

Residential Voice Services SUBSCRIBER GUIDE







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Getting Started

Hello and welcome to the training for our End-User Portal. This portal will be the one you use to manage your telephone services.

We created this portal to offer a greater range of tools allowing you increased flexibility and functionality.

Requirements

Before we get started, there are a few requirements that we need to discuss. First, since the End-User Portal is a web-based application, you are going to need access to a supported web browser. Microsoft Internet Explorer, Apple Safari and Mozilla Firefox are all examples of supported browsers.

Next, you will need to make sure you have your supplied username and password.

First Login

If you have these two items, you are ready to begin. Open your web browser and type the following in the browser's address bar:

https://portal.rpx-momentum.com

After pressing the ENTER key, you will be taken to a login screen similar to the one shown here.



Enter your username and password in the fields provided and click "Login" to proceed.

GETTING STARTED

If prompted to update email, enter your email address (see **1** in image 1.1) and click submit (see **2** in image 1.1). Your email address will become your new username.

Account Information:	Update Email	
Customer No.: 323278 Name:	Cpuate chian	"(required fields)
Ny Demo Street: 222 Chestain Headows CT City: KENNESAW State:	Foter your email address below. Your ensail: myemail@email.com toter This cill be your eeu usemame. Submit 2	1
GA Zip: 30144 Updated: 5/17/2016 4:20:53 PM		

If this is the first time you have logged in, you will be taken to the page below.

ccount Information:	Update CPNI
Customer No.: 123278	CPDACE CP/VI (required fields
Name: Ny Demo	
Street: 222 Chastein Meadows CT	The Federal Communications Commission has recently implemented a new ruling designed to improve privacy and security for all telecommunications consumers' Customer Proprietary
City: (Ennesaw	Network Information (CPNI). This code requires telecommunications providers to have their customers create a 4-digit CPNI code. This code will help us validate your identity protecting your private information from unauthorized access.
State: 3A 50p: 30144	Please choose a 4-digit numeric code and enter it in the field below. The 4-digit numeric code should not consist of any significant portion of your account number, telephone number, stree address, zip code, social security number, date of birth, other account information, or easily quessed string of digits.
Updated: 5/17/2016 4:20:53 PM	guessed string of digits. Please make a record of the code you enter below as this CPNI Passcode will be used to verify your identity when we provide support.
	*4-digits CPNI:

This page will only be displayed one time and is a requirement from the Federal Communications Commission (FCC). It allows you to create a 4-digit Customer Proprietary Network Information (CPNI) number that is used in the protection of your private information. Information will not be given out unless the requestor has the CPNI number. Please create an easily remembered number in the event you ever need access to your private information.

Enter your 4-digit number (see **1** in image 1.2) and then click Submit (see **2** in image 1.2) to proceed.

Next, you will be directed to the change password page where you will be prompted to create a new password.

Service Number:	Character Character and	
470)336-3366 •	Change Password	
To choose a different number, please select from the drop- down.	Logon username: myemail@email.com Password should not consist of any significant portion of you	"(required fields)
Account Information:	number, telephone number, street address, zip code, social i	security number, date of birth,
Customer No.: 323278 Nome: Hy Demo	other biographical or account information, or easily guessed • The password length must be at least 6 characters. • The password must contain at least 1 number, at least upper case letter.	5 5
Street: 222 Chastain Meedows CT		5
City: KENNESAW	*Current password: *New password:	0
State: GA	*Verify password:	23
Zip: 30144	Submit 4	-
Updated: 5/17/2016 4:20:53 PM		

Enter the password you initially used to login in the "Current Password" field (see **1** in image 1.3).

Create a new password and enter it twice, once in the "New Password" field (see **2** in image 1.3) and again in the "Verify Password" field (see **3** in image 1.3).

When ready, click "Submit" (see 4 in image 1.3) to complete your login.

Note: You will only have to follow these steps once, the first time you log into the system. This must be done for each account allowed to log into the system.

Finally, a page similar to image 1.4 will load, and you will be asked to use the new login credentials you have just created in order to login.

Login Help	Login
Forget Password?	Announcement Notice: By default, outbound international calling for all business and residential phone services is disatlowed. If you do not plan to place international calls, then no action is required. If you wish to place international calls, please contact your local office. Please note that you will be billed for international calls on your normal monthly bill in arrears so it may take 1 or 2 billing cycles for the charges to appear. If you use a calling card to
	place international calls, it is not necessary to activate international calling. Thank you. Please login into your account using your username and password. Username:
	Password: 2 Login 3 Image 1.4

- 1 Enter your username.
- 2 Enter your password.
- 3 Click "Login."

Feature Management

After login, the End-User Portal's start page will load. This homepage is also the page for managing features online (see image 2.1).

Home	Features	E911 Call History Download Account Info	
Service Nu	mber:	Features Management	
(470)336-3	366 *	-	
	ifferent number. from the drop-	Phone Number: (470)336-3366	*(required fields)
Basic Featu	ires	Click on the left panel to update features.	
Advanced I	Features		
Voicemail I	Sanagement.		
Logoff			
		Ima	ae 2.1

The page is made up of several sections.

• The navigation bar – allows you to click links to quickly move between various tasks performed via the portal. Each will be discussed in this document. (See image 2.2)

Home	Features	E911	Call History	Download	Account Info
					Image 2.2

• The service numbers dropdown list – allows for the selection of the telephone number you wish to manage. (See image 2.3)

Service Number:	
(470)336-3366	٧
To choose a different num please select from the dro down.	
Image 2.3	

 Direct Feature Access Links Sidebar – allows you to move directly to the feature set you wish to manage or edit. (See image 2.4)

	Image 2.4
Voicemail Management	
Advanced Features	
Basic Features	Click on the left panel to update features.

Note: Clicking on either the home link or the features link on the navigation bar will return you to the features page.

Basic Features

To access basic features, click on the item labeled "Basic Features" in the direct feature access links located on the left side of the homepage. The Basic Features page will load as shown in image 3.1.

Home Features	E911 Call History Download Account Info	
Service Number:	Fosturos Managoment	
470)336-3366	Features Management	
To choose a different number, please select from the drop- down.	Phone Number: (470)336-3366	
Basic Features	Click on the left panel to update features.	
Automatic Callback - Off		
Anonymous Call Rejection - Off		
Call Forwarding Always - Off		
Call Forwarding Busy - Off		
Call Forwarding No Answer - <mark>Off</mark>		
Call Forwarding Not Reachable - Off		
Call Forwarding Selective - Off		
Calling Line ID Delivery Blocking - Off		
Calling Name Retrieval - On		
Call Waiting - On		
Connected Line Identification Restriction - Off		
Do Not Disturb - Off		
	Image 3.1	

On this page you can view, edit and manage each of your subscribed basic services. Your list may vary depending on your subscription. If you have any questions about your features, please contact customer service for further information.

Automatic Callback

The purpose of Automatic Callback is to allow you to request notification when a busy line becomes available. A distinctive ring will be used to notify you when the other party is available. This feature is set to OFF in this example.

Refer to Image 4.1 for the instructions on managing this feature:

1 – Click the Automatic Callback link to open the feature's page.

The following page will load:

Service Number:	Automatic Fallback	
470)336-3355	AULUMIALIL LONDOLK	
fourbasses of Revent number, please select from the propr	Phone Number: (470)336-3306	"(required Kalds)
ip.n.	More you to request netification when a bury line becomes	available. A distinction time will be
Radic Finaltures	used to notify you when the user is available.	
Automatic Califrack -	Automatic Calibacic D de # dt	
Call Contraction		
Annymous Call Felection - Of	2	0

2 – Enable or disable feature by selecting the "On" or "Off" radio button.

3 – Click "Apply" when finished.

You will be presented with a message confirming your selection has been applied.

Automatic Callback has been successfully updated.

Anonymous Call Rejection

Anonymous Call Rejection allows you to reject calls from anonymous callers, which are callers who have blocked their number from being displayed. Only deliberate anonymous numbers are rejected. Callers whose numbers are unavailable are not rejected. Callers that are rejected will be informed you are not accepting calls from unidentified callers. Your phone does not ring and you do not receive any indication a call was placed to your number.

Refer to Image 5.1 for the instructions on managing this feature:

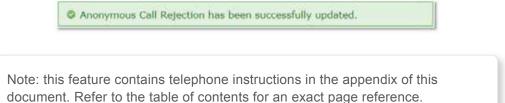
1 – Click the Anonymous Call Rejection link to open the feature's page.

The following page will load:

Service Number:	American Fall Detection	
470)336-3366 •	Anonymous Call Rejection	
To choose a different number, please select from the drop- down.	Phone Number: (470)336-3366	"(required fields)
Basic Features	Anonymous Call Rejection allows you to reject calls from callers of their number. Only deliberate anonymous numbers are reject unavailable are not rejected. Callers that are rejected are inform	ed. Callers whose numbers are
Automatic Caliback - Off	calls from unidentified callers. Your phone does not ring and you that they called. However, this does not apply to calls within you	do not receive any indication
Anonymous Call Rejection - Off	1021 CALMER MULTICOL TO CALLED CALMER AND A DECK MULTICAL AND A DECK MULTICAL AND A DECK	
Call Forwarding Always -	2	
Call Forwarding Busy - Off		3 Apply
Call Forwarding No Answer - Off		
		Image 5.1

- 2 Enable or disable feature by selecting the "On" or "Off" radio button.
- 3 Click "Apply" when finished.

You will then receive a confirmation notice similar to the one shown below.



Call Forwarding Always

Call Forwarding Always allows you to forward your incoming calls to a different phone number, such as your home office or cell phone. You can also make your primary phone emit a short ring burst, called a "Ring Reminder," to inform you when the call received is a forwarded call. This is important when you have forgotten the service is turned on and you are at your primary phone waiting to receive calls.

Note: The phone number where you forward your calls must be permitted by your outgoing calling plan.

You can also set the phone number to forward using the voice portal or by using the appropriate star code on your phone.

Refer to Image 6.1 for the instructions on managing this feature:

1 – Click the Call Forwarding Always link to open the feature's page.

The following page will load:

Service Number:	Full Franciscultures Alexander	
470)336-3366	Call Forwarding Always	
to choose a different number.	Phone Number: (470)336-3366	⁴ (required Fields)
please salect from the shop- foun.	 A second s	a construction of the second
lasic Features	Call Forwarding Always allows you to forward all your incoming calls number or SIP-URI, such as your nome office or cell phone. You can	also make your primary
Automatic Caliback - Off	 phone emit a short ring burst to inform you if you are next to your po forwarded by using the Ring Reminder. This is important when you ha turned on and you are at your primary phone waiting to receive calls. 	we forgotten the service is
Anonymous Call Rejection - Off	(phone number or SIP-URI) you forward your calls to must be permit calling plan. You can also set the phone number or SIP-URI to forward	ted by your outgoing
Call Forwarding 1	or on the phone using the feature access code.	
	Call Forwarding Aways: O On S Of 2	
Call Descending Direct		
Call Forwarding Busy - Off	3 Calls Forward to this phone number:	
		a call is forwarded
Cell Forwarding No	3 *Calls Forward to this phone number:	a call is forwarded

- **2** Enable or disable feature by selecting the "On" or "Off" radio button.
- 3 Enter the number of the telephone where you would like all calls to be forwarded.
- 4 Select the box labeled "Play Ring Reminder" if you wish to hear a ring reminder when a call is forwarded.
- **5** Click "Apply" when finished.

Once applied, you will receive the following message:

Call Forwarding Always has been updated successfully.

Call Forwarding Busy

Call Forwarding Busy allows you to forward all of your incoming calls to a different phone number if your phone is currently busy. Use this service when you would rather have a cell phone or another phone line receive the call instead of the call being sent to your voicemail when the line is busy. You can also set the phone number to forward to using the appropriate star code.

Refer to Image 7.1 for the instructions on managing this feature:

1 – Click the Call Forwarding Busy link to open the feature's page.

The following page will open:

Service Number:	Call Constanting Dames	
470)336-3366 *	Call Forwarding Busy	
To choose a different number. please select from the drop-	Phone Number: (470)336-3366	"(required fields)
down.	Call Forwarding Busy allows you to forward all your incoming	scalle to a different above number
Basic Features	or SIP-URI If your phone is currently busy. Use this service a secretary or co-worker receive the call instead of the caller t	when you would rather have a
Automatic Callback - Off	box. Note that the address (phone number or SIP-URI) you for permitted by your outgoing calling plan. You can also set the	orward your calls to must be
Anonymous Call Rejection - Off	forward to using the feature access code.	provide monipoles on part which the
Call Forwarding Always -	Call Forwarding Busy: O on * off 2	
Call Forwarding Busy - Off	Calls Forward to this phone number:	3
Call Forwarding No		Constant

2 – Enable or disable feature by selecting the "On" or "Off" radio button.

3 – Next, enter the telephone number where the calls should be forwarded.

4 – Click "Apply" when finished.

Once your changes have been made, you will receive the following confirmation:

Call Forwarding Busy has been updated successfully.

Call Forwarding No Answer

Call Forwarding No Answer allows you to forward all of your calls to a different phone number when you do not answer your phone Use this service when you would rather have a cell phone or another phone line receive the call instead of the call being sent to your voicemail when the call is not answered in time.

Refer to Image 8.1 for the instructions on managing this feature:

1 – Click the Call Forwarding No Answer link to open the feature's page.

The following page will load:

Service Numbers	Call Conversion No. Approve	
470)336-3366	 Call Forwarding No Answer 	
To choose a different number, please select from the drop-	Phone Number: (470)336-3366 "(required	fields)
dawn.	Call Forwarding No Answer allows you to forward all your calls to a different phone numb	er or
Basic Features	SIP-URI when you do not answer your phone. Use this service when you would rather har secretary or co-worker receive the call instead of the caller being sent to your voice mes	ve a
Automatic Callback - Off	box if you miss a call.	saging
Anonymous Call Rejection - Off	2 Call Forwarding No Answer: O On 🕸 Off	
Rejection - Off Call Forwarding Always -	Call Forwarding No Answer: ○ On ⑧ Off Calls Forward to this phone number:	
Rejection - Off Call Porwarding Always - Off		
Rejection - Off Call Forwarding Always -	3 Calls Forward to this phone number:	

- 2 Enable or disable feature by selecting the "On" or "Off" radio button.
- 3 Enter the telephone number where calls are to be forwarded.
- **4** Select the desired number of rings before the call is forwarded.
- 5 Click apply when finished.

Call Forwarding Not Reachable

Call Forwarding Not Reachable is a great feature to use as a part of a disaster recovery plan. In the event of a service interruption, this feature forwards calls to the phone number you designate.

Refer to Image 9.1 for the instructions on managing this feature:

1 – Click the Call Forwarding Not Reachable link to open the feature page.

The following page will load:



2 – Enable or disable feature by selecting the "On" or "Off" radio button.

- 3 Enter the telephone number where calls should be forwarded.
- 4 Click "Apply" when finished.

Call Forwarding Selective

Call Forwarding Selective provides more configurable options to customize the call forwarding experience.

Call Forwarding Selective allows you to forward specific calls matching predefined criteria to a different phone number. For example, use this service to forward calls from work, a family member, or close friends to your cell phone. The call forward selective feature can be configured for up to 12 phone numbers or digit patterns, and can include specified time schedules. For any call to be forwarded to the designated number, all criteria (phone number, day of the week and time of day) must apply to the caller. If the call does not match the pre-defined criteria, the call will be handled as normal.

Refer to Image 10.1 for the instructions on managing this feature:

1 – Click the Call Forwarding Selective link to open the feature page.

The following page will display:

Service Numbers	Call Conservations Co	Internation into		
(+70)336-3360 +	Call Forwarding Se	PELUVE		
To chappe a different number, plasse oplast have the disp- dence.	Phone Number: (476)336-3366			(repared fields)
Basic Postures	Call Forwarding Selective allows you to fa to a different phone number or SIP-URL 0	tee this service to	forward calls from y	our manager, a
Automatic Caliback - Off	 family member, or an important customer home phone. The criteria for each Call For phone numbers or digit patterns and a spo 	warding Salective	entry can be a list o	F up to 12
Aconymicus Call Rejection - Off	satisfied for the call to be forwarded (pto call is not forwarded, the call continues as	ne number and da	y of week and time s	
Call Parwarding Alwave -		g selective: 🐵 On	* of	
Call Porwarding Buby -	3 *Default Call Forward to phone number	and the second	King Kentlinder when a	call is forwarded
Call Forwarding No Answer - Off	Active Description Tim	e Schedule	Calls From	Edit
Call Forwarding Net Ranchable - Off	No Entries Present			Constant of the second s
Call Forwarding				Apply
Calling Line 3D Delivery Biocorg - Off	"Description:			
Calling fairre Retrieval - On	Selected Time Schedule Every Day Al Da			
Call Waiting + Oil				
Connected Live Identification Restriction	Forward to:			
- Off	Use Default Forward phone number Forward to another phone number:			
Do Not Distaria - Cit	Porward to another proce number: O Do not ferward			
External Colling Line ID Delivery - Chi				
Internal Calling Line ID	Calls from:			
Delivery - CH Seved Dial II	 Any phone number 			
Speed Dial 100	 Following phone numbers: Any private number 			
Please over 100	E Any unavailable number			
Advanced Features	specific phone numbers:			
Voicenal Management	Г			
Logo/f				
			-	
			10	
	-H-			64A
				1100
			Image 10.1	1

- 2 Enable or disable feature by selecting the "On" or "Off" radio button.
- **3** Enter the telephone number where calls are to be forwarded.
- 4 If you would like a ring reminder to play when the feature is active, place a check in "Play Ring Reminder when a call is forwarded."

Continued on following page.

CALL FORWARDING SELECTIVE

		Image 10.2
	ha da	6 Add
Logoff		
Voicemail Management		
Advanced Features	Specific phone numbers: 5	
Speed Dial 100	 Any private number Any unavailable number 	
Speed Dial 8	Following phone numbers:	
Internal Calling Line ID Delivery - Off	* Any phone number	
External Calling Line ID Delivery - On	Calls front	
	Porward to another phone number: Do not forward	
- mar	Use Default Forward phone number	
Connected Line Identification Restriction	Forward to:	
Call Waiting - On		
Calling Name Retrieval - On	Selected Time Schedule: Every Day All Day *	
Calling Line ID Delivery Blocking - Off	Description:	

If this is your first time to use Call Forwarding Selective, you will also need to set up the information in the lower section (see image 10.2). Refer to image 10.2 for the instructions below:

- Provide a description for these rules. We suggest making it something that relates to the schedule (for example, "Weekends").
- **2** Choose a time schedule from the dropdown list.
- 3 Choose a forward to option. Here you can choose to use the default number, designate another number or choose the do not forward option.
- 4 Select the "Calls from" option you wish to implement.
- 5 Enter the number(s) for which this rule applies. (This is only applicable if you choose "Following phone numbers" in the "Calls From" option).
- 6 Click "Add" to save the rule just created.

To configure additional rules, repeat steps as needed.

Image 10.3 is an example of what is displayed when a call forwarding selective rule has been added. This image will be the reference for the following steps.

				Image 10	.3
Selective - Off	O Added				
Call Forwarding					- Loues
Call Forwarding Not Reachable - Off	8	Weekends	Every Day All Day	All calls	1 Edia
Call Forwarding No Answer - Off	Active	Description	Time Schedule	Calls from	Edit
Call Forwarding Busy -			r Ring Reminder when a c	inder when a call is forwarded	
Call Forwarding Always - Off	Call Forwarding Selective: O on * of				

- 1 To update an existing call forwarding rule, click "Edit."
- **2** Click "Apply" when finished to activate changes.

Calling Line ID Delivery Blocking

Calling Line ID Delivery Blocking allows you to block your number from being displayed in the receiver's caller ID display. The only options for this feature are to turn it on or off.

Refer to Image 11.1 for the instructions on managing this feature:

1 – Click the Calling Line ID Delivery Blocking link to open the feature page.

The following page will load:

Service Number:	Collins Line ID Dalli and Dies	. Internet
470)336-3366 *	Calling Line ID Delivery Bloc	King
To choose a different number, please select from the drop- Sourn.	Phone Number: (470)336-3366	"(required fields)
Dasic Features	Calling Une ID Delivery Blocking allows you to block your numb calling other numbers. Members of your group can still see you	r number when they are called.
Automatic Callback - Off	You have the choice of turning it on or off for all calls and then off using the feature access codes.	selectively turning it back on or
Anonymous Call Rejection - Off	Block Calling Line ID on Outgoing Calls: 💿 On 🔹 Off 2	
Call Forwarding Always -		
Call Forwarding Busy -		3 Apply
Call Forwarding No Answer - Off		
Call Forwarding Not Reschable - Off		
Cell Forwarding Selective - Off		
Calling Line ID Delivery Blocking - Off	0	

2 – Enable or disable feature by selecting the "On" or "Off" radio button.

3 – Click "Apply" when finished.

Calling Name Retrieval

Calling Name Retrieval is a feature that looks up the name of a caller in an external database when the name is not otherwise available to display. This is helpful to identify callers when using the CommPilot Call Manager, a phone that displays calling line identification information or other call clients. This feature is primarily for businesses and should generally be left on for residential voice customers (default is on).

Refer to Image 12.1 for the instructions on managing this feature:

1 – Click the Calling Name Retrieval link to open the feature page.

The following page will load:

Service Number:	Calling Marga Datriaval
(470)336-3366 *	Calling Name Retrieval
To choose a different number, please salest from the drop-	Phone Number: (470)336-3366 "(required fields)
devin.	Calling Name Retrieval looks up the name of a caller in an external database when the name
Basic Features	did not arrive with the original call. This is helpful to identify callers when using the CommPilot Call Manager, a phone that displays CLID Information, or other call clients.
Automatic Caliback - Off	
Anonymous Call Rejection - Off	Enable Calling Name Retrieval: 🛞 On 💿 Off 2
Call Forwarding Always - Off	3 Apply
Call Forwarding Busy - Off	
Call Forwarding No Answer - Off	
Call Forwarding Not. Reachable - Off	
Call Forwarding Selective	
Calling Line ID Delivery Blocking - Off	
Colling Name Retrieval - On	
	Image 12.1

- **2** Enable or disable feature by selecting the "On" or "Off" radio button.
- **3** Click "Apply" when finished.

Call Waiting

Call Waiting is a feature that notifies you when you have an incoming call when you are already on another call.

Refer to Image 13.1 for the instructions on managing this feature:

1 – Click the Call Waiting link to open the feature page.

The following page will load:

Service Number:	Call Mathias
(470)336-3366 *	Call Waiting
To choose a different number, please salest from the drag- dawn.	Phone Number: (470)336-3366 (required fields)
Basic Features	Call Waiting allows you to receive another call while you are on the phone. You can turn it on or off for all calls and then selectively turn it back on or off using the feature access codes.
Automatic Callback - Off	2 Call Waiting: * On Off
Anonymous Cell Rejection - Off	3 🗏 Disable Calling Line ID Delivery on Call Walting
Call Forwarding Always - Off	
Call Forwarding Busy - Off	4 Apply
Call Forwarding No Answer - Off	
Call Forwarding Not Reachable - Off	
Call Forwarding Selective	
Calling Line ID Delivery Blocking - Off	
Calling Name Retrieval - On	
Call Waiting - On	
	Image 13.1

- **2** Enable or disable feature by selecting the "On" or "Off" radio button.
- 3 Check "Disable Calling Line ID Delivery on Call Waiting" if you do not want to see incoming caller ID.
- **4** Click "Apply" when finished.

Connected Line Identification Restriction

Connected Line Identification Restriction allows you to block your number from being displayed to the party you are calling.

Refer to Image 14.1 for instructions on managing this feature:

 Click the Connected Line Identification Restriction link to open the feature page.

The following page will load:

Service Number:	Connected Line Identificatio	- Doctriction
(470)336-3366 *	Connected Line Identification	n Resultun
To choose a different number, please select from the drop-	Phone Number: (470)336-3366	(required fields)
down.		
Basic Features	Connected Line Identification Restriction allows you to block your when receiving a call. Members of your group can still see your n You have the choice of turning it on or off for all calls and then se	umber when they call you.
Automatic Callback - Off	on or off using the feature access codes.	recovery carried is right once
Anonymous Call Rejection - Off	Enable Connected Line Identification Restriction: On Con	
Call Forwarding Always - Off		
Call Forwarding Busy - Off		3 Apply
Call Forwarding No Answer - Off		
Call Forwarding Not Reachable - Off		
Call Forwarding Selective		
Calling Line ID Delivery Blocking - Off		
Calling Name Retrieval - On		
Call Waiting - On		
Connected Line Identification Restriction - Off		
		Image 14.1

2 – Enable or disable feature by selecting the "On" or "Off" radio button.

3 – Click "Apply" when finished.

Do Not Disturb

Do-Not-Disturb allows you to send your calls directly to your voice messaging box without first ringing your phone. In addition, you can make your primary phone emit a short ring burst to inform you when the call is being sent to voice messaging by using the Ring Reminder. This is a useful reminder in case you have forgotten the service is turned on and you are at your phone waiting to receive calls.

Refer to Image 15.1 for instructions on managing this feature:

 Click the Connected Line Identification Restriction link to open the feature page.

Service Number:	Des Alext Directorela	
(470)336-3366	Do Not Disturb	
To choose a different number, please select from the drop-	Phone Number: (470)336-3366	"(required fields)
down.	Allows you to send your calls directly to your voice messaging bo	w without clouder over chores
Basic Features	In addition, you can make your primary phone emit a short ring call is being sent to voice messaging by using the Ring Reminder	burst to inform you when the
Automatic Caliback - Off	have forgotten the service is turned on and you are at your phon	
Anonymous Call Rejection - Cell	2 Do Not Disturb: U Cn * Cff	
Call Forwarding Always -	3 💷 Play Ring Reminder when a call is f	onvarded
Cell Forwarding Busy +		4 Apply
Call Forwarding No Answer - Off		4
Call Forwarding Not Reschable - Off		
Call Forwarding Selective		
Calling Line ID Delivery Blocking + Off		
Calling Name Retrieval - On		
Call Waiting + On		
Connected Line Identification Restriction - Off		
De Not Disturb - Off		
		Image 15.1

The following page will load:

- 2 Enable or disable feature by selecting the "On" or "Off" radio button.
- 3 If you would like to be notified any time you receive a call when do not disturb is active, check "Play Ring Reminder when a call is forwarded."
- 4 Click "Apply" when finished.

External Calling Line ID Delivery

External Calling Line ID Delivery is a business level feature available by default to all users. The default setting is "On" and is the recommended setting for all residential customers.

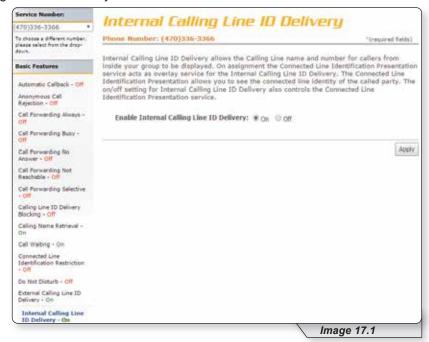
Image 16.1 is shown just for reference.

Service Number:	Extremal Calling Line ID Dollymou
(470)336-3366	External Calling Line ID Delivery
To choose a different number, please select from the drop- down.	Phone Number: (426)336-3366 "(report fields)
Basic Features	External Calling Line 1D Delivery allows the Calling Line name and number for callers from outside your group or enterprise to be displayed. On assignment the Connected Line Identification prospentation service acts as overlay service for the External Calling Line ID
Automatic Caliback - Off	Delivery. The Connected Line Identification Presentation allows you to see the connected line identity of the called party. The on/off setting for External Calling Line ID Delivery also controls
Anonymous Call Rejection - Off	the Connected Line Identification Presentation service.
Call Forwarding Always -	Enable External Calling Line ID Delivery: * on © Off
Call Forwarding Busy - Off	
Call Porwarding No Answer - Off	Apply
Call forwarding Not Reachable - Off	
Call Forwarding Selective	
Calling Line ID Delivery Blocking + Off	
Calling Neme Retrieval - On	
Call Walting - On	
Connected Line Identification Restriction	
Do Not Disturb - Off	
External Calling Line ID Delivery - On	
	Image 16.1

Internal Calling Line ID Delivery

The Internal Calling Line ID Delivery is a business level feature available by default to all users. The default setting is "On," which is the recommended setting for all residential customers.

Image 17.1 is shown just for reference.



Speed Dial

Speed Dial 8 and Speed Dial 100 both allow you to set up to 8 or 100 speed dial numbers, respectively, that can be called with the push of a button. This is how the 2 Speed dial options are used:

- To use Speed Dial 8, enter the speed dial number and press # or wait.
- To use Speed Dial 100, press # and enter your speed dial number. You can also program your speed dial using your phone and the appropriate star code.

Note: this feature contains telephone instructions in the appendix of this document. Refer to the table of contents for an exact page reference.

SPEED DIAL 8

Refer to Image 18.1 for instructions on managing this feature:

1 – Click the Speed Dial 8 link to open the feature page.

The following page will load.

Service Numbers	-			
470 336-3366 *	Speed	Dial 8		
To choose a different number. sleeve aslant from the drop- tevin.		er: (470).136-3.866	And modeling their second second	*(repured fields)
lasic Features	a button, Enter	in you to set up to eight speed the number as you would norm all it. You can also program you	rally dial it and then just hit th	at number on your
Automatic Caliback - Off	for speed chai		, steen one much your trivine	and the side cone
Anonymous Call Rejection - Off	2 Speed that	Phone Number	Name 4	
Call Personnling Always - Off	2	2648121454	Tom	
Call Forwarding Busy	3	2510462223	jones	
Call Forwarding No Anoune - Cill	4	2210547936	EngleburtHumpertini	
Cell Forwarding Not Baschable - Off	5	£		
Call Forwarding Selective	6			
Off	7			
Calling Line 12: Delvery Bioching - DP	6	1		
Celling Itama Batrieval - Dn	9	1		
Cell Waiting - Cm				
Connected Line Identification Restriction				5 Aprel
Do Rot Disturb - Off				
Edward Calling Line 10 Delivery - On				
tuternal Calling Line 10 Delivery - On				
Speed Dial #				

- **2** The numbers in this column are the available Speed Dial numbers.
- 3 Enter the telephone number(s) you would like to add to speed dial in the "Phone Number" column.
- 4 Enter the name of the person or business in the name column "Name" column.
- **5** Click "Apply" when finished.

SPEED DIAL 100

To manage this feature, click the Speed Dial 100 link under the Basic Features section in the Direct Feature Access Links Sidebar. This will load a page similar to image 19.1. Refer to this image for instructions on managing this feature

1 – Click the Speed Dial 100 link to open the feature page.

Service Number:	Com			
(470)336-3366 *	Spee	ed Dial 10	u	
To choose a different number,	Phone Nu	mber: (470)336-33	66	"(required fields)
please delect from the drop- down.	Coned Dia	100 allows upp to se	t up to 100 speed dial phone num	hars or EID JIDT addresses
Basic Features	that can be	a called with the push	of a few buttons. Enter the numb	er as you would normally dial
Connected Line Identification Restriction			de prefix and number on your tou your phone and the star code for 5	
- Off	Delete	Speed Code 100	Phone Number / SIP-URI	Description
Do Not Disturb - CH	No records	to display.		
External Calling Line ID Delivery - On	Delete	Add 2		
Internal Calling Line ID Delivery - On				
Speed Dial 8				
Speed Dial 100				
				Image 19.1

2 – Click "Add" to create a new speed dial entry.

A page similar to image 19.2 will load. The following instructions correspond with image 19.2.

	3366	"(required fields)
that can be called with the pu it and then just hit the speed	set up to 100 speed dial phone numb ish of a few buttons. Enter the numbe code prefix and number on your touc g your phone and the star code for S : #	r as you would normally dia h pad to call it. You can also
	0.00	
1 Speed Code 100:	07 •	
Speed Code 100: Description:		
	Moenmy	

- 1 Choose your Speed Dial code from the Speed Code dropdown list.
- **2** Enter a description or name to correspond with the entry.
- **3** Enter the phone number for the entry.
- **4** Click "Apply" when finished to activate your selection.

Continued on following page.

SPEED DIAL

Clicking apply will load a page similar to image 19.3. If you desire to manage entries follow the instructions below. The following instructions correspond with image 19.3.

Delete	Speed Code 100	Phone Number / SIP-URI	Description	
	07	555555555	Mommy	Edit 3
	07	555555555	Mommy	Edit
Delete	Add 4			

To delete a number:

1 – Place a check in the corresponding box

2 – Click "Delete"

Or you can:

3 – Click "Edit" to edit an entry.

4 – Click "Add" and repeat earlier steps for each number you wish to enter.

Advanced Features

Select "Advanced Features" to view the advanced menu options (see 1 in image 20.1)



Advanced features are capable of adding a remarkable level of customization to your telephone service, but are complex in that they can affect the way other features function. If you have any questions, please contact your telephone administrator or provider.

BroadWorks Anywhere

Broadworks Anywhere extends your digital voice services so you can make and receive calls from any specified fixed phone, mobile phone or soft client just as if it were your primary device. It also allows you to pull active calls from one phone to another.

Note: BroadWorks Anywhere is an add-on feature. If you are unsure whether you have subscribed to this feature, or would like to add the feature, please contact customer service for additional information.

Refer to Image 21.1 for instructions on managing this feature:

1 – Click the BroadWorks Anywhere link to open the feature page.

The following page will load:

Service Number:	BroadWorks A	munhara	
(470)336-3366 *	Bruduwurks A	uigwiere	
To choose a different number, please select from the drop- down.	Phone Number: (470)336-33	56	"(required fields
Basic Features	Configure the fixed and mobile	phones you would like to link to this a	ccount.
Advanced Features	Alert all locations for Click-to-Di	l calls	
BroadWorks Anywhere	Alert all locations for Group Page	ng calls	
CommPilot Express - Off	Phone Number	Description	Edit
Priority Alert - Off	No Entries Present		
Selective Call Acceptance - Dff			
Selective Call Rejection -	Apply Add 2		
			age 21.1

Before you can use this feature for the first time, you must configure several options.

2 – Click "Add" to begin process.

Continued on following page.

A page similar to image 21.2 will load. The following instructions correspond with image 21.2.

Service Number:	BroadWorks Anywhere
470)336-3366	bruauwurks Angwhere
To choose a different number,	Phone Number: (470)336-3366 "(required fields)
please select from the drop- down.	
Basic Features	BroadWorks Anywhere Phone Number Add Allows BroadWorks Anywhere Phone Number to be configured along with multiple selective
Advanced Features	criteria for each phote number
Broad Works Anywhere	Phone Number Selective Colorie
CommPilot Express - Off	1 - Phone Number: 5552225874
Priority Alert - Off	2 Descripture My Home
Selective Call Acceptance	* Advanced Optiona
Selective Call Rejection -	Outbound Alternate Phone Number/VIP URI
Sequential Ring - Off	4 8 Require Answer Confirmation
Simultaneous Ring Personal + Off	🖉 Use BroadWorks-based Call Control Services
Two-Stage Dialing - On	S Apply Delete Cancel

- Enter the 10-digit telephone number you would like to have calls forwarded to from your telephone number.
- **2** Enter a description that you can easily remember.
- **3** Place a check in the "Enable this Location" checkbox.
- 4 Place a check in the "Require Answer Confirmation" checkbox if you would like to hear a message that requests for you to press any key in order to accept or deny that call any time you receive a forwarded call. Since this number will now receive forwarded calls in addition to the calls this line normally receives, you may want to use this feature.
- 5 Click the "Apply" button when you have arranged the settings to their desired configuration.

You will receive a similar confirmation:



Continued on following page.

BROADWORKS ANYWHERE

To add rules for when BroadWorks Anywhere is enabled or disabled refer to image 21.3

1 – Click Selective Criteria.

The following page will load:

Service Number:	Dena	HAlertin A	res and decourses		
470]336-3366 *	Biudi	UNDING A	nywhere		
To choose a different number, please select from the drop-	Phone Nun	iber: (470)336-336	6	7	(required fields)
dewn.	Benadition	s Anywhere Phone	Mumber Medify		
Basic Features		C	one Number to be configu	ad along other sould along	a standing
Advanced Features		each phone number		ed along with multiple	(believe a second
BroadWorks Anywhere	Phone Num	ber Selective Criteri	•		
CommPilat Express - Off		Phone Number: 5552	225874		
Priority Alert - Off	Active	Description	Time Schedule	Calls From	Edit
Selective Call Acceptance	No Entries	Présent		Entropy	19400
Selective Call Rejection -					
Sequential Ring - Off	Apply	Add Cancel			
Simultaneous Ring	- report	- Constant			
				Image 21	.3

2– Click Add.

This will load image 21.4

Continued on the following page.

Refer to image 21.4 for the following instructions.

Service Numbert	Dennell Marker Amerikan	
(470)336-3366 *	BroadWorks Anywhere	
To choose a different number, please select from the drop-	Phone Number: (470)336-3366	(required fields)
down.	BroadWorks Anywhere Criteria Add	
Basic Features	Allows BroadWorks Anywhere Phone Number to be configured along	with multiple selective
Advanced Features	criteria for each phone number	
BroadWorks Anywhere	Phone Number Selective Criteria	
CommPilot Express - Off	Phone Number: 3552225074	
Priority Alert - Off	Description: My 5874 Rule	
Selective Call Acceptance	2 * Use broadworks anywhere Do not use broadworks anywhere	
Selective Call Rejection -	Selected Time Schedule: Every Day All Day *	
Sequential Ring - Off	Calls From: 4	
Simultaneous Ring Personal - Off	Any external phone number Following phone numbers:	
Two-Stage Dialing - On	Any private number	
Voicemail Management	Specific phone numbers:	
Logoff	l [6	
	OK Delete Cancel	
		mage 21.4

- **1** Enter a name for the BroadWorks Anywhere rule in the text box.
- 2 Specify whether you want the rule to use or to not use priority alert rings when the criteria are met.
- 3 Select the time schedule. For residential subscribers is automatically set to "Every Day, All Day."

Choose the criteria the feature will use when active. Your choices are:

- **4** Any phone number. All incoming calls will be subject to this feature.
- 5 Following phone numbers. With this selection you will also need to identify the intended numbers in the "Specific Phone Numbers" section (see 6 in image 27.1). Also, select if you would like the rule to apply to:
 - Any private number (see **7** in image 21.4)
 - Any unavailable number (see 8 in image 21.4)

9 - Click "Add" to save.

Note: You can add multiple entries in this section. Simply repeat the steps above and make sure to click the "Add" button each time.

Each time you finish an entry, you will receive a similar confirmation message:

Ø Saved.

To see any entry, return to the Broadworks Anywhere Feature page. To return and to manage this feature page follow the instructions below. The following instructions correspond with image 21.3.

1 - Click the BroadWorks Anywhere link to open the feature page



- 2 View the number for any entry.
- 3 Click "Edit" to update any information.
- **4** Click "Add" and repeat earlier steps for each number you wish to enter.

You can set up multiple numbers with different parameters using BroadWorks Anywhere. To do so, simply repeat the steps above for each number you want to use.

If further instructions are required for BroadWorks Anywhere's more advanced configuration options, please contact technical support.

CommPilot Express

CommPilot Express allows you to pre-configure four profiles to control your inbound calls. These profiles can quickly be changed using this end user portal or star codes. CommPilot Express overrides some of your other service settings associated with incoming calls.

The page is broken into several sections, each of which we will cover on the pages that follow.

Refer to Image 22.1 for the first instructions on managing this feature:

Service Number:	Committee Commission	
(470)336-3366 *	CommPilot Express	
To cheose a different number, please select from the drop-	Phone Number: (470)336-3366 "(reg	uired field:
down. Basic Features	CommPilot Express allows you to pre-configure four profiles to control your inbound These profiles can guickly be changed using the web or phone when you leave your	
Advanced Features	when you are at a remote location. If you use CommPliot Express, it takes preceden some of your other service settings associated with processing incoming calls.	
BroadWorks Anywhere	Current Profile: Available - In the Office	

1 – Click the CommPilot Express link to open the feature page.

2 – In the "Current Profile" dropdown list, select the profile you wish to use to redirect your incoming calls. The options are:

- None No active profile
- Available In the Office
- Available Out of the Office
- Busy
- Unavailable

Following sections cover each of the profiles in detail.

To make any changes to any of the profile, remember to scroll to the bottom of the page and select "Apply."

Continued on next page.

AVAILABLE – IN THE OFFICE

iso ring this phone number:	() +	5 1	
f Besy: # Have Voice Hessaging take the call	2		
Forward to this phone number:	(800) 321-1234	3	
f No Answer: # Have Voice Hessaging take the call	4		
Forward to this phone number:	(112) 345-6789	5	

This option is designed to allow you to customize how incoming calls are handled when you are at your primary phone location. The following options are available with this profile:

If a call is received on your handset, the following options are available to enhance the call experience:

- 1. You can choose to have an additional number ring at the same time your primary number rings. This can be any 10-digit number of your choosing (see 1 in image 23.1).
- 2. If you are already on the phone when receiving a new call, you have two options:
 - a. Send the call to voicemail (see 2 in image 23.1).
 - b. Forward the call to a different entered number (see **3** in image 23.1).
- 3. If you are away from your phone and do not want to miss a call, you have two additional options:
 - a. Send the call to voice mail (see 4 in image 23.1).
 - b. Forward the call to a different entered number (see **5** in image 23.1).

AVAILABLE – OUT OF THE OFFICE

This option is designed to allow you to customize the way your calls are handled when you are not at your primary phone location. The following options are available with this profile:

When a call comes in:	
Have Voice Messaging take the call	
Porward to this phone number:	(123) 456-7892
Also notify me by e-mail when a call comes in:	you@youremailaddress.com

- 1 Deliver call directly to Voice Messaging.
- 2 Forward to a different number. Enter number in the provided text box.
- 3 Send an email notifying you a call has come to your telephone. Enter the desired email address in the provided text box. This can be enabled whether option 1 or 2 is selected.

BUSY

Send all calls to Voice Messaging except calls fro	m these phone numbers:
() - () -	() -
Which will be forwarded to this phone number:	(821) 821-8215
Also E-mail me here when a call comes in:	you@youremailaddress.com 5

This option allows you to customize the way your calls are handled when you are busy and not available to answer. The following options are available with this profile:

- 1 Select to send all calls to voicemail.
- 2 Enter numbers that should not be sent to voicemail.
- 3 Enter a different telephone number to forward calls from the voice messaging excluded list when busy.
- 4 Select this option if you would like to receive an email notification when a call comes to your phone while your profile is set to "Busy."
- **5** Enter the desired email address for email notifications in the text box.

UNAVAILABLE

Send all calls to Void	e Messaging except calls from t	hese phone numbers:
() -	()	0
Which will be forwar	ded to this phone number:	(987) 456-7894
ve Voice Messagin No Answer Greeting	g take the call using:	

This option allows you to customize how your incoming calls are handled when you simply want to be unavailable. It is similar to the "Busy" feature discussed earlier. The following options are available with this profile:

- 1 Select checkbox to send calls to voicemail.
- 2 Enter numbers that should not be sent to voicemail.
- 3 Enter a different telephone number to forward calls from the voice messaging excluded list when busy.
- 4 Select this option to have no answer greeting while your profile is set to "Unavailable."
- 5 Select this option to have unavailable greeting while your profile is set to "Unavailable."

Once your changes have been made, you will receive the following confirmation:

CommPilot Express has been updated successfully.

Priority Alert

Priority alert allows you to assign distinctive ring tones based on your predefined criteria. Use this service if you want to distinguish a specific person when they call, such as a spouse, child or friend.

Priority Alert rules can be applied to all incoming calls or up to 12 specified phone numbers or digit patterns (example: 800* for all 800 numbers). Please note that for the phone to ring with a different tone the call must meet all specified criteria (phone number, day of week and time of day).

Continued on following page.

Refer to Image 27.1 for instructions on managing this feature:

1 – Click the Priority link to open the feature page.

Service Number:	Eleine	ty Alert			
4700336-3386	Phuli	ity Alert			
To shappe a different number, please salest from the sing- deve.	San and	dee: (420)334-3300	i voor phone ring with a differ		wit (1+00)
Basic Features			I you want to know when a troub! like to easily tall when		
Advanced Peatures	numbers or	digit patterns and spe	a for each Priority Alert entry dified time schedule. All criti- tone (phone number and day	eria for an entry must be	true for
Read/forts aryohev	Active	Description	Time Schedule	Calls From	Edit
Committee Express	No Entries P	vesent.			
Selective Cell Acceptence	-				App
Identive Call Rejution	Description	. i		2	
Separatial Ring	0.002555267	3 **	ccept call		
Simulation Ring Personal	5 elected Tile	0 0	e not accest call		
Voicesail Nanagement	Calls From: # Any phone G Fallowing	number 5			
Logoff	10 Arry prh	rate exceller 8 produtte excelute 9			
	Specific ph	one numbers: 7			
	1	3	1	3	_
	-				-
	L				

- **2** Enter a name for the priority alert rule in the "Description" text box.
- 3 Specify whether you want the rule to use or to not use priority alert rings when the criteria are met.
- 4 Select the time schedule. For residential subscribers is automatically set to "Every Day, All Day."

Choose the criteria the feature will use when active. Your choices are:

- **5** Any phone number. All incoming calls will be subject to this feature.
- 6 Following phone numbers. With this selection you will also need to identify the intended numbers in the "Specific Phone Numbers" section (see 7 in image 27.1). Also, select if you would like the rule to apply to:
 - Any private number (see 8 in image 27.1)
 - Any unavailable number (see 9 in image 27.1)

10 - Click "Add" to save.

Note: You can add multiple entries in this section. Simply repeat the steps above and make sure to click the "Add" button each time.

Each time you finish an entry, you will receive a similar confirmation message:

Added.

PRIORITY ALERT

Image 27.2 is an example of what will be displayed when there are multiple rules. The following instructions correspond with image 27.2.

PHU	ity Alert			
Phone Nun	nber: (470)336-33	366	*(1	required fields)
defined crit manager or or outside y numbers or the phone t	eria. Use this servic spouse or when yo our group. The crit digit patterns and s o ring with a differe	ke your phone ring with a ce if you want to know who ou would like to easily tell eria for each Priority Alert specified time schedule. Al ent tone (phone number an	en a specific person calls when a call is from inside entry can be a list of up Il criteria for an entry mu d day of week and time c	such as your your group to 12 phone st be true for of day).
Active	Description	Time Schedule	Calls from	Edit
2 🗷	My Alert	Every Day All Day	All External Calls	1 Edit 3 Apply
			Image 2	7.2

- 1 Select "Edit" to make changes to an existing rule.
- 2 Make a rule active by putting a check in the corresponding or inactive by clicking to remove a check. New alert rules are set to active by default.
- **3** Click "Apply" when finished.

Selective Call Acceptance

Selective Call Acceptance allows you to limit the calls you receive based on your own pre-defined criteria.

Selective acceptance rules can be applied to all incoming calls or up to 12 specified phone numbers or digit patterns (example: 800* for all 800 numbers). Please note that for the phone to ring with a different tone the call must meet all specified criteria (phone number, day of week and time of day).

Refer to Image 28.1 for instructions on managing this feature:

Continued on following page.

Refer to Image 28.1 for instructions on managing this feature:

1 – Click the Selective Call Acceptance link to open the feature page.

The following screen will open:

Service Number:	and the second	A	Call of the second second		
470(335-3355 *	Selec	tive Lan	Acceptance		
To choose a cifferent number, please select from the drop- down		her: (470)336-336		1 m	inequired fields
Basic Features	The criteria f	or each Selective A	you to receive only calls to coeptance entry can be a li-	st of up to 12 phone no	mibers or
Advanced Features	digit patterns receive the c		ve schedule. All criteria for	an entry must be true	for you to
Broudituria Arivitaria	THE OWNER WATCHING	ICS / Souther	10,000,00008032	1.0000000000	117.25
Committion Express - OII	Active	Description	Time Schedule	Calls From	Ldit
Priority Nett - De	No Entries Pr	esert			
Selective Call Acceptance - LOT					4000
Gelective Call Repetition - Off	Description	2		1	
Desvertial King - DH		6	toopt call		
Simultanicus Ring Personal - Off	Selected Tim		o not accept call		
Two-Stope Disting - On					
	Calls From:	-			
Vokressel Handgewest	# Any phone				
Voicennii Hanagerentet Logoff	 Any phone Following p Any physical 				
and the second se	 Any phone Following p Any physical 	none numbers: 6			
and the second se	 Any phone Following p Bany pho Any pho Any una 	hone burnbara 6			
and the second se	 Any phone Following p Bany pho Any pho Any una 	frome Numbers 6 de nomber 8 natable number 9		2211	
and the second se	 Any phone Following p Bany pho Any pho Any una 	frome Numbers 6 de nomber 8 natable number 9		-	
and the second se	 Any phone Following p Bany pho Any pho Any una 	frome Numbers 6 de nomber 8 natable number 9]	
and the second se	 Any phone Following p Bany pho Any pho Any una 	frome Numbers 6 de nomber 8 natable number 9			
and the second se	 Any phone Following p Bany pho Any pho Any una 	frome Numbers 6 de nomber 8 natable number 9			

- **2** Enter a name in the text box for the rule you want to configure.
- 3 Specify whether you want the rule to accept (deliver) or reject (send to voicemail) when the criteria is met.
- 4 Select a Time Schedule. Residential subscribers are automatically set to "Every Day, All Day."

Choose the criteria the feature will use when active. Your choices are:

- **5** Any phone number. All incoming calls will be subject to this feature.
- 6 Following phone numbers. With this selection you will also need to identify the intended numbers in the "Specific Phone Numbers" section (see 7 in image 28.1). Also select if you would like the rule to apply to:
 - Any private number (see 8 in image 28.1)
 - Any unavailable number (see 9 in image 28.1)

10 – Click "Add" when finished.

Note: You can add multiple entries in this section. Simply repeat the steps above and make sure to click the "Add" button each time.

Each time you finish an entry, you will receive a similar confirmation message:

C Added.

Image 28.2 is an example of what will be displayed when there are multiple rules. The following instructions correspond with image 28.2.

a second and a second s	Contraction of the latter	A Provide the second	the state and the second second		
Service Number:	Enlor	tines Fall	Acceptance		
470)336-3366 *	Selet	LIVE Lan	ALLEPLAILE		
To choose a different number,	Phone Num	nber: (470)336-336	9 6		required fields
plants select from the drop- down,	1		1 8 8 gr	Sin Di Sie	S. 1925.
			some na manalese ambs calls at	hat meet your pre-defi	and criteria.
Basic Features					
Basic Features	The criteria	for each Selective A	cceptance entry can be a list the schedule. All criteria for	st of up to 12 phone m	umbers or
Basic Features Advanced Features	The criteria	for each Selective A is and a specified tim	cceptance entry can be a lis	st of up to 12 phone m	umbers or
	The criteria digit pattern	for each Selective A is and a specified tim	cceptance entry can be a lis	st of up to 12 phone m	umbers or
Advanced Features	The criteria digit pattern receive the Active	for each Selective A is and a specified tim call.	cceptance entry can be a lis ne schedule. All criteria for	st of up to 12 phone nu an entry must be true	Imbers or for you to Edit
Advanced Features BroadWorks Anywhere	The criteria digit pattern receive the	for each Selective A is and a specified tim call. Description	cooptance entry can be a lis the schedule. All criteria for Time Schedule	an entry must be true	imbers or for you to

- 1 Select "Edit" to make changes to an existing rule.
- 2 Make a rule active by putting a check in the corresponding or inactive by clicking to remove a check. New alert rules are set to active by default.
- **3** Click "Apply" when finished.

Selective Call Rejection

Selective call rejection allows you to reject calls that meet your pre-defined criteria. Callers meeting these criteria will hear an announcement notifying them that you cannot be reached. Use this feature to prevent nuisance calls from people you don't want to receive calls from.

Selective call rejection 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, so you can specify a total of up to 120 phone numbers to be automatically rejected. Please note that for the phone to ring with a different tone the call must meet all specified criteria (phone number, day of week and time of day).

Continued on the following page.

Refer to Image 29.1 for instructions on managing this feature:

1 – Click the Selective Call Rejection link to open the feature page.

The following page will load:

bervice Number:	100000		and the state of the state of the		
4703336-3366 *	Selec	tive Lall	Rejection		
To change a different number: plaga polast from the drop- down.	1000	iber: (470]336-3366 t allows you to make	your phone ring with a differ		ed fields)
Dasis Features	manager or	spouse or when you w	f you want to know when a s round like to easily tell when	a call is from inside you	ir group
Advanced Features	wumbers er	digit patterns and opo	a für eiech Priority Alert entry offied time achedule, All crib tone (phone number and day	oria for an entry must be	s true for
proadisoria anywhere	Active	Description	Time Schedule	Cells From	Edit
CommPilot Express	No Entries i	resent			
selective Call Acceptance					Appl
Selective Call Rejection 1 Sequential Ring Simultaneous Ring Fersional	*Description	3 * A	coept call is not accept call y Day All Day *	2	
Voicemail Management		e number 5 phone numbers: 6			
Logolf	E Any pri	vate number 8			
	Specific pl	ione numbers: 7			
					10

- 2 Enter a name for the rule in the "Description" text box.
- 3 Specify whether you want the rule to reject or not reject the call when all criteria are met.
- 4 Select Time Schedule. Residential subscribers are automatically set to "Every Day All Day."

Choose the criteria the feature will use when active. Your choices are:

- **5** Any phone number. All incoming calls will be subject to this feature.
- 6 Following phone numbers. With this selection you will also need to identify the intended numbers in the "Specific Phone Numbers" section (see 7 in image 29.1). Also select if you would like the rule to apply to:
 - Any private number (see 8 in image 29.1)
 - Any unavailable number (see 9 in image 29.1)

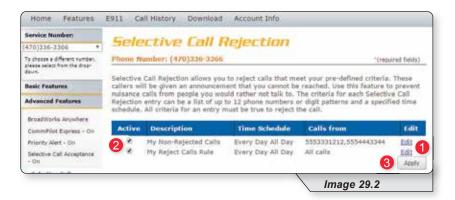
10 – Click "Add" when you have entered all data.

Note: You can add multiple entries in this section. Simply repeat the steps above and make sure to click the "Add" button each time.

Each time you finish an entry, you will receive a similar confirmation message:

C Added.

Image 29.2 is an example of what will be displayed when there are multiple rules. The following instructions correspond with image 29.2.



- **1** Select this to make changes to an existing rule.
- 2 Make a rule active by putting a check in the corresponding or inactive by clicking to remove a check. New alert rules are set to active by default.
- 3 Click "Apply" when finished.

Sequential Ring

Sequential Ring allows you to configure your calls to ring up to five additional locations sequentially when there is no answer from the primary phone. Use this feature when it is important for every call to be answered personally by you or by someone who can take the call when you are unavailable.

Sequential ring rules can be applied to all incoming calls or up to 12 specified phone numbers or digit patterns (example: 800* for all 800 numbers). Please note that for the phone to ring with a different tone the call must meet all specified criteria (phone number, day of week and time of day).

Continued on following page.

SEQUENTIAL RING

Refer to Image 30.1 for instructions on managing this feature:

1 – Click the Sequential Ring link to open the feature page.

The following page will load:

Note: Image 30.1 is only the top half of the page.

Vocennal Plenagement Legalt	3 4 5 Active	III+ III+ III- Description	1 + 3 + Time Scheduls	Calls From Edit
	4	i) - () - 6	3.+	e 08
	4	10 +	(3.4)	0
	-			
	3	11.+	1.3 (*)	
			3.0	0
	3	(D +	3. +)	A
Personal + Off Two-Stage Dialog - Co	1	0.2	(1	*
sinutaryous ting	Locetie	on Phone Number	Humber of rings	Answer confirmation required
Selective Call Rejection = On Sequential Ring = CRF		aar of sleaps for Base Locations In caller 15 6kg saarsh greceri	Continue the search p	excess If the lase focation to busy.
Selective Call Acceptance - Do		une Constitut Brig 2	3	
Priority Alert - Dr.			IT, THE CAR CONTINUES AS	a min version was not pauled our .
Bread/redu Joyehara CommFilet Express - On-	must be	satisfied for the call to en	ter Sequerital King (pho	e schedule. All criteria for an entry one number and day of week and tim If this service was not terned on.
Advanced Features	Business	phone, or home phone. T	he criteria for each Seg	storear on your cell phone, alternate workfal Ring entry can be a list of up
Basic Features	DH a spe The feat	stilled number of rings. There applies to calls match	e 5 incations can be elting your pra-defined crit	her a phone number or a STP-URL relia. Usa this service to ring calls
To choose a different transfer- plance palett from the drop- down.		tuniller: (470)126-3264		(replied fulls)
	seq	uential Rin	9	
470)335-3356 *		and a second stand of Filler		

- 2 Check "Use Base Location First" to ring your phone number's primary location before being forwarded to other numbers.
- 3 Set the number of times (between 2 and 20) you want the base (primary) location to ring before the call is forwarded.
- 4 Check "Continue the search process if the base location is busy" to specify how calls should be handled when the primary phone is in use.
- 5 Check "Enable caller to skip search process" to allow callers to bypass sequential ring and go directly to voicemail. In order for this feature to work, voicemail needs to have been previously configured.
- **6** Specify up to five phone numbers to be called in the sequential ring pattern.

Complete the following for each number:

- 7 Select the number of rings (between 2 and 20) at each number.
- 8 Check "Answer confirmation required" to require an answer confirmation for each sequential recipient. Answer confirmation is used to differentiate between calls made directly to the recipient's phone from calls forwarded using sequential ring.
- **9** Click "Apply" when finished with the first half to save your settings.

Continued on following page.

While the top of the "Sequential Ring" page is used to enter and set the options for the numbers that will be used in the dialing sequence, the lower half (see image 30.2) stipulates the rules for triggering the feature and is required to make sequential ring active.

Active	Description	Time Schedule	Calls From	Edit
No Entries R	resent			
				Apply
Description	n: [1	
	4 8 8	e sequential ring not use sequential ring	-	
Selected Tie	ne Schedule: Every	Day All Day * 3		
Calls From:				
# Any phon	e number 4			
	phone numbers: 5			
	vate number 7			
	available number 8			
- said an				
Specific pl	none numbers: 6			
E.				
15			5 C	10
-				
				9 Add
			Image 30.	_

The following instructions correspond with image 30.2.

1 – Enter a name for the sequential ring rule in the "Description" text box.

- 2 Specify whether you want the rule to use or not use sequential ring.
- 3 Select Time Schedule. Residential subscribers are automatically set to "Every Day, All Day."

Choose the criteria the feature will use when active. Your choices are:

- **4** Any phone number. All incoming calls will be subject to this feature.
- 5 Following phone numbers. With this selection you will also need to identify the intended numbers in the "Specific Phone Numbers" section (see 6 in image 29.1). Also select if you would like the rule to apply to:
 - Any private number (see **7** in image 29.1)
 - Any unavailable number (see 8 in image 29.1)
- **9** Click "Add" to save rule settings.

Note: You can add multiple entries in this section. Simply repeat the steps above and make sure to click the "Add" button each time.

Each time you finish an entry, you will receive a similar confirmation message:

The record has been added.

SEQUENTIAL RING

Image 30.3 is an example of what will be displayed when there are multiple rules. The following instructions correspond with image 30.3.

Active	Description	Time Schedule	Calls from	Edit
Ø 🙆	Don't Forward Spammers	Every Day All Day	All calls	Edit
	Priority Calls	Every Day All Day	2345678910,5252525252	Edit
			3	Apply

1 – Select "Edit" to make changes to an existing rule

- 2 Make a rule active by putting a check in the corresponding or inactive by clicking to remove a check. New alert rules are set to active by default.
- **3** Click "Apply" when finished.

Simultaneous Ring Personal

Simultaneous Ring Personal 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. This feature is helpful when you are not at your desk phone, but have your cell phone with you.

Simultaneous ring rules can be applied to all incoming calls or up to 12 specified phone numbers or digit patterns (example: 800* for all 800 numbers). Please note that for the phone to ring with a different tone the call must meet all specified criteria (phone number, day of week and time of day).

Continued on following page.

Refer to Image 31.1 for instructions on managing this feature:

1 – Click the Simultaneous Ring Personal link to open the feature page.

The following page will load:

Service Number:		10. 10		
4103336-3358	Simultaneo	US R	ing Personal	
To phone a different number,	Phone Number: (470)33	8-3385	for the second second second	"Inequired flambal
d0+1-	CircuPaneous Rine Persons	at allows we	u to list up to 10 phone numbers	or STRUET addresses
Basic Features	you would like to ring in a	ddition to y	our primary phone when you rece he but you would like your cell phone	we a call. This feature
Advanced reatures	A call, You can also him of	ff simultana	ious ring when you are at your de be a list of up to 12 phone number	sk on a call. The criteric
BreakNorke Anjohers	apecified time schedule, an	nd a specifi	ed holiday schedule. All orberta fo	er all entry must be
Commiliat Express - Co			nous Ring (plone number and da call continues as if this service of	
Priority Alert - De	Warring: if your cell phene	e or other p	share has voice mail that picks up could be on your reli phone mass	before your effice void
Selective Call Acceptance	100000000000000000000000000000000000000			ndiud stateur)
Selective Call Rejection - On	Simultaneous Ring Person		* of 2 ecus King fourchers If I'm already on a	cal
Sequential King + Or	Phone Numbrir	4	Answer confirmation requir	nd 5
Simultaneous Ring Paramal - Off			12	
Two-Blage Dialing - Cn			10	
Volcenali Hasappoint			10	
Lagati			10	
			10	
			8	
			10 J	
			0	
			-10	
			10 10	
	Active Description	. Bir	44	lls From Edit
	Active Description No Drives Present	C 86	44	lls From Edit

- 2 Turn Simultaneous Ring Personal on or off using the appropriate radio button.
- 3 Check "Do not ring my Simultaneous Ring Numbers if I'm already on a call" checkbox to indicate how calls are handled when you are already on a call.
- **4** Enter up to ten numbers to ring simultaneously.

Warning: Whichever line has the fewest number of rings before a call goes to voicemail will be where the voicemail is delivered.

- 5 Indicate whether or not answer confirmation required should be active for each sequential recipient. Answer confirmation is used to differentiate between calls sent directly to the recipient's phone from calls forwarded using sequential ring.
- 6 Click "Apply" to save your settings for the first half of Simultaneous Ring Personal.

Continued on following page.

While the top of the "Simultaneous Ring Personal" page is used to enter and set the options for the each number that will be used in the dialing sequence, the lower half (see image 31.2) stipulates the rules for triggering the feature and is required to make sequential ring active.

	The following	instructions	correspond	with	image	31.2.
--	---------------	--------------	------------	------	-------	-------

2 Use simultaneous ring person Do not use simultaneous ring		
Selected Time Schedule: Every Day All Day * 3	personal	
Calls From:		
Any phone number 4 Following phone numbers: 5 Any private number 7 Any unavailable number 8		
Specific phone numbers: 6		
		9 Add

- **1** Enter a name for the sequential ring rule in the "Description" text box.
- **2** Specify whether you want the rule to use or not use sequential ring.
- 3 Select Time Schedule. Residential subscribers are automatically set to "Every Day, All Day."

Choose the criteria the feature will use when active. Your choices are:

- **4** Any phone number. All incoming calls will be subject to this feature.
- 5 Following phone numbers. With this selection you will also need to identify the intended numbers in the "Specific Phone Numbers" section (see 6 in image 29.1). Also select if you would like the rule to apply to:
 - Any private number (see **7** in image 29.1)
 - Any unavailable number (see 8 in image 29.1)
- 9 Click "Add" to save rule settings.

Note: You can add multiple entries in this section. Simply repeat the steps above and make sure to click the "Add" button each time.

Each time you finish an entry, you will receive a similar confirmation message:

Added.

Two-Stage Dialing

Two-stage dialing allows you to make calls from a second device while showing you are calling from your primary number. This feature will only work if you check "Allow activation with any user address" (see **3** in image 32.1). When placing a call you must use this phone and first dial your primary number. You will then enter the number you wish to call.

Note: There are no prompts after calling your primary number that inform you to dial the phone number you are trying to reach. Again, your primary number (not the phone number of the device you are calling from) is what will be displayed for the recipient.

Refer to Image 32.1 for instructions on managing this feature:

1 – Click the Two-Stage Dialing link to open the feature page.

The following page will load:

Service Number:	The second state of the second	
470)336-3366 *	Two-Stage Dialing	
To choose a different humber, Nease select from the droo- levin.	Phone Number: (470)336-3366 Two-Stage Dialing allows you to Integrate your cell phone or PST?	(required fields)
lasic Features	by prompting for additional dialed digits for call origination attem	pts if the 'Allow activation
Advanced Features	with any user address' check box is checked and the original diale number(s), extension(s) or allases. The collected digits replace the	e original dialed digits and
BroadWorks Anywhere	 are used to complete the call. By associating your cell phone or P primary device or alternate location, you can originate calls from landline to your service phone number and get prompted for addi 	your cell phone or PSTN
CommPilot Express - On	leverage enterprise dialing and other BroadWorks services. In ad	dition, you can use the searc
Priority Alert - On	button to search for more phone numbers that can be used for Tw	vo-Stage Dialing.
Selective Call Acceptance - On	Two-Stage Dialing: @ on @ off 2	
Selective Call Rejection -	3 🗷 Allow activation with any user a	address
On Sequential Ring - On	Your cell phone or PSTN landline: (5551235544 (10-digit) 4	
Simultaneous Ring Personal - Off		A
Two-Stage Dialing -		5 Appl

- 2 Enable or disable feature by selecting the "On" or "Off" radio button.
- **3** Check "Allow activation with any user address" to enable feature.
- **4** Enter the 10-digit phone number where you will be calling from.
- 5 Click "Apply" to save when finished.

The following confirmation message will be displayed:

Two-Stage Dialing has been successfully updated.

Voicemail Management

The final section in Feature Management is Voicemail Management.

To expand the contents of this section, click the "Voicemail Management" menu link (see **1** in image 33.1). Once expanded, select each subsection to manage the corresponding feature.

470)336-3366	
To choose a different num please select from the dro down.	
Basic Features	
Advanced Features	
Voicemail Manageme	ent 🕻
Aliases	
Greetings	
Voicemail Managemer On	nt -
Voicemail Password	
Voice Portal	
Voice Messages	
Logoff	
Image 33.1	_

Note: this feature contains telephone instructions in the appendix of this document. Refer to the table of contents for an exact page reference.

Aliases

Messaging Aliases allows you to specify additional phone numbers that will be treated like your primary number when you call in to check messages.

This saves time when retrieving voicemail messages from remote telephones because the system views the alias phone number as the actual mailbox owner.

Refer to Image 34.1 for instructions on managing this feature:

1 – Click the Aliases link to open the feature page.

The following page will load:

Home Features E911	Call History Downloa	d Account Info	
Service Number:	Harris		
470)336-3366 • 🗛	liases		
To choose a different number. Phip	one Number: (470)336-336	6	*(required fields)
dewn.	caning Aliases allows you to	enter numbers, which whe	n called from, make your voice
	isaging box act as if you calle		in called mont, make your voice
Advanced Features	2 Phone Num	hartic	3
Voicemail Management	Z Phone Run	mer: []] -	Add
	Delete	Phone Number	
Aliases		2344322345	
Greetings		2345678444	
or econy As			
Voicemail Hanagement - On	0	4445553333	
Voicemail Management -	0	4445553323	6 April
Voicemail Hanagement - On	10	4445553333	6 Acci
Voicemail Hanagement - On Voicemail Password	ی Allases has been successfu		6 Appl

To add a number:

- 2 Entering the 10-digit alias telephone you'd like to add as an alias
- 3 Click "Add."
- **4** View the confirmation message each time after adding an entry

Repeat those steps until all phone numbers have been added.

To delete a number:

- **5** Select the corresponding number's checkbox in the "Delete" column.
- 6 Click "Apply."

Greetings

The greetings section allows you to set and change parameters that affect your voicemail greetings. Refer to Image 35.1 for instructions on managing this feature:

1 – Click the Greetings link to open the feature page.

The following page will load:

Service Number	E	
(470)331-3366 *	Greetings	
To choose a different number, plane search tom the disp-	Fleme Namber: (470)339-3300	ured fields)
pant.	Greetings allows you to set the number of ringt before reaching your voice messaging	a have
Desic Features	research around for to set the interdec in right percent reacting your value message	Q DON.
Advanced Features	Barsy Greeting: 2	
Vorcemail Management	* System providing	
With a	O Perconal greeting	
Alexes	Load personal greeting: Choose File No file choose	
Greetings	No Answer Greeting: 3	
Wicemail Nacepement -	System greeting	
Voicemel Password	O Unavailable greating	
Louise Prime	Load unavailable greating: Choose Ris No Sie choose	
Voice Petseges	Altomate No Answer Creetings:	
mercanako.	Greeting Name Greeting File Huad Alternate Greeting	
Lugali	Audio: Audio: Chocke File No file chocke Audio:	
	- Canada and a second s	
	*Number of rings before greeting: 5 • 7	
		8 Apply
	Image 35.1	

There are three greeting types that can be configured:

- **Busy Greeting** (see **2** in image 35.1) is played when you are on the other line and choose not to answer the second incoming call. Choose the appropriate radio button to select either the system greeting or a personal greeting.
- **No Answer Greeting** (see **3** in image 35.1) is played when you receive a call, but do not answer it. Choose the appropriate radio button to select either the system greeting or an unavailable greeting.
- Alternate No Answer Greetings (see 4 in image 35.1) allows you to create customized no answer greetings for special purposes (i.e. weekends, vacation, lunch). Name your alternate no answer greetings appropriately to easily remember their purpose (see 5 in image 35.1).

For all of these options, click the "Choose File" button (see **6** in image 35.1) to upload customized greetings from your computer.

Note: At one times there can only be one active greeting for no answer greetings (either "No Answer" or "Alternate No Answer Greetings").

Finally, use the dropdown list (see **7** in image 35.1) to select the number of times you want calls to ring before a greeting is played for the caller and click "Apply" (see **8** in image 35.1) to save your settings.

Voice Management

Voice Management allows you to specify how voice messages will be handled and provides with you options to retrieve voice messages using your phone or your email.

Refer to Image 36.1 for instructions on managing this feature:

1 – Click the Voice Management link to open the feature page.

The following page will load:

Service Number:	Marken and M. A. Anna and Anna	
470)336-3366 *	Voicemail Management	
To choose a different number, please select from the drop-	Phone Number: (470)336-3366	*(required fields)
fern.	Voice Management allows you to specify how to handle your v	olds managing the Halflad
Basic Features	messaging if you want to use your phone to retrieve voice me	ssages. You can also just choose
Advanced Features	to send the message to your e-mail and not use the phone for	voice messaging.
Voicemail Management	Volce Messaging:	
Alizes	* on @ off 2	
Greetings	Send All Calls to Voice Hall 3	
Voicemail Management - On	Send Unanswered Calls to Voice Mail 5	
		Image 36.1

The voice messaging section (see image above) allows you to control if and when calls are delivered to voicemail.

2 – Enable or disable voicemail by selecting the "On" or "Off" radio button.

Specify which calls you want to be sent to voicemail by selecting one or more of the following:

- 3 Send all calls directly to voice mail.
- 4 Send incoming calls directly to voice mail when your line is in use.
- 5 Send all unanswered calls to voicemail.

Continued on the following page.

The bottom section (see image 36.2) allows you to control the delivery of your voice messages.

Voicemail Password Voice Portal Voice Messages	When a Voice Message Arrives: * Use unlified messaging * Use Phone Message Waiting Indicator 2	
ogoff	Forward it to this e-mail address:	
	④ Notify me by e-mail of the new voice measage at this address:	myemati@email.com
	5 E-mail a carbon copy of the voice message to:	myspouceemail@email.com
	6 Transfer on '0' to Phone Number:	5551234587
		7 Apply
		Image 36.2

Choose one of the two options (1 or 2 in image 36.2) for accessing email using the corresponding radio buttons:

(You can only have one of these two options active at a time)

- 1 Select to enable your phone to access your messages.
 - 2 Check this if you selected "Use unified messaging" previously and would like to enable your phone's message waiting indicator
- 3 Select this option to send emails to an email address and enter the email address in the text box provided.

The following are delivery options that can be selected in addition to your previous selection:

- 4 Send an email notification when a new voice message is received. Enter the email address in the text box provided.
- 5 Send a copy of the voicemail sent to an email as a WAV file attachment.Enter the email address in the text box provided.
- 6 Enable callers to be forwarded to a number specified by you when they select "0" on their keypad. Enter the phone number where calls should be forwarded in the text box provided. Be aware: Incoming callers are not prompted to press "0" so they will have to know that this option is available in advance.

7 – Click "Apply" when finished.

Once your changes have been made, you will receive a similar confirmation:



Voicemail Password

Voicemail Password allows you update the password used to access your voicemails.

Refer to Image 37.1 for instructions on managing this feature:

1 – Click the Voicemail Password link to open the feature page.

The following page will load:

Service Number:	Voicemail Password	
470)336-3366 *	vuiceman Passwuru	
To chasse a different number, please select from the drop-	Phone Number: (470)336-3366	"(required fields)
down.	Reset your 4-digits voicemail password.	
Basic Features		
Advanced Features	2 "Type new password:	
Voicemail Management	3 "Confirm new password:	
Alizes		
Greetings		4 Apply
Voicemail Management - Dis		
Voicemail Password	1	

2 – Type in your new 4-digit password in the text box provided.

3 – Confirm your new 4-digit password by retyping it in the second text box.

4 – Click "Apply" when finished to save your settings.

Once your changes have been made, you will receive the following confirmation:

O Volcemail Password has been updated successfully.

Voice Portal

Voice Portal allows you to upload a recording (as a .WAV file) of your name that will play in your voicemail greeting.

Refer to Image 38.1 for instructions on managing this feature:

1 – Click the Voice Portal link to open the feature page.

The following page will load:

Service Number:	Voice Portal	
470)336-3366	vuice Puitai	
To choose a different number, please select from the dros-	Phone Number: (470)336-3366	(required fields)
down.	Voice Portal allows you to set a Personalized Name (upload	d a WAV file to use as your name for
Basic Features	Auto Attendant and Voice Messaging) and set voice portal a	
Advanced Features		and a second
Voicemail Management	Use Personalized Name for Auto Attendant an Load name: Choose File (No Tile choise)	ia voice mesiaging
Alizes	3	
Greetings	4 Auto-login to Voice Portal when calling from my phone	
Voicemail Management - On		
Voicemail Password		5 Apply
Voice Portal		

Note: before enabling the personalized name feature from this portal you will need to have a .WAV file recording of the name you want to use.

2 – Check this box to enable the feature.

- Click the "Choose File" button and find desired .WAV file on your computer.
 Once the file has been selected, the file name will appear next to the "Choose File" button.
- 4 Check this button if you want to automatically log in to your voicemail whenever you dial your phone number from your own phone.
- **5** Click "Apply" when finished to save your settings.

Once your changes have been made, you will receive the following confirmation:

Voice Portal has been successfully updated.

Voice Messages

Voice Messages allows you to retrieve and manage your voicemail messages from within the voice portal.

Refer to Image 39.1 for instructions on managing this feature:

1 – Click the Voice Messages link to open the feature page.

The following page will load:

Service Number:	3 losto					
4701336-3366 •	VUIL	e Messa	ges			
To choose a different number, please select from the drop-	Phone No	umber: (470)336-	3366		18	(required Feld
daurs.	Click on th	he audio icon to list	ten to your messages.			
Basic Features			an a far see a			
Advanced Features	Play	From	Received	Save	Forward	Delete
Voicemail Management	•	2 859,207.5565	4/22/2016 12:03 PM	± 3	* 4	× 6
Allases						
Greetings						
Voicemail Nanagement -						
On						
On						

2 – Click to play a voicemail.

- **3** Click to save voicemail as a WAV file to your computer.
- 4 Click to delete a voicemail.

E911

E911 is the third tab on the navigation bar. This tool allows you to update your E911 address information when necessary.

It is very important that you are aware of your responsibility to update your E911 information to your current physical location and address.

Click the E911 link (see **1** in image 40.1) on the navigation bar at the top of the page.

The following page will load:

service Number:	Y.							
70)336-3366 *	E	111						
a choose a different number,	Phot	ter Num	ber: (470)336-336	6				"(required fields
lease select from the drop- sum.		-						
ccount Information:	servi	ce for 9		you initially pr	rovide your p	hysica	I addres	ts, it can take up to
Customer No.: 123278			to verify your addre this device to anoth					ss. You may register
Name: ty Demo	only	one loca rgency c	ition at time. If you enter near your old	do not update address. Whe	n your location n you update	n, you	r 911 ci	ills may be sent to a , it can take several
Hreet: 122 Chastain Meadows CT	hour		vate 911 service at		Taxa a	1.221	-	
City:		STRUE	Address	TN	City	121	Zip	Last updated date
	27	Active	2000 BAKER CT NW	4703363366	KENNESAW	QA.	30144	4/22/2016 1:20:39 PM
ENNESAW		oosaco-2		- California Contra	an-nexositar	10.00	distant o	or power outage or if
itate:	*Nob	8: 911 C	Hanno service will n	at function in	the event of a			
itate: IA								rvice is terminated.
itate: Li, Tip:	the b	roadban	d, Internet Service	Provider (ISP), or Digital v	oice p	hone se	evice is terminated.
ENNESAW Rate: IA Jip: 10144 Indated:	*911	roadbar Service		Provider (15P at time of init), or Digital v dal activation	oice p of yo	ihone se ur acco	ervice is terminated. ont. If your 911

After you have read and understood the information on this page, click the pencil edit icon (see **2** in image 40.1) to update your physical address.

Continued on following page.

Clicking edit on the E911 page will load the following page (Image 40.2):

	Pl (420)	336-336	6				(required fields
	purposet	t. When	you initially pr	ovide your pl	hysics	al addre	u will be using our se, it can take up te sez.
only one locatio	on at time ter near	e. If you your ald	do not update address. Whe	your location you update	n, vei	ir 911 G	ss. You may register alls may be sent to a , it can take several
Status 9	Address		TN	City	\$7	2p	Last updated date
P Active 12	DOC BAKE	ICT NW	4703068306	KINNESAW	QA.	10344	4/22/2016/1/20189 PM
Ttle		First nar	10	Latitude			Name suffici
	•	Oreg	回	Demo	-	1	
Street.#:	1	Street sul	The .	Direction pr	efia:		0
2008		E				•	
Street name.		Street by	NE.	Direction is	din .		
EAKER	11	COURT	•	North Wes	1		
Unit type / No:	man d	and the second second	type / No.i	Structure by	pe/h	10:0	
	•	-	N.•14	T	and a local data	•	
Zlp/Postal code:	()	City:		County		_	State/Province:
30144	100	RENNES	WW.	COBB			GA
Set To Active		# Yes	0 No	100000		10.1	1947 P
EIII distalment							
responsibility, in	otential no accordano Enio USER	n-availabil e with the use with t	ity of traditional instructions that the Service. If E	911 or E911 Se accompany ea ND USER did no	ch Dev t recei	the '911 ice, to pic ve a 913	Stoker"). It is your ace the 911 liboker on Stoker with your Device
		6	Vulidate	Cancel			
							or power outage or if invice is terminated.
"911 Service w Information is i You can do so t	Internet as ackno ncorrect by clickin	service wiedged above yr a "Add N	Provider (15P at time of init u will need to ew Record" of), or Digital v dal activation change the s "Pendi" loor	of yo P11 in abov	ohone se formation re and m	

Update the fields with your new address and click "Validate" (see **1** in image 40.2) to validate against known addresses.

You will receive a message asking you to confirm your E911 address.

Street 1	Street 2	City	State	Zip
2000 BAKER CT	#11.01	KENNESAW	GA	30144

Multiple rows may be displayed. Select the radio button to the left of the correct address (see **1** in image 40.3) and click "Update" to save your changes.

	Status	Address	TN	City	51	Zip	Last updated date
•	Pending	2000 BAKER CT NW	4703363366	KENNESAW	GA	30144	4/22/2016 1:16:12 PM

Note: E911 normally takes approximately 15 minutes to complete. When complete, the status will change from "Pending" (like in image 40.4) to "Active."

Call History

To view your call history, refer to Image 41.1 and the following corresponding instructions:

1 - Click on the tab in the navigation bar labeled "Call History."

The following page will load:

Service Number:	Call that and
470)336-3366 *	Call History
To choose a differenc number, please select from the drop- dewn.	Phone Number: (470)336-3366 (resured t
Account Information:	Select CDRs Criteria Details
Customer No.2 323278	3 Filter by calling type: Please select calling type •
Names My Demo	4/22/2015
Street: 222 Chastain Headows CT	Destination #
City: KENNESAW	Please Note: All COR's are recorded in BHT
State: GA	Estern Time: -Avra Central Time: -Siva Nountain Time: -Okra
20ps 30144	Pacific Time: -7005
Updated: 5/17/2016 4:20:53 PM	

This page allows you to query both your inbound and outbound calls based on the criteria you choose.

- 2 Select or see which number's call history you would like to view.
- 3 Select the call type you want to see from the dropdown list.
- **4** Choose the date range for the calls you want to see.
- 5 If you are looking for calls to or from a specific number, select either "Destination #" (to display calls made from your phone) or "Origination #" (to display calls made to your phone) and enter the specific number you want displayed.
- 6 Click "Submit" when finished entering your search criteria.

The call history data will then be displayed in an image similar to image 41.2

Select 204: Citeria	Desis						
Call hype	calmen*	tial fermi paration	dattex.c.	Call to Location	Hart New -	And Street	Made
introved intercenter	1010275405	LEAD-STON, VY	4773363396	adonta kin Gá	A/22/2010 410:00 PM	actorization activities that	- 63
Internuted Local	5703999408	ATLANTA GA	4710303388		402.0804.210.52.66	4/02/0006 012109 758	- 62
Docal	470336348	Allerta Ne. 64	6792312806	ATLANTING GA.	4/22/2006 20736 PM	4/32/2014 2/08/32 844	2.4
troound Local	1112090408	atlanta ce	#101061008		4/25/29(05/210742 Mel	4/22/2016 209(11 95)	0.0
triboynil socal	(71)101408	AT ANTA SA	1703363366		4/20/2016 20542 PM	4/22/2018 20655 76	10
Discord Local	0713103408	ATLANTA GA	4723343344		4/22/2016 1/37/31 PM	Ar02/2014 1:58 16 PAR	-6.5
Introvend Local	STOCHASE.	ATLANTA CA	411030306		4/32/2016 1:53 26 PM	4/22/2018 1/01/17 498	10
Indound Local	1701050300	ADATSVIL GA	4703043084		4/11/2018-4/51196-PM	4/21/0108 410-45 PM	-02
Diseased Local	1710203408	ATLANTA GA	4710803804		4/21/2016 8/3018 PM	A/21/2014 9/2017 FM	- 64
Look	#P03363788	Atlenta Na. GA	\$780060000	ADADINE, GA	A/22/0016 3 08:18 PH	4/21/2016 259 21 212	- 62
intercond Lennal	areaseents.	ATLANTA GA	2112042066		4/20/2018/24(10) Fe/	4/01/0008 248 54 50	. 44
LOCH .	4703349386	Attenta his illi4	6751055500	ADADON, BA	4/21/2018 248 33 FM	4/02/0518 214534 PM	- 61
introduced Second	COLUMN A	ATLANTS DA	10101010000		AVE: 0006 12 2011 FM	Ar21/2014 12:20 51 Per	- 10
Local	4703303308	attents for the	C104048440	ADAMONS, ISA	ACLOSED CONCEPTS	ADUIDS 122415 PM	- 34
bibound Local	27330096428	AT ANTA GA	(COMMANNA)		4/25/0018 12 DK 94 PMF	4/21/0018 13/25-66 PM	6.3
H 4 Perel 2	M d test	Page size [21]				-20 increa in	Same

Download

All users are provided with several user documents. The download tab is where you can access these documents in addition to other important resources such as the feature guide, terms of service and any other documents.

To access these documents, refer to Image 42.1 and the following corresponding instructions:

 Click the "Download" tab on the navigation bar at the top of the page. The following page will load:

Account Information:	Download					
Customer No.: 523278	Duwnudu					
Name: My Demo	To download the below file to your computer, right click on the file type and "Save Target As.					
Street: 222 Chastain Meadows CT						
City:	File Name	File Type	File Size			
Contraction of the Contraction o	16 C	1 0	80.27 KB			
	911 Waver.pdf	- 0	STATIST TOP			
State:	911 Waver.pdf Residential Feature Guide Template.pdf	2	80.27 KB			
KENNESAW State: GA Zip: 30144		_ 2				

2 – Click the icon in the "File Type" in the corresponding column to download any documents that appear in this section.

Account Info

To update personal information, service address, billing address, or password, hover over the "Account Info" tab (see 1 in image 43.1) on the navigation bar and select either:

- "Update Account" (see 2 in image 43.1). This will give you access to update your personal information, service address and billing address.
- "Change Password" (see **3** in image 43.1). This will give you access to change your password.



Personal Info

To access this page, hover over the Account Info tab in the top navigation bar and in the dropdown menu select "Update Account." Refer to the Account Info section for more detailed instructions.

Refer to Image 44.1 for instructions on updating personal information:

1 – Click the Personal Info tab.

The following page will load:

Account Information:	Accoun	+ Infer			
Customer No.: 323278	Logon usernam		Annual training and		
Name: Ny Demo	Lugun usernam	6. 4703303300	antiquitintias		"(required fields)
Street: 222 Chastain Meadows CT	1 Personal Info	Service Address	Billing Address		
City: KENNESAW	Customer name:	My Demo		2	
State: 34	CPNI: Contact Phone:	1234 (555) 111-45-	15	34	
Zipe 30144	E-mail Address:	myemail@en	Contraction of the second seco	6	
Updated: 5/17/2016 4:20:53 PM		(Update	Cancel 7	

2 – Displays the un-editable Customer Name

Change the other fields as needed by replacing the content in the text boxes:

- 3 CPNI (Customer Proprietary Network Information is the passcode used to protect the privacy of your account details)
- 4 Contact Phone
- 5 E-mail Address

When finished:

6 - Click "Update" to save

OR

7 – Click "Cancel" to restore to your original settings.

Service Address

To access this page, hover over the Account Info tab in the top navigation bar and in the dropdown menu select "Update Account." Refer to the Account Info section for more detailed instructions.

Refer to Image 45.1 for instructions on updating your service address:

1 – Click the Service Address tab to open the correct page.

The following page will load:

ccount Information:	Accesses	in Fra					
Customer No.: 323370	Account Info Logon username: 4703363366@mynitm.us (required fields)						
Name: My Demo							
Street: 222 Chastain Meadows CT	Personal Info			55			
City: KENNESAW	Customer name:			First name:	Last name;		
	My Demo		My	Demp			
State:	Street #:	Street su	TINI	Direction prefix:	0120275		
2.1	222	-	1				
Dip: 10144	Street name:	Street typ	iei:	Direction suffix:			
Statistics and statistics	Chastain Meadows	COURT		-			
Jpdated: 5/17/2016 4:20:53 PM	Unit type / flip.:	a construction	n type / No.i	Structure type / No.:			
#1772010 4:20:33 PM		1.		1			
	Zip/Postal code:	CRYL		County:	State/Province:		
	30144	KENNES	AW .	C088 *			
	30144	I NETHICS	H31 -	0000	GA		
		6	Update	Cancel 3			
			Consideration of				

Make the necessary changes and when finished:

- 2 Click "Update" to save your changes
 - OR
- **3** Click "Cancel" to restore your original settings.

Billing Address

To access this page, hover over the Account Info tab in the top navigation bar and in the dropdown menu select "Update Account." Refer to the Account Info section for more detailed instructions.

Refer to Image 46.1 for instructions on managing this feature:

1 – Click the Billing Address tab to open the correct page.

The following page will load:

Account Information:	Account Im	Fra				
Customer No.: 323270 Name:	Logon username: 4703363366@mymtm.us					
Ny Demo		4				
Street: 222 Chastain Meadows CT	Personal Info Service A	ddress Billing Address				
City: KENNESAW	Customer name:	First name:	Last name:			
State:	My Demo	My	Demo			
State: G4	Street 1:	Street 2:				
Ziec	222 Chastain Meadows C					
20144	Zip/Postal code:	City:	State/Province:			
Updated:	30144	KENNESAW *	GA			
5/17/2016 4:20:53 PM	Weight at the					
		2 Update Cancel	3			
			-			

Make the necessary changes and when finished:

2 – Click "Update" to save your changes

OR

3 – Click "Cancel" to restore your original settings.

Change Password

Refer to Image 47.1 for instructions on managing this feature:

1 – Hover over the Account Info tab in the top navigation bar and in the dropdown menu click "Change Password."

The following page will load:

Service Number:	Channel Description				
470)336-3366 *	Change Password				
To choose a different number, please select from the drop- dewn.	Logon username: 4703363366@mymtm.us "(required fields) Password should not consist of any significant portion of you name, family names, account				
Account Information:	number, telephone number, street address, zip code, social	I security number, date of birth,			
Customer No.: 323278 Name: My Demo	other biographical or account information, or easily guesse • The password length must be at least 6 characters. • The password must contain at least 1 number, at least upper case letter.				
Street: 222 Chastain Meadows CT					
City: KENNESAW	*Current password:	2			
State: GA	*Verify password:	3			
Zip: 30144	Submit 5				
Updated: 5/17/2016 4:20:53 PM					

- 2 Enter the current password (the one you used to log into the portal).
- **3** Enter a new password in the "New password" text box.
- **4** Reenter the new password in the "Verify password" text box.
- **5** Click "Submit" when finished to save your change.

Phone Features

Various features are able to be accessed, modified and enabled through telephone shortcuts. Each of those features will be covered in the following sections.

Feature Access Codes

While the following sections will go into greater detail about how to use each feature from a phone, the table below serves as compilation of all of the various feature access codes.

If you have any questions regarding a particular feature or corresponding code, refer to the feature's section after this table.

FEATURE	ON	OFF
Anonymous Call Rejection	*77	*87
Call Forwarding - Always	*72	*73
Call Forwarding - Busy	*90	*91
Call Forwarding - No Answer	*92	*93
Call Forwarding - Not Reachable	*94	*95
Call Return	*69	
Call Waiting (per call *70)	*56	*57
Call Waiting - Disable for One Call	*70	
Caller ID Block - Outbound	*68	*81
Caller ID - Block Outbound (per call)	*67	
Clear Voice Message Indicator	*99	
Do Not Disturb	*78	*79
Flash Call Hold	*22	
Last Number Redial	*66	
Speed Dial 8	*74	
Speed Dial 100	*75	
Voicemail	*98 or *62	

Anonymous Call Rejection

Reject incoming calls that have blocked their directory or identification information. Anonymous callers will hear an intercept message when they call.

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

Call Forwarding

Forward incoming calls to another number.

1. Dial *72 to enable call forwarding always. Dial *73 to disable call forwarding always.

Dial *90 to enable call forwarding - busy. Dial *91 to disable call forwarding - busy.

Dial *92 to enable call forwarding - no answer. Dial *93 to disable call forwarding - no answer.

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 Return

Quickly dial the number of the last incoming call.

- 1. Dial *69.
- 2. Your phone will dial the number that was your last incoming call.

Call Waiting

Switch to new incoming calls while already on another call.

To enable or disable the feature:

- 1. Dial *56 to enable. Dial *57 to disable.
- 2. Listen for a confirmation message.

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.

To Disable for a Single Call:

- 1. Dial *70
- 2. Enter the desired 10-digit phone number you're wanting to call.

Caller ID

Identify callers before answering the call. Block Caller ID information from being delivered with Outbound Caller ID Block.

- 1. Dial *68 to permanently enable outbound caller ID block. Dial *81 to permanently disable outbound caller ID block.
- 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.

Clear Voice Message Indicator

Clear the indicator on your phone that shows voice messages.

- 1. Dial *99.
- 2. Listen to the confirmation message.

Do Not Disturb

Halt calls, pages or intercom messages. Callers will receive a busy message and be sent to voicemail or receive a busy signal.

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

PHONE FEATURES

Flash Call Hold

Place a call on hold.

To place a call on hold:

- 1. Dial the other number
- 2. During the call, press flash.
- 3. Dial *22 to place the call on hold.

To take a call off hold:

1. Dial *22 or press flash.

Last Number Redial

Quickly dial the number of the last outgoing call.

1. Dial *66.

Speed Dial

Add frequently dialed numbers for quick and simple access.

To Create a Speed Dial Code:

- 1. For a one digit code, Dial *74 and wait for the tone. For a two digit code, dial *75 and wait for the tone.
- 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..

Three-Way Calling

Create a call that includes three parties with each on a separate device.

- 1. Call the first phone number or extension.
- 2. Once they answer and you are on an active call, place the call on hold by pressing Flash / Conference.
- 3. Enter the third party's complete phone number or extension and press #.
- 4. Once the third party answers and you are on an active call, connect all three parties and begin a three-way call by pressing Flash / Conference.

Note: If either the second or third party leaves the call, the first party and the remaining party will remain connected.

Voicemail

Send calls to a personal Voicemail while on another call, not at the office or just too busy. Messages can be conveniently retrieved by phone, online account or email

To Access Voicemail:

- From on-network extension: dial *98.
 From off-network extension: dial your 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.

First Time Setup or 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.