

# VoIP Service User Manual

**Version 20061027**

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## Your VoIP Service

Congratulations! You have chosen Voice over Internet service (VoIP) to serve at least some of your telecommunications needs. To use your VoIP service, you will use the touch pad of your telephone and the VoIP Control Panel (VCP) - a web interface that allows you to easily manage your account.

## Who Should Read this Manual

This manual describes the user features of VoIP service and the VCP. The manual is intended for users who want to manage their VoIP service.

## Basic Features

- Internet-based VoIP Control Panel (VCP) for managing all features
- Voicemail sent to email as MP3 attachment
- Voicemail notification sent to alpha pager or SMS-enabled mobile phone
- Message-waiting indicator
- Access voicemail from email, VCP or any phone
- Phone number with any desired area code or even from a different country
- Do not disturb (DND)
- Multiple call appearances on multi-line phone
- Local time zone management
- CallBlast – intelligent combination of “find me follow me” features
- 3-way conferencing
- Call waiting
- Caller-ID and call waiting Caller-ID
- Softphone can be used as a “roaming” phone anywhere on the planet
- Full 911 coverage in US and Canada

## Optional Features

- Additional phone numbers (Virtual numbers) all ring to the same phone
- Toll-free number rings to the same phone
- Inbound faxes sent to email as PDF attachment
- Outbound faxes sent from any Windows application

- Conference bridge for up to 10 participants (coming soon)

## Terminology

The following terms are important to know when using your VoIP service and the VCP.

**Account** — Where basic information is stored (e.g., name, password information, extension number(s), and feature set).

**Mailbox** — Where callers leave you voicemail.

## Your VoIP Account

When you or your salesperson signed you up for service, you were assigned a permanent user ID (your phone number) and a password.

You'll use your user ID and password to set up and access your voicemail box from your phone and later to manage your account via your VCP.

You can also access your voicemail as well as change settings and greetings from any IP, landline, or even mobile telephone regardless of where that phone is on the planet.

For a detailed guide to voicemail access via a telephone handset refer to the next section, Voicemail Set Up and Use.

## Voicemail Set Up and Use

To set up your voicemail, use the password you selected or were given by your salesperson. You can set up your voicemail box from any of the following handsets:

- The ATA (with analog phone) or IP Phone you ordered with your VoIP service
- Any other phone including mobile phones, PDAs, Softphones or regular landlines.

Choose how you will set up voicemail from the options in the following table and dial the appropriate number.

**Table 1 - Voicemail Access**

Access Type	Number to Dial
Your ATA or IP Phone	00
Any other landline, mobile or PDA phone	Dial your full 10-digit number. Wait for the announcement, then press the * key and enter your password when prompted

You are now in the voicemail Main Menu. Press 2 to create a personalized voicemail greeting. Follow the prompts to record your first and last name and your greeting.

Once you have recorded your greeting, select one of the following options.

**Table 2 - Recording Menu**

Key	Option
1	Play the recording.
4	Cancel the custom recording and return to the default system settings.
7	Redo the recording.
*	Cancel the recording and return to the Main menu.
#	Use the recording and return to the Main menu.

Once you have set up your personal greetings, return to the Main menu and select from one of the following options.

**Table 3 - Main Menu**

Key	Option
1	Enter the Message Center (Message Center menu).
2	Change your greeting (Recording menu).
3	Change your password.
4	Change your name (Recording menu).
5	Enter the Features menu.
#	End the call.

*Note — We recommend that you press 3 and change your temporary password when you initially configure your voicemail.*

## Accessing the Message Center

The Message Center allows you to listen to your current, saved and deleted messages. Select option 1 from the Main menu to enter the Message Center. Then select from the following options.

**Table 4 - Message Center Menu (1 of 2)**

Key	Option
1	Listen to your messages (Message menu for regular messages).
2	Listen to your saved messages (Message menu for saved messages).
3	Listen to your deleted messages (Message menu for deleted messages).
*	Return the voicemail Main menu.
#	End the call.

Once you listen to your message, select from the following options.

**Table 5 - Message Center Menu (2 of 2)**

Key	Option
1	Listen to the previous message.
3	Listen to the next message.
5	Repeat the message.
7	Delete the message (not available for previously deleted messages).
9	Save the message (not available for previously deleted and saved messages).
00	Forward the message to a mailbox.
*	Return to the Main menu.
#	End the call.

## Other Useful Features

**Three-way calling** — Enables you to talk with two other people at a time.

**Call waiting** — Enables you to put a caller on hold while you answer another call.

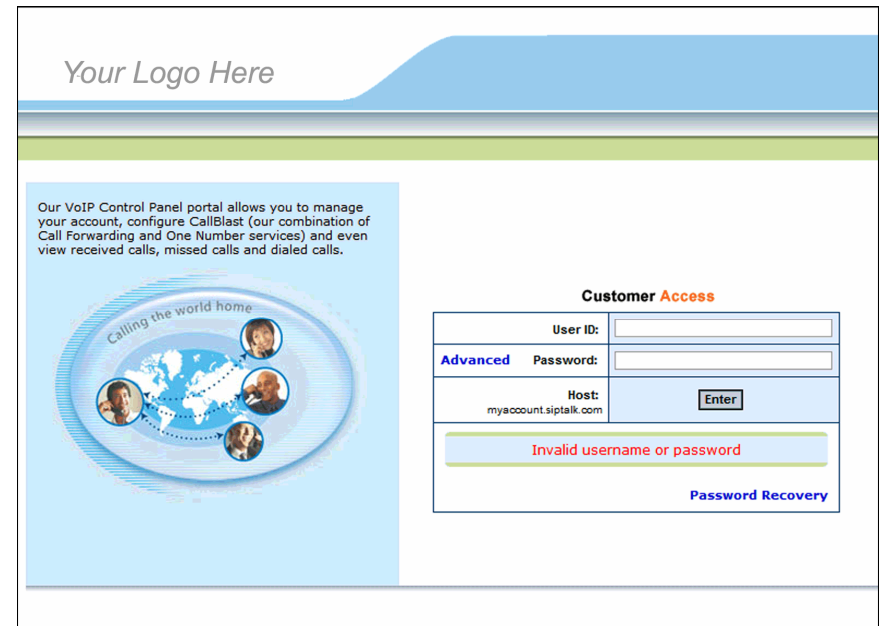
**Star key (\*) features** — For information on how to use these features from your phone, consult the Quick Reference Guide that accompanied your device or contact your salesperson.

## Manage Your Account with Your VCP

Once you have set up your voicemail, you manage your account with your VCP, an Internet browser-based interface. To access your VCP, contact your salesperson for the web address.

*Note* The VCP is best used with Microsoft Internet Explorer 6.0 and higher, or with Apple Safari browser 1.2 and higher.

The first thing that appears is the login screen:



**Figure 1 - VCP Login Screen**

## To Log in to the VCP

1. Enter your user ID (your VoIP phone number).
2. Enter the password you chose or had assigned you.
3. Click OK.

## Password Recovery

If you forget your password, click the Password Recovery link. This allows you to use your user ID and email address to recover a forgotten password, which will be forwarded to the email address on your account.

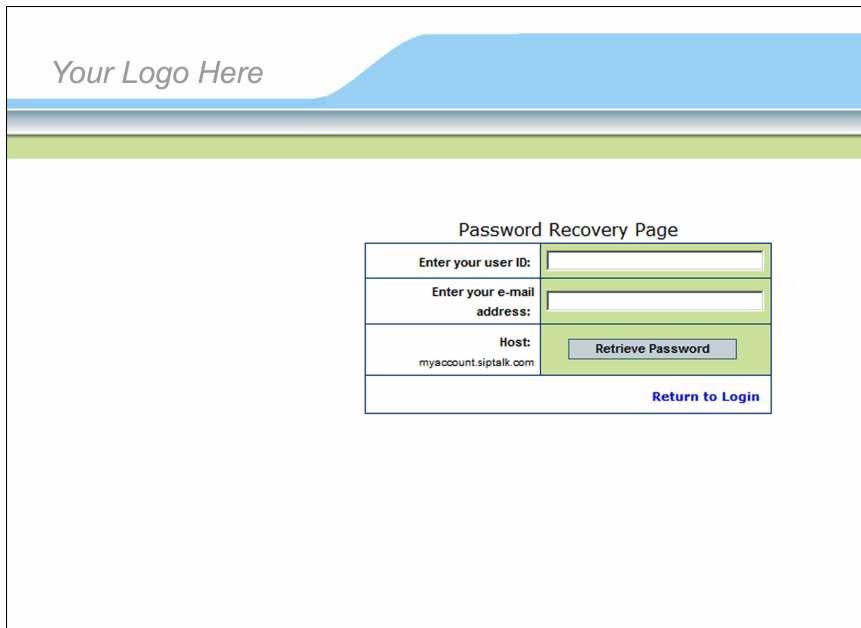


Figure 2 - Password Recovery Screen

**Warning** — Three consecutive failed password attempts will lock you out of voicemail system!

## Managing Your Account

Once you successfully log in, you see the VCP Main Screen. This screen has a series of tabs, each designed to give you information about your account.

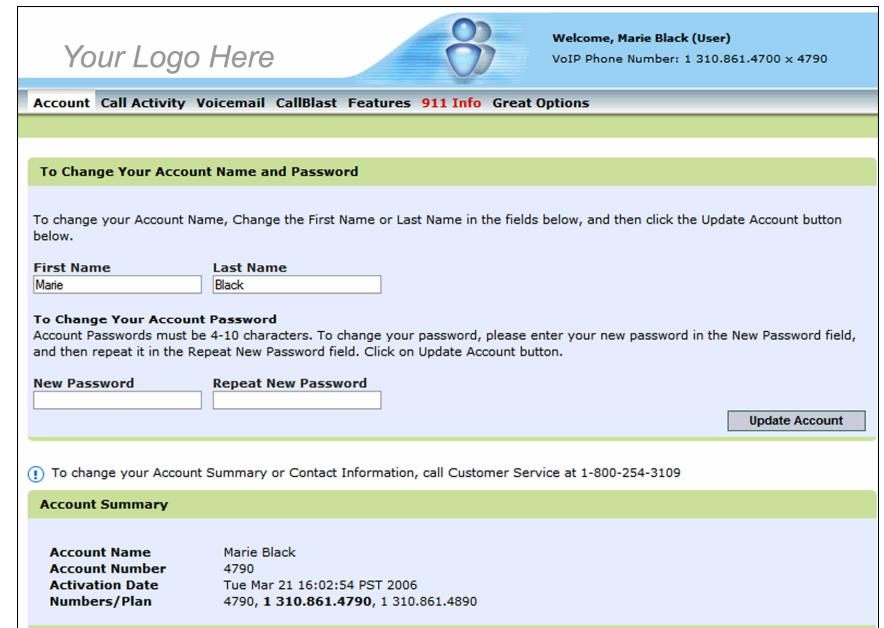


Figure 3 - VCP Main Screen

**Account** — change your account information and view your contact information.

**Call Activity** — view the calls you have made and received.

**Voicemail** — listen to, save, or delete your voicemail.

**CallBlast** — enter up to four different phone numbers where you can be reached whenever your VoIP number is dialed.

**Features** — route voicemail in MP3 format to any email address, and/or voicemail notification to an alphanumeric pager or mobile phone via SMS; manage enhanced features, such as Caller ID, Call Waiting and DND or change your current time zone so that your calls and voicemails will be appropriately time-stamped.

**911 Emergency Info** — verify or change your 911 Emergency Response address when called from your VoIP service.

**Warning** — If you do not have 911 Emergency Info tab it means that it is not enabled for your account.

**Warning** — 911 Dialing is **NOT** automatic with VoIP service. You can always call 911 from a regular phone or from a mobile phone.

**Great Options** -- allows you to order and download add-ons and products that enhance VoIP functionality.

## Suggested Order of Use

We suggest that you follow the order below when using the VCP:

- Verify or change your 911 address information (911 Info tab).
- View and use the Account tab.
- View and use the Voicemail tab
- View and use the CallBlast tab.
- View and use the Call Activity tab.
- View other tabs as necessary.

## Account Tab

The Account tab appears by default when you login to the VCP. It has three areas.

The screenshot shows a user interface for the 'Account Tab'. At the top, there is a header with 'Your Logo Here' and a welcome message: 'Welcome, Marie Black (User)' with 'VoIP Phone Number: 1 310.861.4700 x 4790'. Below the header is a navigation bar with tabs: 'Account', 'Call Activity', 'Voicemail', 'CallBlast', 'Features', '911 Info', and 'Great Options'. The main content area is divided into two sections. The first section is titled 'To Change Your Account Name and Password' and contains instructions: 'To change your Account Name, Change the First Name or Last Name in the fields below, and then click the Update Account button below.' It has two input fields: 'First Name' (containing 'Marie') and 'Last Name' (containing 'Black'). The second section is titled 'To Change Your Account Password' and contains instructions: 'Account Passwords must be 4-10 characters. To change your password, please enter your new password in the New Password field, and then repeat it in the Repeat New Password field. Click on Update Account button.' It has two input fields: 'New Password' and 'Repeat New Password'. An 'Update Account' button is located at the bottom right of this section. Below these sections is a note: 'To change your Account Summary or Contact Information, call Customer Service at 1-800-254-3109'. The final section is titled 'Account Summary' and contains a table with the following data:

Account Name	Marie Black
Account Number	4790
Activation Date	Tue Mar 21 16:02:54 PST 2006
Numbers/Plan	4790, 1 310.861.4790, 1 310.861.4890

Figure 4 - Account Tab

## To Change Your Account Name and Password

Here you can modify your account name and password. Enter the new information and then click the **Update Account** button.

A password must be between 4-10 characters and should be numeric because you will also use it to retrieve voicemail via the telephone keypad.

## Account Summary

The Account tab also provides a Summary of Account details including: Account Name, Account Number, Activation Date and Numbers/Plan.

## Contact Information

The Contact Information comprises: Name, Email and Time Zone.

## Call Activity Tab

The Call Activity tab allows you to view all calls you placed or received over the past period of time. You can also search through your call history using call type and date criteria.

Sign out

Your Logo Here

Welcome, Marie Black (User)  
VoIP Phone Number: 1 310.861.4700 x 4790

Account Call Activity **Voicemail** CallBlast Features 911 Info Great Options

What you see is all calls you have made or received over the past 7 days. You can search through your entire Call History using any of the search criteria below. By default, reports are displayed in your browser. To download the data, select one of the other formats and click Search.

Call Type To Date Show Last Format Type Search

All 09/26/2006 day Default

1 - 1 of 1 records,

Call Date	Time	From Number	To Number	Duration	Type
Sep 26, 2006	7:38 AM	818.638.8049	310.861.4890	01m	Incoming (Fax)

Your current timezone is GMT-08:00 (Pacific Standard Time, PST8PDT)  
[\(Change your time zone\)](#)

1 - 1 of 1 records,

Figure 5 - Call Activity Tab

Call data includes Call Date and Time, From Number, To Number, Call Duration and Type (Incoming, Outgoing, Missed). The tab also displays your current time zone with a link to your account features page where you can change your current time zone.

To review a particular type of call data, select one of the options in the drop down list: All, Incoming, Outgoing or Missed and click Search.

The results of the search are displayed in the Call Activity display and are displayed 25 records to a page (if more than 25 are found in your Search).

## Voicemail Tab

The Voicemail tab displays your voicemail information, allows you to listen to your voicemail, and allows you to change voicemail settings.

*Note — You must set up your voicemail via a telephone, not from this Voicemail tab in your VCP.*

Sign out

Your Logo Here

Welcome, Marie Black (User)  
VoIP Phone Number: 1 310.861.4700 x 4790

Account Call Activity **Voicemail** CallBlast Features 911 Info Great Options

Your Voicemail allows you an unprecedented level of features and control over your mailbox. You can listen to your voicemail from any telephone or right here from the web; receive it via email, notified over an alpha pager, or by text message to your mobile phone; and save it as an MP3 file onto your computer.

You have 0 new voice message(s)  
Total of 1 messages

No email alerts will be sent  
No pager notifications will be sent  
[Change Voicemail settings](#)

Save Delete

1 - 1 of 1 records,

Listen	Status	From Number	Date	Time	Duration (sec)
	Saved	323.842.9421	Apr 5, 2006	10:19 AM	4

Your mailbox will hold up to 50 voice messages, after which messages will be rejected. Unsaved messages are automatically deleted after 30 days. Messages marked for deletion will be physically deleted within 24 hours.

1 - 1 of 1 records,

Save Delete

Figure 6 - Voicemail tab

The Voicemail tab allows you to:

- Listen to your voicemail from the VCP with an MP3 player, such as Windows Media Player or iTunes
- Save voicemail messages within your VCP (you can save your voicemails to your local computer if you have chosen the email option)
- Delete voicemail messages (will disappear overnight)
- Set up delivery of voicemail to your email or notification of voicemail to an alpha pager or via SMS to your mobile phone from the Features Tab

## CallBlast Tab

The CallBlast feature gives you the option to route your calls to multiple destinations simultaneously and/or sequentially and retrieve your call from wherever you may happen to be. Any phone can be used as a destination - your home phone, another VoIP phone, your mobile phone, even a PDA or computer with a Softphone, regardless of where the device is located.

Examples of different CallBlast setups – Typical, Simultaneous, Sequential, Overlap, and International - are on the CallBlast tab, as shown below.

**Warning:** if any of your CallBlast phones has voicemail that picks up before the call is answered or goes to VoIP voicemail, your voicemails will all be on that other phone's messaging system! This means, for example, if your mobile phone is set to 0 rings and you have it turned off, many of your calls may go to your mobile phone voicemail. We recommend having at least 2 Rings Delay for your mobile phone, which will mean that your VoIP phone will ring roughly 3 times before your mobile phone begins to ring since it takes 1-2 rings on your VoIP for a CallBlasted phone to begin ringing even if you have the Rings Delay set to 0.

## CallBlast to IP Phones

To select an IP phone as your destination, enter the IP Device ID, which is usually in the form of a URI. A SIP URI is the ID and network address of the IP phone and may bear no resemblance to a “normal” telephone number.

Ring up to 4 other phone numbers when your VoIP number is dialed so that you can always be reached. This ringing can be simultaneous, sequential, or overlapped - you can see examples by clicking on the buttons to the left. You can enter your mobile, office, and home numbers on the subsequent lines. Whenever any of the calls is answered, all the other calls cease.

Description	Phone Number	Active	Rings Delay	# of Rings
Primary VoIP	4790D01L01-000	<input checked="" type="checkbox"/>	0	8
Phone 1	3238429421	<input checked="" type="checkbox"/>	0	4
Phone 2	8189977661	<input checked="" type="checkbox"/>	0	4
Phone 3		<input type="checkbox"/>		
Phone 4		<input type="checkbox"/>		

**CallBlast Setup**

- Enter your mobile, office and/ or other numbers on the subsequent lines.
- Check "Active" if you want calls to ring to that phone. You can temporarily take any phone out of the list by unchecking "Active". Your Primary VoIP phone is always "Active". If you want calls to go directly to Voicemail, you can either turn on the "Do Not Disturb feature" by pressing \*78 (\*79 turns it off), or you can enter 0 for the

Figure 7 - CallBlast tab

## To Set up CallBlast

1. Enter your mobile, home or other numbers in the fields as shown.
2. You make the number Active by checking the Active checkbox, or take it out of CallBlast by unchecking the box. If you want calls to go directly to voicemail, you can either turn on the DND feature by pressing \*78 on your phone, or you can enter 0 for the number of rings on your Primary VoIP phone, or you can make your Primary VoIP phone not active. You can also enable the DND feature by clicking the Features tab and selecting the DND checkbox.
3. Next, set the Rings Delay, which is the number of rings on your Primary VoIP line that CallBlast waits before launching a call to the CallBlasted number(s). Zero is recommended for your Primary VoIP phone. NOTE: It takes 1-2 rings for a mobile phone to begin ringing even if you have the Rings Delay set to 0.
4. Last, set the # of Rings for each device, after which the CallBlast call to that device will be stopped. When the call is answered on any of the devices, CallBlast automatically stops ringing all other numbers. If the call is still unanswered after the # of Rings for the Primary VoIP line, the call is delivered to your VoIP voicemail.
5. **Note** — If you input your mobile phone as a CallBlast number and you turn off the mobile phone, all your calls go to your mobile phone's voicemail. Also, if you immediately push the Ignore Call button on your mobile, the call goes to the mobile's voicemail and not the primary VoIP voicemail.
6. Click on the Update CallBlast button to save all changes.
7. Make a test call to your VoIP number to make sure it works as expected.
8. **Warning** — If any of phones one through four has voicemail set up and their voicemail picks up before the call is answered or goes to you primary VoIP voicemail, your voicemails will be on one of the non-primary phone's message systems.

## CallBlast Configurations

The CallBlast tab provides five different CallBlast configurations. Look on the left side of the CallBlast screen and click on the button for the type of

setup you want. A pop-up window appears and describes the configuration.

## Features Tab

The Features tab allows you to further customize various settings and features including 7-Digit Calling set up, Voicemail Settings, Enhanced Services Settings (e.g., Do Not Disturb or Disable Call Waiting) and the Time Zone used to time-stamp your calls and voicemails.

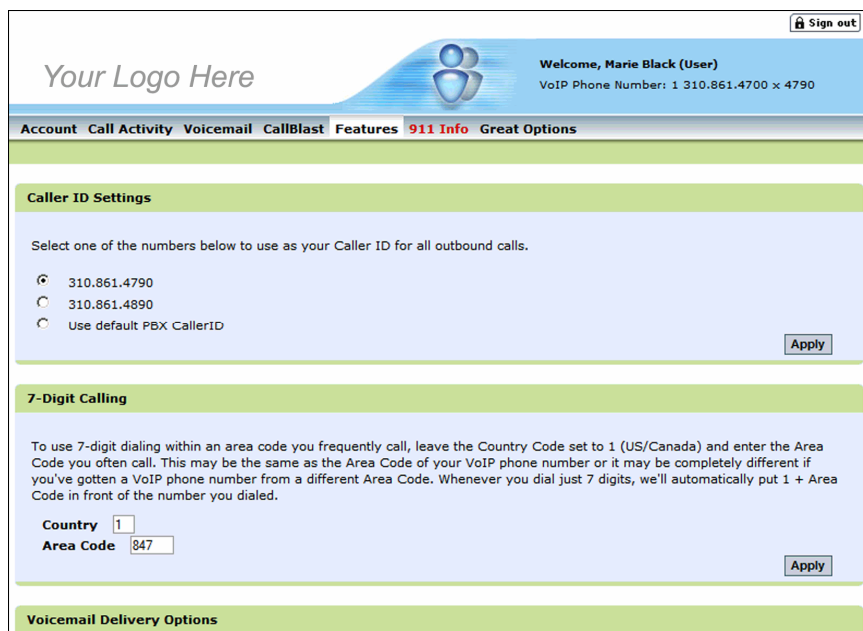


Figure 8 - Features Tab

### Caller ID Settings

If you have more than one DID on your account, this is where you choose which one is used as Caller ID on all your outbound calls. If you have only a single DID on your account, this section won't appear at all. Make your selection and then click the **Apply** button.

### 7-Digit Calling

If you make a high percentage of your calls within a single area code of US or Canada, you can save yourself some key presses by leaving the country code field set to 1 and entering that area code in the second field. It may be the area code of your VoIP phone number or it may be completely different. Whenever you dial just 7 digits, we automatically prepend these two fields (1 + area code) to the number you dialed. Click **Apply** to save your choice.

### Voicemail Delivery Options

In addition to retrieving voicemails from any phone or through the VCP, you can have the full voicemail sent to your email address as an MP3 attachment. This is also the best way to save your voicemail to your local computer. The email address field here identifies where voicemails (and faxes if you have IP-Fax service on a separate phone number) are sent.

You can also have a notification of each voicemail sent to your mobile phone via SMS or to an alphanumeric pager. Pager and SMS notifications are sent to an address in the appropriate field just below the email field.

Changing your email address redirects your voicemail. This might be useful if you are traveling and don't have access to your regular email account.

Once set up is complete, click the **Apply** button and leave yourself a test voicemail to make sure it works as desired.

### Call Handling Options

This section area allows you to use checkboxes to turn on and off certain star key (\*) options, such as:

- Forward all incoming calls to a specific number.
- Forward all unanswered incoming calls to a specific number.
- Block Caller ID for all outbound calls.
- Do not accept calls from anonymous callers (no Caller ID).
- Enable Do Not Disturb
- Disable Call Waiting on all incoming calls on a fax or modem line.

Click on the checkbox in front of the option and then click the **Apply** button. To reverse the option, uncheck the box and click **Apply**.

You can also access these and additional call handling options by using the \* key on your phone. See the following table for key information.

*Note — Do not enter the voicemail system before using these numbers. Lift the handset and dial them.*

**Table 6 - \* Key Options Menu**

Key	Option
*69	Place a call to the number from which you were last called.
*72<number>	Forward all calls to the number entered after 72.
*73	Cancel forwarding of all calls.
*92<number>	Forward all busy or unanswered calls to the <number> entered after 92.
*93	Cancel forwarding of all busy or unanswered calls.
*67	Block Caller ID for all outbound calls.
*66	Unblock Caller ID for all outbound calls.
*81<number>	Block Caller ID for single call to <number>.
*82<number>	Unblock Caller ID for single call to <number>.
*77	Don't accept calls from anonymous callers (no Caller ID).
*87	Accept calls from anonymous callers (no Caller ID).
*78	Turn on Do Not Disturb (all calls go directly to voicemail).
*79	Cancel Do Not Disturb.
*56	Enable Call Waiting on all calls.

Key	Option
*57	Disable Call Waiting on all calls (for a fax or modem line).
*70<number>	Disable Call Waiting only for this call to <number> (for a single fax or modem call).
*71<number>	Enable Call Waiting only for this call to <number>.

## Time Zone

This Features tab displays your currently selected time zone, which is used to timestamp all your calls and voicemails. To change your time zone, select a new time zone from the drop down menu and click **Apply**.

You can also see your time zone on the Account tab, but cannot change it from there.

## 911 Info Tab

The 911 Info tab allows you to verify or change the address to which you want emergency personnel to come if you dial 911 from your extension. We verify your address with the national 911 address database, so it is crucial that you verify this information and change it appropriately if you move.

**Warning — 911 response is not automatic with your VoIP service. If your address has never been entered or you move and do not change your 911 address, a 911 call from your extension may be significantly delayed or misrouted. You can always call 911 from a regular phone or from a mobile phone.**

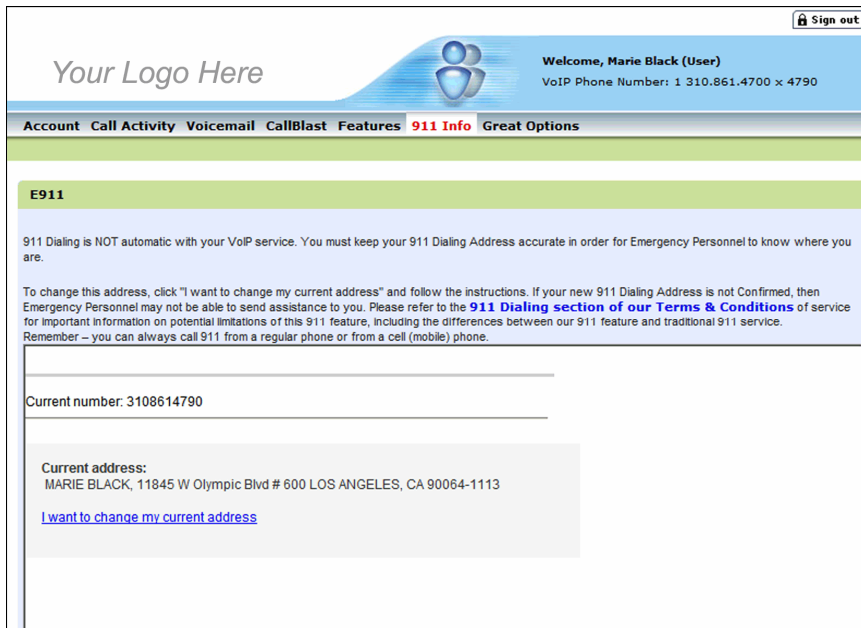


Figure 9 - 911 Emergency Info Tab

To enter your address for the first time (if it somehow didn't get entered when you signed up for service) or to change the address shown, click the **I want to change my current address** link and follow the instructions.

**Warning — If your new 911 Address is not confirmed, then emergency personnel may not be able to send assistance to you.**

Please refer to the 911 Dialing section of our Terms and Conditions of service for important information on potential limitations of this 911 feature, including the differences between the VoIP 911 feature and traditional 911 service.

## Great Options Tab

The Great Options tab allows you to download add-ons and products that enhance your VoIP service functionality.



Figure 10 – Great Options tab

## Softphone

Softphone is a Window-based application that allows you to turn your computer into a VoIP device and serve as a globally mobile VoIP phone. Calls to your VoIP phone number will ring on your computer when the Softphone application is running, and you will be able to place calls wherever you have access to a broadband Internet connection. All calls and voicemails will show up in your VCP just as they do if you were sitting at your desk.

### To install Softphone

1. Click on the Great Options tab in the VCP.
2. Click on the Softphone download link. The following screen appears:



3. Click Save to save the software installer to your preferred directory or click Run to the run the software installer immediately.
4. Run the installer and follow the prompts to install and configure your Softphone.
5. Once you have installed Softphone, you see a shortcut on your desktop.
6. Double-click the shortcut icon to launch Softphone. The Softphone interface appears:



Use the Softphone as you would your ATA or IP phone. Use the mouse to click on the numbers you want to dial. See the following table for information on the Softphone keys.

**Table 7 - Softphone Keys**

<b>Key</b>	<b>Function</b>
A	Click here to get a dial tone to make a call.
B	Click here to use line one out of a possible two.
C	Click here to use line two out of a possible two.
D	Click here to adjust the microphone volume. This is the volume at which the outside caller hears you speak.
E	Click here to mute your voice so that the outside caller cannot hear you.
F	Click here to dial numbers, and the * and # keys.
G	Click here to turn off either your computer speakers or the USB phone speakers. If you use this option, you will not be able to hear the outside caller speak.
H	Click here to adjust the volume at which you hear the outside caller speak.
I	Click here to show and configure device settings.
J	Click here to launch the VCP.
K	Click here to show your call list.
L	Click here to end the call.
M	Click here to redial the last dialed number.
N	Click here to clear the last dialed digit.
O	Click here to close the Softphone application.
P	Click here to display version information about Softphone.