



Residential Voice

SUBSCRIBER GUIDE



Jackson County REMC

RESIDENTIAL VOICE

SUBSCRIBER GUIDE

Jackson County REMC

www.jacksonremc.com

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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.

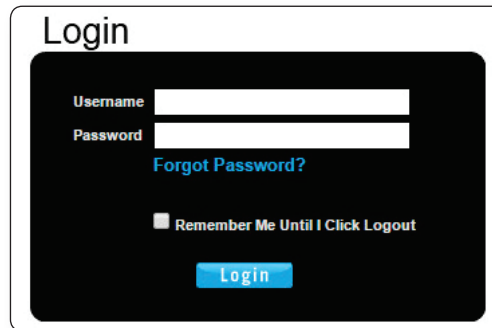
Next, you will need to make sure you have your supplied username and password.

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:

`http://mydigitalservices.com`

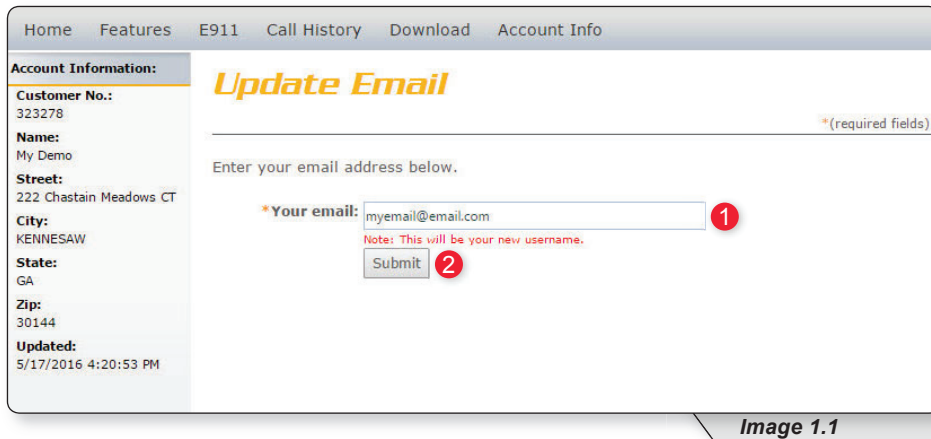
After pressing the ENTER key, you will be taken to a login screen similar to the one shown here.



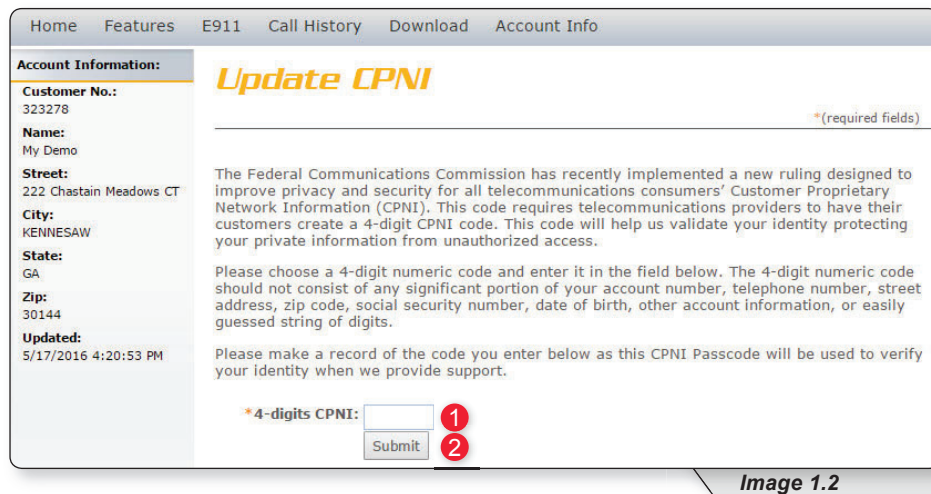
Enter your username and password in the fields provided and click "Login" to proceed.

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.



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



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.

GETTING STARTED

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

Home Features E911 Call History Download Account Info

Service Number:
(470)336-3366
To choose a different number, please select from the drop-down.

Account Information:
Customer No.: 323278
Name: My Demo
Street: 222 Chastain Meadows CT
City: KENNESAW
State: GA
Zip: 30144
Updated: 5/17/2016 4:20:53 PM

Change Password

Logon username: myemail@email.com *(required fields)

Password should not consist of any significant portion of you name, family names, account number, telephone number, street address, zip code, social security number, date of birth, other biographical or account information, or easily guessed words or strings of digits.

- The password length must be at least 6 characters.
- The password must contain at least 1 number, at least 1 lower case letter, and at least 1 upper case letter.

*Current password: 1

*New password: 2

*Verify password: 3

Submit 4

Image 1.3

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.

GETTING STARTED

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.

Home Features E911 Call History Download Account Info International Rates

Login Help

Forgot Password?

Login

Announcement

Notice: By default, outbound international calling for all business and residential phone services is disallowed. 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:

Login

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).

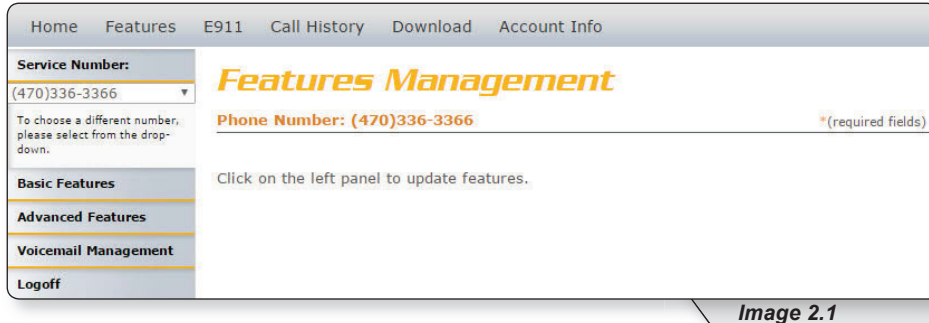


Image 2.1

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)

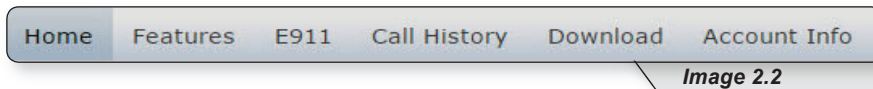


Image 2.2

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

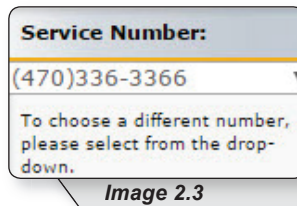


Image 2.3

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

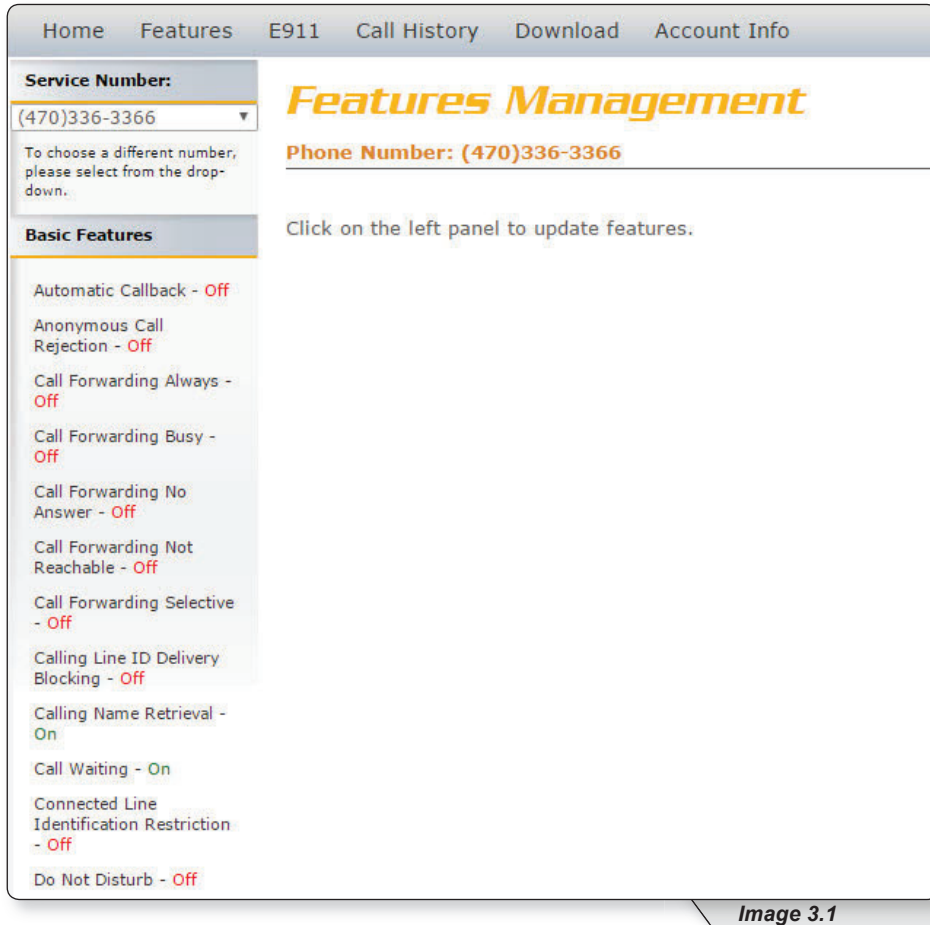


Image 2.4

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.



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.

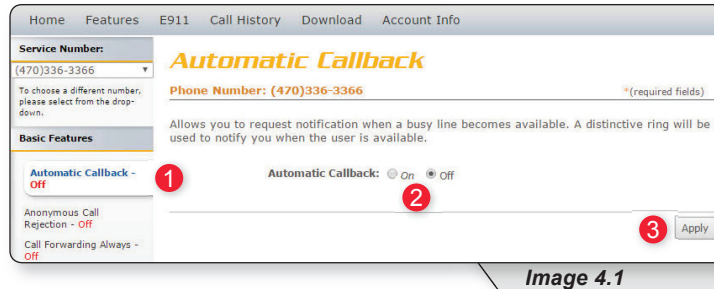
Automatic Callback

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:



- 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.



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:
(470)336-3366
To choose a different number, please select from the drop-down.

Basic Features

Automatic Callback - Off

Anonymous Call Rejection - Off 1

Call Forwarding Always - Off

Call Forwarding Busy - Off

Call Forwarding No Answer - Off

Anonymous Call Rejection

Phone Number: (470)336-3366 *(required fields)

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

Anonymous Call Rejection: On Off 2

Apply 3

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.

✔ Anonymous Call Rejection has been successfully updated.

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

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: (470)336-3366
To choose a different number, please select from the drop-down.

Call Forwarding Always

Phone Number: (470)336-3366 * (required fields)

Call Forwarding Always allows you to forward all your incoming calls to a different phone number or SIP-URI, such as your home office or cell phone. You can also make your primary phone emit a short ring burst to inform you if you are next to your phone when the call is forwarded by using the Ring Reminder. This is important when you have forgotten the service is turned on and you are at your primary phone waiting to receive calls. Note that the address (phone number or SIP-URI) you forward your calls to must be permitted by your outgoing calling plan. You can also set the phone number or SIP-URI to forward to using the voice portal or on the phone using the feature access code.

Basic Features

- Automatic Callback - Off
- Anonymous Call Rejection - Off
- Call Forwarding Always - Off** 1
- Call Forwarding Busy - Off
- Call Forwarding No Answer - Off
- Call Forwarding Not Reachable - Off
- Call Forwarding Selective

Call Forwarding Always: On Off 2

Calls Forward to this phone number: 3

Play Ring Reminder when a call is forwarded 4

5 Apply

Image 6.1

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.

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

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:

Home Features E911 Call History Download Account Info

Service Number:
(470)336-3366

To choose a different number, please select from the drop-down.

Basic Features

Automatic Callback - Off

Anonymous Call Rejection - Off

Call Forwarding Always - Off

Call Forwarding Busy - Off 1

Call Forwarding No Answer - Off

Call Forwarding Busy

Phone Number: (470)336-3366 *(required fields)

Call Forwarding Busy allows you to forward all your incoming calls to a different phone number or SIP-URI if your phone is currently busy. Use this service when you would rather have a secretary or co-worker receive the call instead of the caller being sent to your voice messaging box. Note that the address (phone number or SIP-URI) you forward your calls to must be permitted by your outgoing calling plan. You can also set the phone number or SIP-URI to forward to using the feature access code.

Call Forwarding Busy: On Off 2

*Calls Forward to this phone number: 3

4

Image 7.1

- 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.

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

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:

Home Features E911 Call History Download Account Info

Service Number:
(470)336-3366

To choose a different number, please select from the drop-down.

Basic Features

Automatic Callback - Off
Anonymous Call Rejection - Off
Call Forwarding Always - Off
Call Forwarding Busy - Off
Call Forwarding No Answer - Off

Call Forwarding No Answer

Phone Number: (470)336-3366 *(required fields)

Call Forwarding No Answer allows you to forward all your calls to a different phone number or SIP-URI when you do not answer your phone. Use this service when you would rather have a secretary or co-worker receive the call instead of the caller being sent to your voice messaging box if you miss a call.

2 Call Forwarding No Answer: On Off

3 *Calls Forward to this phone number:

4 Number of rings before forwarding: None 2 3 4 5 6

5 Apply

1

Image 8.1

- 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 – Select the desired number of rings before the call is forwarded.
- 5 – Click apply when finished.

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

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:

The screenshot shows a web interface for configuring 'Call Forwarding Not Reachable'. On the left is a sidebar with a 'Service Number' dropdown set to '(470)336-3366' and a 'Basic Features' list. The 'Call Forwarding Not Reachable' feature is currently 'Off' and is highlighted with a red circle containing the number 1. The main content area has a title 'Call Forwarding Not Reachable' and a 'Phone Number' field containing '(470)336-3366', marked with a red circle containing the number 3. Below this is a radio button for 'Call Forwarding Not Reachable' with 'On' and 'Off' options; the 'Off' option is selected and marked with a red circle containing the number 2. An 'Apply' button is located at the bottom right, marked with a red circle containing the number 4. A note explains that the feature forwards calls to a designated phone number when the device loses contact with the Digital Voice System.

Image 9.1

- 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.

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

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 pre-defined 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 Number: (470)336-3366

Call Forwarding Selective

Phone Number: (470)336-3366 *(required fields)

Call Forwarding Selective allows you to forward specific calls matching your pre-defined criteria to a different phone number or SIP-URI. Use this service to forward calls from your manager, a family member, or an important customer to your cell phone, alternate business phone, or home phone. The criteria for each Call Forwarding Selective entry can be a list of up to 12 phone numbers or digit patterns and a specified time schedule. All criteria for an entry must be satisfied for the call to be forwarded (phone number and day of week and time of day). If the call is not forwarded, the call continues as if this service was not turned on.

Basic Features

- Automatic Callback - Off
- Anonymous Call Rejection - Off
- Call Forwarding Always - Off
- Call Forwarding Busy - Off
- Call Forwarding No Answer - Off
- Call Forwarding Not Reachable - Off
- Call Forwarding Selective - Off** **1**
- Calling Line ID Delivery Blocking - Off
- Calling Name Retrieval - On
- Call Waiting - On
- Connected Line Identification Restriction - Off
- Do Not Disturb - Off
- External Calling Line ID Delivery - On
- Internal Calling Line ID Delivery - Off
- Speed Dial 8
- Speed Dial 100

Advanced Features

- Voicemail Management
- Logoff

Call Forwarding Selective: On Off **2**

Default Call Forward to phone number / SIP-URI: **3**

Play Ring Reminder when a call is forwarded **4**

Active	Description	Time Schedule	Calls From	Edit
No Entries Present				

Forward to:

- Use Default Forward phone number
- Forward to another phone number:
- Do not forward

Calls from:

- Any phone number
- Following phone numbers:
 - Any private number
 - Any unavailable number

Specific phone numbers:

<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

Add

Image 10.1

- 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

Calling Line ID Delivery
Blocking - Off

Calling Name Retrieval - On

Call Waiting - On

Connected Line Identification Restriction - Off

Do Not Disturb - Off

External Calling Line ID Delivery - On

Internal Calling Line ID Delivery - Off

Speed Dial 8

Speed Dial 100

Advanced Features

Voicemail Management

Logoff

Description:

Selected Time Schedule: Every Day All Day

Forward to:

Use Default Forward phone number

Forward to another phone number:

Do not forward

Calls from:

Any phone number

Following phone numbers:

Any private number

Any unavailable number

Specific phone numbers:

Image 10.2

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:

- 1 – 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.

Call Forwarding Always - Off

Call Forwarding Busy - Off

Call Forwarding No Answer - Off

Call Forwarding Not Reachable - Off

Call Forwarding Selective - Off

Call Forwarding Selective: On Off

*Default Call Forward to phone number / SIP-URI:

Play Ring Reminder when a call is forwarded

Active	Description	Time Schedule	Calls from	Edit
<input checked="" type="checkbox"/>	Weekends	Every Day All Day	All calls	<input type="button" value="Edit"/>

Added.

Image 10.3

- 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:
(470)336-3366

To choose a different number, please select from the drop-down.

Basic Features

- Automatic Callback - Off
- Anonymous Call Rejection - Off
- Call Forwarding Always - Off
- Call Forwarding Busy - Off
- Call Forwarding No Answer - Off
- Call Forwarding Not Reachable - Off
- Call Forwarding Selective - Off
- Calling Line ID Delivery Blocking - Off **1**

Calling Line ID Delivery Blocking

Phone Number: (470)336-3366 *(required fields)

Calling Line ID Delivery Blocking allows you to block your number from being shown when calling other numbers. Members of your group can still see your number when they are called. You have the choice of turning it on or off for all calls and then selectively turning it back on or off using the feature access codes.

Block Calling Line ID on Outgoing Calls: On Off **2**

3 Apply

Image 11.1

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

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

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: (470)336-3366

To choose a different number, please select from the drop-down.

Basic Features

- Automatic Callback - Off
- Anonymous Call Rejection - Off
- Call Forwarding Always - Off
- Call Forwarding Busy - Off
- Call Forwarding No Answer - Off
- Call Forwarding Not Reachable - Off
- Call Forwarding Selective - Off
- Calling Line ID Delivery Blocking - Off

Calling Name Retrieval - On 1

Calling Name Retrieval

Phone Number: (470)336-3366 *(required fields)

Calling Name Retrieval looks up the name of a caller in an external database when the name 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.

Enable Calling Name Retrieval: On Off 2

3 Apply

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:
(470)336-3366

To choose a different number, please select from the drop-down.

Basic Features

- Automatic Callback - Off
- Anonymous Call Rejection - Off
- Call Forwarding Always - Off
- Call Forwarding Busy - Off
- Call Forwarding No Answer - Off
- Call Forwarding Not Reachable - Off
- Call Forwarding Selective - Off
- Calling Line ID Delivery Blocking - Off
- Calling Name Retrieval - On
- Call Waiting - On** 1

Call Waiting

Phone Number: (470)336-3366 *(required fields)

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.

2 **Call Waiting:** On Off

3 Disable Calling Line ID Delivery on Call Waiting

4

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.

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

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:

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

The following page will load:

Service Number: (470)336-3366

To choose a different number, please select from the drop-down.

Basic Features

- Automatic Callback - Off
- Anonymous Call Rejection - Off
- Call Forwarding Always - Off
- Call Forwarding Busy - Off
- Call Forwarding No Answer - Off
- 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 1

Connected Line Identification Restriction

Phone Number: (470)336-3366 *(required fields)

Connected Line Identification Restriction allows you to block your number from being shown when receiving a call. Members of your group can still see your number when they call you. You have the choice of turning it on or off for all calls and then selectively turning it right back on or off using the feature access codes.

Enable Connected Line Identification Restriction: On Off 2

3 Apply

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:

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

Service Number:
(470)336-3366

Do Not Disturb

Phone Number: (470)336-3366 * (required fields)

To choose a different number, please select from the drop-down.

Basic Features

- Automatic Callback - Off
- Anonymous Call Rejection - Off
- Call Forwarding Always - Off
- Call Forwarding Busy - Off
- Call Forwarding No Answer - Off
- 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** 1

Allows you to send your calls directly to your voice messaging box without 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 important when you have forgotten the service is turned on and you are at your phone waiting to receive calls.

2 **Do Not Disturb:** On Off

3 Play Ring Reminder when a call is forwarded

4 Apply

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.

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

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: (470)336-3366
To choose a different number, please select from the drop-down.

Basic Features

- Automatic Callback - Off
- Anonymous Call Rejection - Off
- Call Forwarding Always - Off
- Call Forwarding Busy - Off
- Call Forwarding No Answer - Off
- 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

External Calling Line ID Delivery - On

External Calling Line ID Delivery

Phone Number: (470)336-3366 *(required fields)

External Calling Line ID 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 Presentation service acts as overlay service for the External Calling Line ID 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 the Connected Line Identification Presentation service.

Enable External Calling Line ID Delivery: On Off

Apply

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.

Service Number: (470)336-3366
To choose a different number, please select from the drop-down.

Basic Features

- Automatic Callback - Off
- Anonymous Call Rejection - Off
- Call Forwarding Always - Off
- Call Forwarding Busy - Off
- Call Forwarding No Answer - Off
- 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

Internal Calling Line ID Delivery - On

Internal Calling Line ID Delivery

Phone Number: (470)336-3366 *(required fields)

Internal Calling Line ID Delivery allows the Calling Line name and number for callers from inside your group to be displayed. On assignment the Connected Line Identification Presentation service acts as overlay service for the Internal Calling Line ID Delivery. The Connected Line Identification Presentation allows you to see the connected line identity of the called party. The on/off setting for Internal Calling Line ID Delivery also controls the Connected Line Identification Presentation service.

Enable Internal Calling Line ID Delivery: On Off

Apply

Image 17.1

SPEED DIAL

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.

Speed Dial	Phone Number	Name
2	2598321454	Tom
3	2588852223	Jones
4	2236547896	Engleburt Humperdink
5		
6		
7		
8		
9		

Image 18.1

- 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.

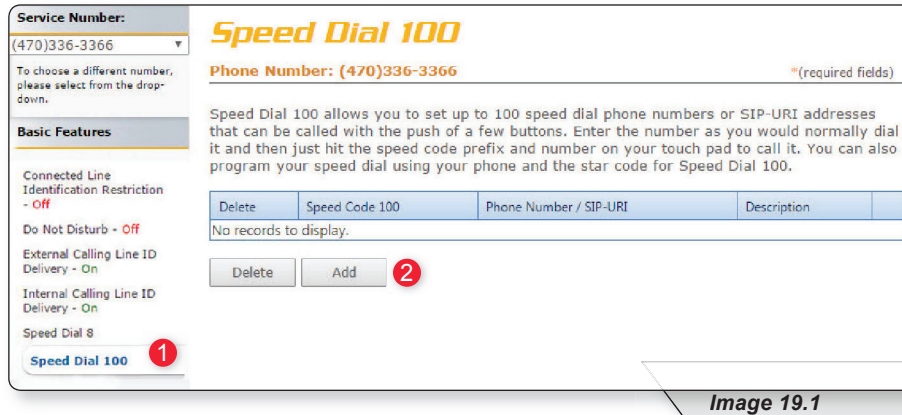


Image 19.1

- 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.

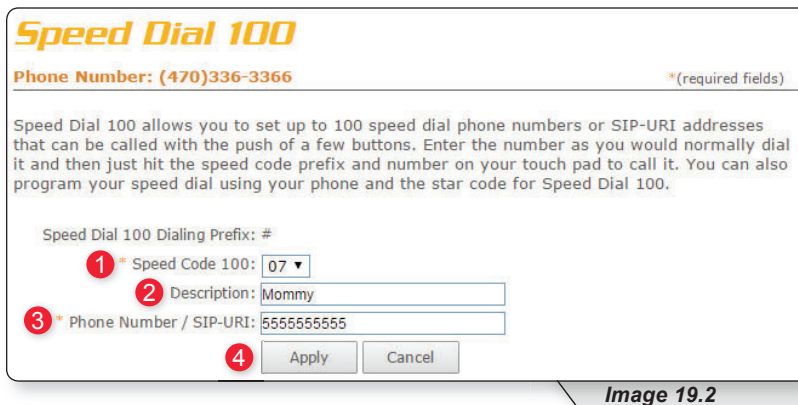


Image 19.2

- 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.

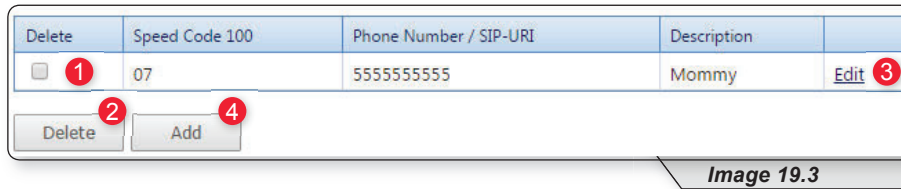


Image 19.3

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)

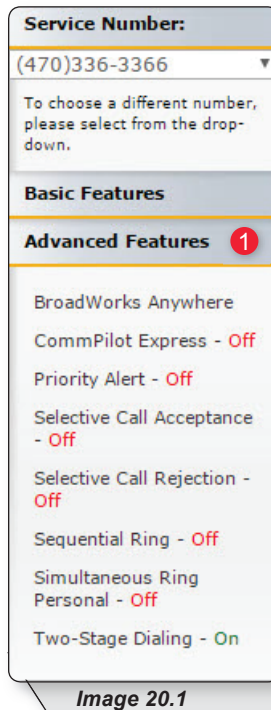


Image 20.1

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:
(470)336-3366

BroadWorks Anywhere

Phone Number: (470)336-3366 *(required fields)

Configure the fixed and mobile phones you would like to link to this account.

Alert all locations for Click-to-Dial calls

Alert all locations for Group Paging calls

Phone Number	Description	Edit
No Entries Present		

Apply Add **2**

Image 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.

BROADWORKS ANYWHERE

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

Service Number: (470)336-3366

BroadWorks Anywhere

Phone Number: (470)336-3366 *(required fields)

BroadWorks Anywhere Phone Number Add

Allows BroadWorks Anywhere Phone Number to be configured along with multiple selective criteria for each phone number.

Phone Number **Selective Criteria**

1 * Phone Number: 5552225874

2 Description: My Home

3 Enable this Location

+ Advanced Options

Outbound Alternate Phone Number/SIP URI:

Enable Diversion Inhibitor

Require Answer Confirmation

Use BroadWorks-based Call Control Services

5 Apply Delete Cancel

Image 21.2

- 1 – 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.

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: (470)336-3366

BroadWorks Anywhere

Phone Number: (470)336-3366 *(required fields)

BroadWorks Anywhere Phone Number Modify

Allows BroadWorks Anywhere Phone Number to be configured along with multiple selective criteria for each phone number

BroadWorks Anywhere

CommPilot Express - Off
Priority Alert - Off
Selective Call Acceptance - Off
Selective Call Rejection - Off
Sequential Ring - Off
Simultaneous Ring

Phone Number Selective Criteria **1**

Phone Number: 5552225874

Active	Description	Time Schedule	Calls From	Edit
No Entries Present				

2

Apply Add Cancel

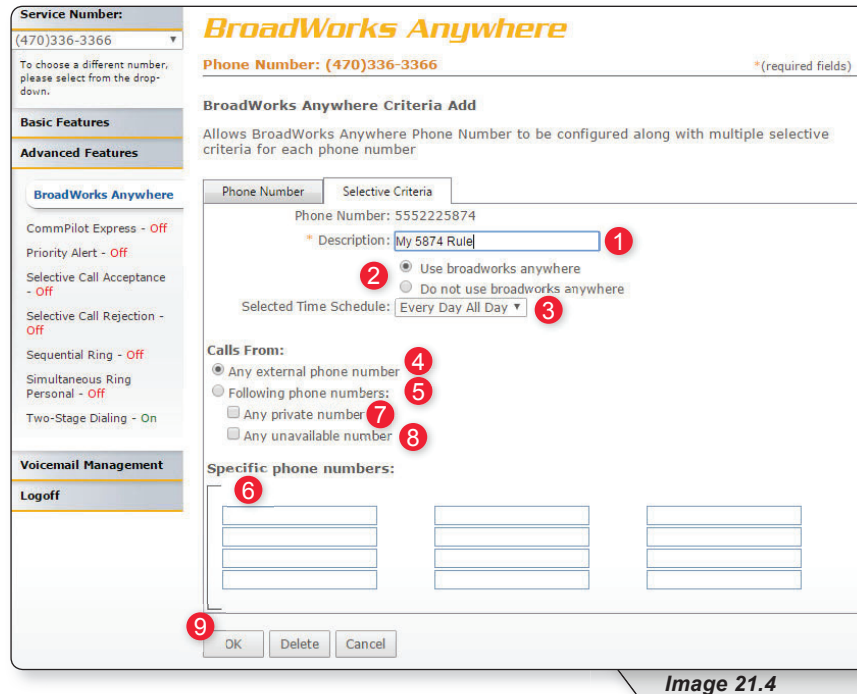
Image 21.3

2– Click Add.

This will load image 21.4

Continued on the following page.

Refer to image 21.4 for the following instructions.



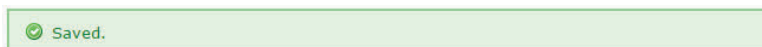
- 1 – Enter a name for the BroadWorks Anywhere rule in the text box.
- 2 – Specify whether you want the rule to use or to not use priority alert rings when the criteria are met.
- 3 – Select the time schedule. For residential subscribers is automatically set to “Every Day, All Day.”

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.

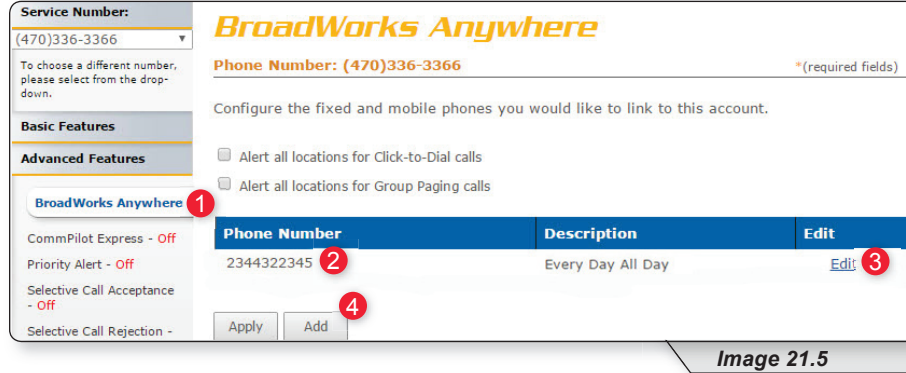
Each time you finish an entry, you will receive a similar confirmation message:



BROADWORKS ANYWHERE

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.

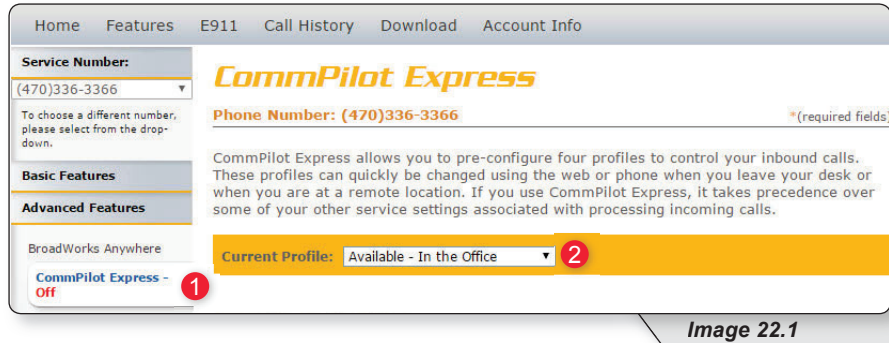
If further instructions are required for BroadWorks Anywhere's more advanced configuration options, please contact technical support.

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:



- 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

Available - In the Office

Also ring this phone number: () - **1**

If Busy:

- Have Voice Messaging take the call **2**
- Forward to this phone number: (800) 321-1234 **3**

If No Answer:

- Have Voice Messaging take the call **4**
- Forward to this phone number: (112) 345-6789 **5**

Image 23.1

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:

Available - Out of the office

When a call comes in:

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

Image 24.1

- 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

Busy

Send all calls to Voice Messaging except calls from these phone numbers:

() - () - () -

Which will be forwarded to this phone number: (321) 321-3215

Also E-mail me here when a call comes in: you@youremailaddress.com

Image 25.1

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

Unavailable

1 Send all calls to Voice Messaging except calls from these phone numbers:

2 () - () - () -

Which will be forwarded to this phone number: (987) 456-7894 3

Have Voice Messaging take the call using:

4 No Answer Greeting

5 Unavailable Greeting

Image 26.1

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.