.
Dial *57 to disable.
2. Listen for a confirmation message.
3. Dial *70 and enter the appropriate 10-digit phone number to disable for one call.

To Answer:

1. Sound will alert when there is another call.
2. Press flash to put the existing caller on hold and accept the other call.

DO NOT DISTURB

1. Dial *78 to enable.
Dial *79 to disable.
2. Listen for a confirmation message.

HOTELING GUEST / HOTELING HOST

Voice Portal Hoteling Menu:

1. Dial *98.
2. Enter passcode and press #.
3. Dial 7 to change hoteling options.

Hoteling Menu Options:

- [1] To check host status.
- [2] To associate with host.
- [3] To disassociate from host.
- [4] To disassociate from remote host.
- [#] To repeat menu.

Note: Disassociate from the remote host option is only presented for users who have associations with a remote host.

INSTANT CONFERENCE

1. Dial instant conference to call group.
2. For Intercom Dial *50 followed by instant conference extension.
3. Users entered into the instant conference will be alerted.
4. Call ends for entire group when initiator hangs up.

LAST NUMBER REDIAL

Quickly dial the number of the last outgoing call.

1. Dial *66.

PUSH TO TALK

1. Dial *50 followed by appropriate extension.
2. Feature works based on all parties having push to talk enabled.

SPEED DIAL

1. Dial *75 and wait for the tone.
2. Dial appropriate speed dial code followed by the user's 10-digit phone number.
(Example: 03+800-555-1212)
3. Listen for a confirmation message.

To Use Speed Dial:

1. Listen for a dial tone.
2. Dial # followed by appropriate 2-digit speed dial code.

VOICEMAIL

Reset Voicemail Passcode

1. Dial *98.
2. Enter default passcode 8642 and press # (first time setup).
3. Following passcode has expired prompt, enter a permanent passcode and press #.
4. Re-enter permanent passcode and press #.
5. Follow the rest of the prompts to record name and greetings.

To Access Voicemail:

1. From on-network extension: dial *98.
From off-network extension: dial 10-digit phone number and press * when greeting starts.
2. Enter passcode and press #.

Main Voicemail Menu Options:

- [1] To access voicemail.
- [3] Record name.
- [8] To change passcode.
- [9] To exit the voice portal.
- [#] To repeat this menu.

Access Voicemail Options:

- [1] To listen to messages.
- [2] To change mailbox busy greeting.
- [3] To change mailbox no answer greeting.
- [5] To compose and send a new message.
- [7] To delete all messages.
- [*] To go to the CommPilot voice portal.
- [#] To repeat this menu.

VOICEMAIL GREETINGS

1. Dial *98.
2. Enter passcode and press #.

Access Voicemail Options:

- [2] To change mailbox busy greeting,
- [3] To change mailbox no answer greeting.
- [#] To repeat this menu.

VOICEMAIL PIN RESET

To Change Passcode:

1. Dial *98.
2. Enter default passcode 8642 and press #.
3. Following passcode has expired prompt, enter a permanent passcode and press #.
4. Re-enter permanent passcode and press #.

