

Single-User VoIP Service User Manual

Version 20090901

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Your VoIP Service

Congratulations! You have chosen Voice over Internet service (VoIP) to serve your telecommunications needs. To use your VoIP service, you will use the touch pad of your telephone and the browser-based VoIP Control Panel (VCP) – an 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

- Browser-based VoIP Control Panel (VCP) for managing all features
- Voicemail sent to your email inbox as an MP3 attachment
- Voicemail notification sent via SMS to mobile phone
- Access voicemail from email, VCP or any phone
- Videomail as MPEG4 attachment (if caller has a compatible video device or video softphone)
- Message-waiting indicator (MWI)
- Phone number(s) with any desired area code or from 60 different countries
- Do not disturb (DND)
- Multiple line appearances on multi-line phone
- MultiPresence – same number rings to multiple phones
- Local time zone management
- CallBlast – intelligent combination of “find me / follow me” features
- 3-way calling
- Call waiting
- Caller ID and call waiting Caller ID
- Caller Name (if supported by your phone)
- Video Softphone (VSP) application can be used as a “roaming” phone anywhere on the planet
- Full 911 coverage in US and Canada

Optional Features

- Additional phone number(s) (Virtual numbers) ring to the same phone
- Numbers can be from any area code or even from different countries
- Toll-free number rings to the same phone
- Inbound faxes sent to email as PDF attachment
- Outbound faxes sent from any Windows application

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, phone number(s), and feature set).

Mailbox — Where callers leave you voicemail.

Numbers – Existing phone numbers that have been transferred, new DIDs (even from outside the US and Canada), and new or transferred Toll-free numbers (TFNs) can all belong to your account.

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.

Next, we'll go through all the details of how to set up and use your voicemail.

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 types of phones:

- 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.

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.

Login to Your VCP

Once your voicemail is set up, you manage your account with your VCP, a browser-based interface. To access your VCP, either login from the sales website you used to sign up for the service, or contact your Service Provider for the correct web address.

Note: The VCP is best used with Microsoft Internet Explorer 6.0 and higher, with Apple Safari browser 3.0 and higher, or with Firefox browser 3.0 and higher.

The first thing that appears is the login screen, as shown here:

Welcome To Your VoIP Control Panel

- ▶ **Manage and review your account**
- ▶ **See outgoing, incoming, and missed calls**
- ▶ **Learn more about your voicemail**
- ▶ **Set up Speed Dial**
- ▶ **Configure CallBlast (intelligent, multi-phone, call forwarding)**



VCP Login Screen

To login to your VCP:

- Enter your **User ID** (your main VoIP phone number).
- Enter the **Password** you chose or had assigned to you.
- Click the **Enter** button.

your voicemail. You'll need to call customer service and have them unlock your account.

Forgot Your Password?

If you have forgotten your Password, click the **Forgot Your Password?** link, then enter your User ID and account email address, and a new Password will be emailed to you immediately.

Note: This process creates an entirely new password, so you'll have to remember this new one going forward or change it on the **Account** page in your VCP.

Warning: Three consecutive failed password attempts will lock you out of both your VCP and

Managing Your Account

Once you successfully log in, you'll see the VCP main window with the **Account** tab selected, as shown below. The VCP has a series of tabs, each designed to give you information about and control over your account.

Account — change your account name or password.

Call Activity — view and/or export the recent calls you have made and received. Calls show up here immediately after you hang up the phone, but are not rated.

Voicemail — listen to, save, or delete voicemail.

CallBlast — enter up to 4 different numbers that will ring simultaneously or sequentially whenever your VoIP number is dialed.

Speed Dial — enter up to 20 numbers that will be called whenever you dial the corresponding code from your VoIP device.

Features — have voicemail delivered as an MP3 attachment to your email, send voicemail notification to a mobile phone or an alphanumeric pager via SMS; manage enhanced features (also known as Star key or * features), such as Caller ID, Call Blocking, Call Waiting and DND or change your current time zone so that your calls

and voicemails will be appropriately time-stamped.

911 Info — verify or change your 911 address, which is where emergency personnel will go when called from your VoIP service. **Warning:** If you do not have any 911 Emergency address in this tab it means that this is not enabled for your account. 911 response is NOT automatic with VoIP service. You can always call 911 from a regular phone or from a mobile phone.

Great Options -- order and download add-ons and products that enhance VoIP functionality. This manual can also be downloaded here.

Account	Call Activity	Voicemail	CallBlast	Speed Dial	Features	911 Info	Great Options	Sign out
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Your Account Summary

Name:	Kelly Rees	Click "Account Portal" for: <ul style="list-style-type: none">▶ Online and Automatic Payments▶ Transaction History▶ Rated Call Detail Account Portal
User ID:	15039141300	
Email:	kellyrees@lisco.com	
Numbers:	503.914.1300	
Time Zone:	GMT-08:00 (Pacific Standard Time, PST8PDT)	

To Change Your Account Name and Password

Change your Name Change your first or last name, then click Update Account	First Name <input type="text" value="Kelly"/>	Last Name <input type="text" value="Rees"/>
Change Your Password Your password is used both for accessing this VoIP Control Panel as well as for retrieving voicemail from any non-IP phone. Enter your New Password , then click Update Account .	New Password <input type="text"/>	Repeat New Password <input type="text"/> (Your password must be 4-10 characters long)

[Update Account](#)

Account Tab

In addition, in the upper right of the screen there may be a link to your **Account Portal**, which allows you to make online payments, set up monthly credit card payments, see your whole invoice/payment history (transactions) and view/download rated call detail records. The existence of this link depends on what billing application your Service Provider uses to create and send your invoices.

Suggested Order of Use

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

- Verify (and change if necessary) your 911 address information using the **911 Info** tab.
- Change your password, if you want to, using the **Account** tab.
- Set up and manage your CallBlast from the **CallBlast** tab.
- Set up any numbers you frequently call from the **Speed Dial** tab.
- View and manage your voicemail using the **Voicemail** tab
- View and export all your calls from the **Call Activity** tab.

Account Tab

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

- **Change Your Account Name and Password.** Here you can modify your account name and/or 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 may also use it to retrieve voicemail via a telephone keypad.
- **Account Summary.** The Account tab also provides a Summary of Account details including: Name, User ID, email address, all phone numbers in your account, and your account's current 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. Clicking on the Call Activity tab brings up the screen below.

Account
Call Activity
Voicemail (6 new)
CallBlast
Speed Dial
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
Start Date
End Date
Format Type
Search

All
09/23/2008
09/30/2008
Default
Search

1 - 33 of 33 records,

Call Date	Time	From Number	To Number	Duration	Type
Sep 30, 2008	12:02 PM	503.297.8081	503.914.1300	01m	Missed (VM)
Sep 29, 2008	6:19 PM	651.925.2130	503.914.1300	01m	Incoming
Sep 29, 2008	4:43 PM	503.914.1300	503.297.8081	02m	Outgoing
Sep 29, 2008	2:25 PM	800.799.5767	503.914.1300	02m	Incoming
Sep 29, 2008	9:50 AM	503.914.1300	297.8081	08m	Outgoing
Sep 29, 2008	8:33 AM	865.403.7300	503.914.1300	01m	Missed (VM)
Sep 28, 2008	6:13 PM	630.640.6317	503.914.1300	01m	Missed (VM)
Sep 27, 2008	10:58 PM	503.284.3847	503.914.1300	01m	Missed (VM)
Sep 27, 2008	8:01 PM	503.750.2323	503.914.1300	02m	Incoming
Sep 27, 2008	12:09 PM	503.914.1311	503.914.1300	01m	Missed (VM)
Sep 26, 2008	4:30 PM	503.914.1300	537.2121	02m	Outgoing
Sep 26, 2008	11:31 AM	503.914.1300	914.1310	03m	Outgoing
Sep 26, 2008	9:31 AM	503.528.8255	503.914.1300	03m	Incoming
Sep 26, 2008	8:46 AM	503.528.8255	503.914.1300	01m	Missed (VM)

Call Activity Tab

Call data includes **Call Date** and **Time**, **From Number**, **To Number**, call **Duration** and **Type** (Incoming, Outgoing, Missed).

From this page you can review particular calls by the following process:

- Choose what **Call Type** you want to view - All, Incoming, Outgoing or Missed.
- Choose the **To Date**, which is the date up to (and including) which the search will take into account.
- Choose **Show Last** – the time period from one day to one month that you wish to search.
- Select the desired **Format Type** – Default will show the results on your screen, whereas

Excel and CSV will export the results as an XLS or CSV format file, respectively.

- Click **Search**.

On-screen results are displayed 25 records to a page (if more than 25 were found in your Search).

Note in the above CDR are 3 examples of 7-digit local dialing, as described later in this manual.

VoiceMail Tab

The **VoiceMail** tab displays your new and saved voicemail (and videomail) and allows you to listen (or view) your mail.

The **VoiceMail** tab allows you to:

- Listen to your voicemail from the VCP with an MP3 player, such as Windows Media Player or Apple iTunes.

- Save voicemail messages indefinitely within the VCP. You can save messages to your local computer if you have chosen the email option, or by saving the MP3 file that's played in the above point.
- Delete unwanted voicemail messages (they will disappear overnight).
- Set up voicemail delivery options from the **Features** Tab.
- You must use a phone to initially set up and/or change your voicemail recording.

Account	Call Activity	VoiceMail (6 new)	CallBlast	Speed Dial	Features	911 Info	Great Options
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Our 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 **6** new voice message(s)
Total of 6 messages

Email alerts are sent to kellyrees@lisco.com
No pager notifications will be sent

Save Delete

0 - 6 of 6 records,

Listen	Status	From Number	Date	Time	Duration (sec)	<input type="checkbox"/>
	New	503.297.8081	Sep 30, 2008	12:03 PM	16	<input type="checkbox"/>
	New	865.403.7300	Sep 29, 2008	8:34 AM	30	<input type="checkbox"/>
	New	630.640.6317	Sep 28, 2008	6:14 PM	5	<input type="checkbox"/>
	New	503.284.3847	Sep 27, 2008	10:59 PM	35	<input type="checkbox"/>
	New	503.528.8255	Sep 26, 2008	8:47 AM	19	<input type="checkbox"/>
	New	630.640.6317	Sep 23, 2008	3:18 PM	11	<input type="checkbox"/>

Your mailbox will hold up to 50 voice messages, after which messages will be rejected. Unsaved messages are automatically deleted after 30 days.

0 - 6 of 6 records,

Save Delete

VoiceMail Tab

The voicemail table has the following fields for each record:

- **Listen** - clicking the button plays the voicemail
- **Status** – New, Played, Deleted or Saved
- **From Number** – who left the voicemail
- **Date, Time and Duration** – of the call
- Select **Checkbox** – used to Save or Delete voicemail. Click the upper right checkbox to select all records.

The capacity of your voicemail box and the length of time unsaved messages will be kept are noted at the bottom of the screen.

Videomail

Your service supports videomail, as long as both you and whoever called you has a videophone or a compatible video softphone application. Videomail is managed exactly like voicemail except for the file format.

You can retrieve your videomail from a videophone, your computer (with appropriate playback application), or from video-capable devices like a BlackBerry.

Videomail on a BlackBerry

To play back a received videomail file on your BlackBerry, you first need to set the device's Browser Identification to **BlackBerry**. If any other option is selected you won't be able to view your videomail.

Check (and change) this setting by:

- Launch the BlackBerry browser
- Click on the left menu button
- Select **Options**
- Select **Browser Identification** to see what your device is currently set to
- Click the **Menu Key** and select **Change Option** if it's currently anything other than Blackberry
- Select **BlackBerry**
- Click the **Menu Key** again and select **Save Options**.

Also, be sure that your VoIP Service Provider checks your mailbox setting titled **Video Content in Emails**. The default setting **As Link** means your BlackBerry will only download the file when you click on the file name, whereas **As Attachment** means the file will accompany the email and will be accessed locally on your device using the media player.

If you have lots of videomail, **As Attachment** may take up all your BlackBerry storage. Selecting **As Link**, however, means you won't be able to see your videomail if your BlackBerry can't access the network.

The BlackBerry models and firmware versions that we have confirmed support videomail are:

BlackBerry8320/4.2.2 'Curve'

BlackBerry8220/4.6.0.151 'Pearl' aka 'KickStart'

BlackBerry9530/4.7.0.75 'Storm'

BlackBerry9000/4.6.0.167 'Bold'


CallBlast Tab

The **CallBlast** feature gives you the option to route your incoming calls to up to four different phone numbers (other than your main VoIP number) simultaneously and/or sequentially so you can answer the call 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.

Account | **Call Activity** | **Voicemail** | **CallBlast** | **Speed Dial** | **Features** | **911 Info** | **Great Options** | **Sign out**



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	Disable Call Waiting	Rings Delay	# of Rings
Primary VoIP	5039141300D01L01	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0	6
Phone 1	<input type="text" value="5039141310"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	1	4
Phone 2	<input type="text" value="3108614708"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	2	3
Phone 3	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Phone 4	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>		

Update CallBlast

How do I set it up?

- ▶ **Typical CallBlast**
- ▶ **Simultaneous CallBlast**
- ▶ **Sequential CallBlast**
- ▶ **Overlap CallBlast**
- ▶ **International CallBlast**

CallBlast Tab

The above CallBlast configuration would work like this:

1. Ring the Primary VoIP line of 5039141300, which is on D01L01 (the first line on the first device) for 6 rings before going to voicemail.
2. If the Primary line hasn't been answered after one ring, begin ringing 5039141310, and ring that for 4 rings before stopping.
3. If neither phone has picked up after two rings, begin ringing 3108614708 and ring that for 3 rings before stopping.

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! In addition, if the total of Rings Delay plus # of Rings on any of the CallBlasted phones is greater than that same total for your Primary VoIP phone, the call will be handed off to the Phone with the longest total, and thus will not go to your VoIP Voicemail.

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. Or if your mobile phone Rings Delay and # of Rings totals 8 in the example above, then an unanswered incoming call will simply die instead of going to your Primary VoIP voicemail, since that only totaled 6 rings.

If you set Rings Delay to 2 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 Rings Delay set to 0. And make sure that your mobile phone will stop ringing at least 2 rings before your VoIP phone sends the call to voicemail.

CallBlast to IP Phones

To include an IP phone as one of your CallBlast numbers, 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.

To Set up CallBlast

1. Enter your mobile, home or other numbers in the **Phone 1** thru **Phone 4** 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. You can **Disable Call Waiting** on that particular device by checking the next box associated with that number.
4. 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.

5. Last, set the **# of Rings** for each device, after which the CallBlast call to that device will be stopped. When a 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.
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. **Note:** If your mobile phone is a CallBlast number and you turn off the mobile phone, all your calls will 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.

CallBlast Configuration Examples

The CallBlast tab provides five different sample 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 and its results.

Speed Dial Tab

The **Speed Dial** tab allows you to dial up to 20 frequently called numbers by pressing only one or two keys. Enter who or what is being called in the **Description** field, the one or two digit speed dial shortcut in the **Code** field, and the number or you want to call in the **Number Dialed** field. Then click on **Update Speed Dial** to save your entries and/or changes.

Description	Code	Number Dialed
Cliff Mobile	1	(630) 640 - 6317
Hillary Clinton	3	(333) 444 - 2244
Daphne	10	011442081234567

Speed Dial Tab

Speed Dial Considerations

To speed dial a non-U.S./Canada number, enter the international access code (011 or 00) followed by the country code and number (as shown in the example above).

You can enter numbers in US or Canada either with or without the “1” in front of the number.

If you enter any alphabetic characters, they will be changed to the corresponding number on a phone keypad. For example, 1-800-GOFORIT would be changed to read 18004636748.

Using Speed Dial

To use Speed Dial, simply press the keys on your phone or softphone keypad that is the Code corresponding to the number you wish to call. To speed the call on its way, you can then press the

key or the Dial key or whatever your phone has that triggers an outbound call.

As a side note – # key (pound or hash key) is a universal “launch this call now” signal on all telephones. Use it whenever you dial an international number, for example, to save yourself 4-5 seconds of post dial delay.


Print Speed Dial Directory

Clicking on the **Print Speed Dial Directory** button does exactly what you’d expect – brings up a PDF of your speed dial directory so you can print it.

Features Tab

Services Settings (e.g., Do Not Disturb or Disable Call Waiting) and the Time Zone used to time-stamp your calls and voicemails.

The **Features** tab allows you to further customize various settings and features including 7-Digit Calling set up, Voicemail Settings, Enhanced

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

7-Digit Calling

To use 7-digit dialing within an area code you frequently call, leave the Country Code set to 1 (US/Canada) and enter the Area Code you often call. This may be the same as the Area Code of your VoIP phone number or it may be completely different if you've gotten a VoIP phone number from a different Area Code. Whenever you dial just 7 digits, we'll automatically put 1 + Area Code in front of the number you dialed.

Country
Area Code

Apply

Voicemail Delivery Options

In addition to retrieving your voicemails from any phone or through this Control Panel, you can have the full Voicemail (in MP3 format) sent to any email address, or you can have notification sent to your alphanumeric pager or your mobile phone via SMS.

Send MP3 Voicemail to:
 Send Voicemail Notification to:

To address a message to a two-way alphanumeric pager or SMS-enabled mobile phone, consult your service provider or device manual. In many cases, the address is an email-like address made up of the 10-digit pager or mobile number combined with the company providing that service. **Examples:** 3104567890@airmessage.net or 6306406318.messaging@sprintpcs.com. Once you've set these up, click Apply, then leave yourself a voicemail to make sure it's working how you want it to.

Apply

Call Handling Options

You can either check and uncheck the appropriate boxes below, or you can use the corresponding star key (*) features.

- Forward all incoming calls to . Or dial *72 and the forwarding number. *73 cancels forwarding.
- Forward all unanswered incoming calls to . Or dial *92 and the forwarding number. *93 cancels forwarding.
- Block Caller ID on all outbound calls. Or dial *67 from your VoIP phone. *82 unblocks Call ID on all calls.
- Don't accept calls from anonymous callers (no Caller ID). Or dial *77 from your VoIP phone. *87 accepts calls from anonymous callers.
- Enable Do Not Disturb (all calls go directly to voicemail). Or dial *78 from your VoIP phone. *79 cancels Do Not Disturb.
- Disable Call Waiting on all calls (for a fax or modem line). Or dial *57 from that line. *56 enables Call Waiting on this line.

Apply

Time Zone

This Time Zone will be used to time-stamp all of your calls and emails.

Apply

Features Tab

Outbound Caller ID Settings

If you have more than one VoIP Number 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, as in the example above. Make your selection and then click the **Apply** button in the **Caller ID Settings** area.

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 entering that area code in the appropriate 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 the Area Code to the number you dialed. Click **Apply** to save your choice.

Voicemail Delivery Options

In addition to retrieving voicemail 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 easiest 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 the 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 in this section and leave yourself a test voicemail to make sure it works as desired.

Call Handling Options (Star key Features)

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 your Caller ID for all outbound calls.

- Do not accept calls from anonymous callers (calls with no inbound Caller ID).
- Enable Do Not Disturb (sends all calls directly to voicemail).
- Disable Call Waiting on all incoming calls (useful for a fax line).

Click on the checkbox in front of the option or options you desire and then click the appropriate **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 details.

Note: Do not enter the voicemail system before using these numbers. Lift the handset, dial the keys, listen for a verification (if appropriate), then hang up.

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.
*82	Unblock Caller ID for all outbound calls.
*67<number>	Block outbound Caller ID for single call to <number>.
*82<number>	Unblock outbound Caller ID for single call to <number>.
*77	Don't accept calls from anonymous callers (calls with no inbound Caller ID).
*87	Accept calls from anonymous callers (no inbound 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 on main line.
*57	Disable Call Waiting on all calls on main line (for a fax or modem line).
*70<number>	Disable Call Waiting only for this call to <number> (for a single fax or modem call).
*76<number>	Enable Call Waiting only for this call to <number>.
*30	Disable call waiting on all user lines.
*31	Enable call waiting on all user lines.

Time Zone

This area 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 see your current time zone on the **Account** tab, but cannot change it from there.

911 Info Tab

The **911 Info** tab (see screen below) allows you to verify or change the address to which you want emergency personnel to come if you dial 911 from your VoIP phone. We verify your address with regional and national 911 address databases, so it is crucial that you change it appropriately and re-verify 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 VoIP phone may be significantly delayed or misrouted. You can always call 911 from a traditional land-line phone or from a mobile phone.

911 Dialing

911 Dialing is NOT automatic with your VoIP service. You must keep your 911 Address accurate in order for Emergency Personnel to know where you are.

To change this address, enter the changed information, and click the **Validate** button. PLEASE NOTE: Your street number and street name are in two different fields, and if you live in an apartment, you need to put the apartment number in the Address Type # field.

If your new 911 Dialing Address is not confirmed, Emergency Personnel may not be able to send assistance to you. Please carefully check your information or choose one of the suggestions the program provides, then click the **Validate** button again. Once your new 911 Dialing Address is confirmed, then click on **Update Entry** button.

Your VoIP service, including 911 Dialing, will not work if your power is out or you do not have Internet access. Remember – you can always call 911 from a traditional land-line phone or from a cell (mobile) phone.

Phone Number	5039141300
First Name	CLIFF
Last Name	REES
Street #	180
Street Name	SW 85TH AVE
Address Type	<input type="text"/>
Address Type #	<input type="text"/>
City	PORTLAND
State	OR
Zip Code	97225
Country	USA

911 Info Tab

To Enter or Change your 911 Address

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, enter the new (or changed) data, carefully following the fields. **Note:** Street # and Street Name are in separate fields, and apartment or unit numbers are in their own field, titled Address Type #.

Then click the **Validate** button and you'll either get a response Number is Valid, or Number isn't Valid, but here's a few close choices. Once

you've gotten a valid response, then click **Update Entry** to change you 911 Address.

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

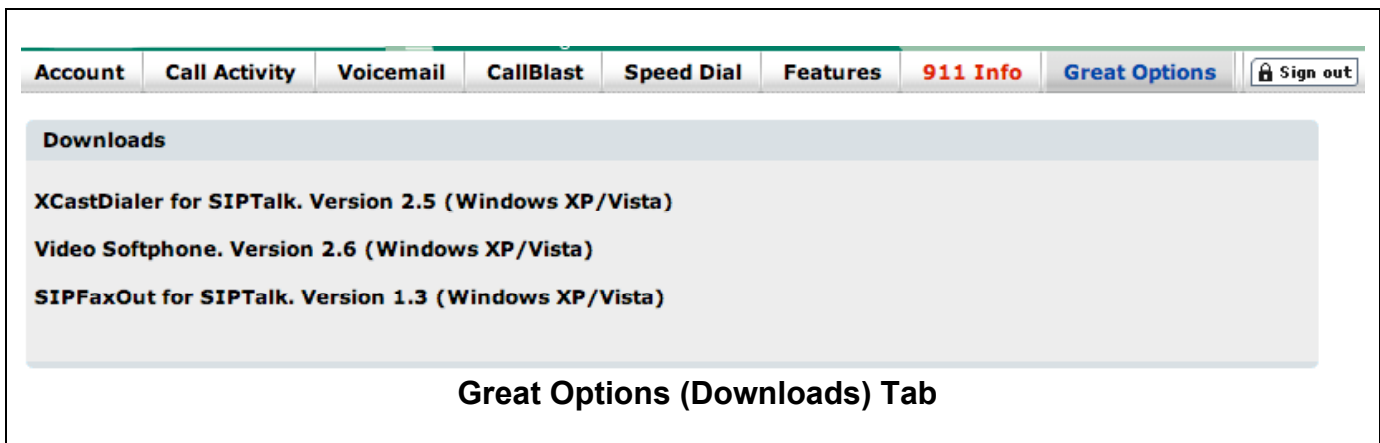
Please refer to the 911 Dialing section of our Terms and Conditions of service for important information on potential limitations of this 911 feature, including the differences between the VoIP 911 feature and traditional 911 service.

Great Options Tab

From the Great Options tab you can download add-ons and products that enhance your VoIP

service functionality. This manual is available for download from this tab, as well.

This screen will look something like this:



Video Softphone Application

Video Softphone (VSP) is a Window-based application that allows you to turn your computer into a VoIP device and serve as a globally mobile VoIP phone. It supports video and voice calls, which ring on your computer when VSP is running, and you will be able to place calls from wherever you have access to a broadband Internet connection.

All calls and voice/videomail will show up in your VCP just as they do if you were sitting at your desk. For full details, download and refer to the separate VSP manual.

To install VSP on your Computer

- Click on the **Great Options** tab in the VCP.
- Click on the **Video Softphone** download link. The following screen appears:



- Click **Save** to save the software installer to your preferred directory or click **Run** to run the software installer immediately.
- Run the installer and follow the prompts to install and configure VSP.
- Once you have installed VSP, you'll see a shortcut on your desktop.
- Double-click the shortcut icon to launch VSP. The interface is shown here:



Use VSP as you would your ATA or IP phone. Use the mouse or your keyboard to dial the numbers you wish to call. See the following table for information on VSP keys and features

Table 7 - VSP Keys

Key	Function
A	Click here to get a dial tone or to make a call if you have already entered the number you wish to 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 the Softphone application.

Account Portal

The existence of the **Account Portal** link on the VCP **Account** tab depends on what billing application your Service Provider uses to create and send your invoices. Clicking the **Account Portal** button brings you to the **Transaction History** tab that looks like this:

Account **Online Payment** **Transaction History** **Rated Call Detail**

Customer: Jaime de Pena **Account ID:** 105552

To view *specific* transactions, enter Start Date and/or End date below, as month/day/year (e.g. 6/12/09). You may also choose a Transaction Type. Then click Search. To view *all* transactions, click Clear, then Search. Use page controls if there are many results. Adobe Reader is needed to view Invoices: click [here](#) if you need to download (free).

Transaction History						Search	Clear	Export	Refresh
Start Date:	<input type="text"/>	End Date:	<input type="text"/>	Transaction Type:	All	Results 1-11 of 11 records	Page: 1		
Date	Type	Description	Amount	Balance Due	Invoice				
09/22/2009	Payment	Payment Credit Card: Transaction ID: 2619152994	-60.00	64.21					
09/01/2009	Invoice	Usage invoice	31.12	124.21	View				
08/01/2009	Invoice	Usage invoice	31.12	93.09	View				
07/01/2009	Invoice	Usage invoice	31.12	61.97	View				
06/01/2009	Invoice	Usage invoice	30.85	30.85	View				
05/06/2009	Payment	Payment Epay Credit Card: 2422298746	-94.15	0.00					
05/01/2009	Invoice	Usage invoice	30.85	94.15	View				
04/01/2009	Invoice	Usage invoice	31.88	63.30	View				
03/01/2009	Invoice	Usage invoice	31.42	31.42	View				
02/04/2009	Payment	Payment Epay Credit Card: 2289985668	-62.75	0.00					
02/01/2009	Invoice	Usage invoice	62.75	62.75	View				

Transaction History Tab (Account Portal)

Transaction History Tab

This lists all your financial Transactions, whether Invoices, Payments or Adjustments. You can search for All Transactions, or any specific Type, and can use the **Start Date** and **End Date** fields to look at Transactions during a certain time period.

Once you have the Transactions on-screen that you are interested in, you can export them by clicking on the **Export** button, where you'll see you can choose to export in XLS, CSV, PDF or DOC formats.

To look at (and then possibly print) any individual invoice, click on the [View](#) link to the right of that specific invoice amount and a PDF of the invoice will appear on-screen (assuming you have an appropriate PDF reader application like the free Adobe Reader).

If you use the **Online Payment** page to make a payment, when you return to this **Transaction**

History page, click the **Refresh** button if you don't see your recent payment.

If you have more than 30 separate Transactions, there will be multiple pages in your History. Use the Page Controls that are directly underneath the **Refresh** button to move from one page to the next, or to the first or last pages.

Rated Call Detail Tab

Clicking the **Rated Call Detail** tab brings you to the following page:

Account	Online Payment	Transaction History	Rated Call Detail				
Customer: Cliff Rees Account ID: 6709							
Rated Call Detail Records for the last 3 months are available for review (updated once per day).							
To view <i>specific calls</i> , enter a Start Date and/or End Date below, as month/day/year (e.g. 6/12/09). Just a Start Date or End Date is OK, or both.							
- Search for a specific 'To/From Number' by filling in that entry box. Wild cards can be used, like 949* for all numbers starting with 949.							
- Search on My Service Number if you have more than one service number. Wild cards like 312* can be used.							
- Search on Call Type by typing the first few letters plus * - e.g. 'Inb*' for Inbound calls.							
- Search on Minutes or Cost by typing things like '>2' for 'greater than 2' or '<5' for 'less than 5' or '1..2' for 'between 1 and 2'.							
To view <i>all calls</i> , click Clear, then Search.							
Sort on a column by clicking on the column name. Switch sort order (highest vs. lowest first) by clicking again. Use page controls if there are many calls.							
View Rates for: Outgoing Calls Incoming Calls (Adobe Reader is needed to view Rates: click here if you need to download - free).							
Rated Call Detail Search Clear Export Refresh							
Start Date: 9/17/09		End Date: 9/17/09					
		Results 1-11 of 11 records Page: 1					
Call Date	My Service Number	To/From Number	Place	Call Type	Minutes	Rate per Min	Cost
09/17/09 11:41 PM	5039141300	2163758810	Cleveland, OH	Inbound US	1.0	0.0000	0.0000
09/17/09 11:12 PM	5039141300	5032355799	Portland, OR	Inbound US	2.0	0.0000	0.0000
09/17/09 07:58 PM	5039141300	6306406317	La Grange, IL	Inbound US	1.0	0.0000	0.0000
09/17/09 04:16 PM	5039141300	5037375966	Portland, OR	Inbound US	3.0	0.0000	0.0000
09/17/09 04:13 PM	5039141300	5037375966	Portland, OR	Outbound US	1.5	0.0000	0.0000
09/17/09 04:10 PM	5039141300	5037830544	Stafford, OR	Outbound US	1.6	0.0000	0.0000
09/17/09 04:08 PM	5039141300	5032242100	Portland, OR	Outbound US	0.9	0.0000	0.0000
09/17/09 07:06 AM	5039141300	49302162074	Germany	Outbound Intl	2.3	0.0125	0.0288
09/17/09 01:45 AM	5039141300	5032242100	Portland, OR	Outbound US	1.8	0.0000	0.0000
09/17/09 12:59 AM	5039141300	5038047660	Portland, OR	Outbound US	1.6	0.0000	0.0000
09/17/09 12:54 AM	5039141300	5033299604	Portland, OR	Outbound US	3.9	0.0000	0.0000

Rated Call Detail Tab (Account Portal)

The differences between this page and the Call Activity (CA) page on the VCP itself are:

- Calls show up on CA immediately upon ending. They show up here after 24 hours.
- Calls on CA are not rated, whereas the ones here are, by definition.
- Only 30 days of calls are kept on the CA page, while this page shows the last 3 months of calls.
- The CA page only shows calls made to or from your VoIP service, while other services (like calling card) show up here.

The Export button and Page Controls on this page work identically to those on all other VCP and Account Portal pages.

The most common call types are:

- Inbound US (call coming in to a U.S. number)

- Outbound US (call going out to a U.S. number)
- Outbound Intl (call going out to a non-U.S. number)
- Inbound Fax (inbound call to an IP-Fax number)
- CallBlast US (call forwarded via CallBlast to a U.S. number)
- On-Net (call to/from another VoIP number)
- Inbound Intl (call coming in to a non-U.S. phone number)
- Connect (calling card call)

Calls that show 0.0000 Cost are either free or are included in your Service Plan. To view your Rate Plans, click on the appropriate link – either [Outgoing Calls](#) or [Incoming Calls](#) – and the corresponding Rate Plan will download as a PDF file.

Online Payment Tab

Clicking the **Online Payment** tab brings you to one of the two following pages. If you are currently set up to make automatic monthly payments via a credit card, you'll see:

Account | **Online Payment** | Transaction History | Rated Call Detail

Customer: Jaime de Pena **Account ID:** 105552

Automatic Payments Already Set Up

You are already set up for automatic credit card payments to pay your entire bill each month, using the card ending in xxxx3800. What would you like to do?

- Change the credit card that will be used for automatic payments
- Make a one-time payment with a different card or with a different payment method
- Stop automatic credit card payments

Online Payment Tab #1 (Account Portal)

If you are NOT currently set up to make automatic monthly payments via a credit card, you'll see:

Account | **Online Payment** | Transaction History | Rated Call Detail

Customer: Cliff Rees **Account ID:** 6709

Payment Options

You can make a one-time payment via credit card or a different payment method, or set up automatic credit card payments to pay your entire bill each month. What would you like to do?

- Make a one-time payment
- Set up automatic credit card payments

Online Payment Tab #2 (Account Portal)

The various choices do exactly what you think they should. If a different method of payment than credit card is available to you – PayPal, for example - that will show up when you choose either of the **Make a one-time payment** selections and click **Continue**. From any of the Account Portal screens, clicking on the **Account** tab takes you back to the VCP main window.

For Further Information

If you have other questions about your VoIP service, please contact your Service Provider.