

Dynamic IP User Guide

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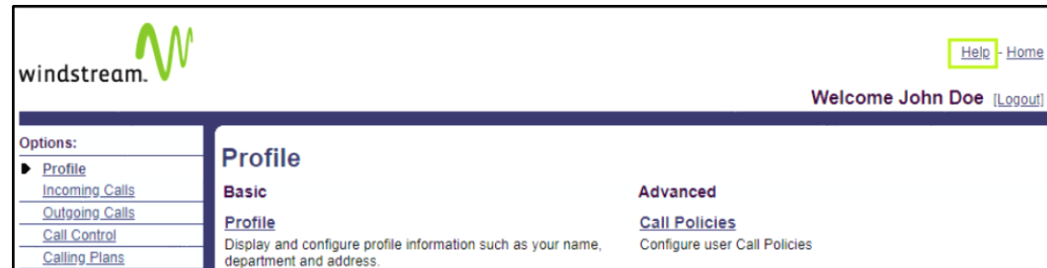
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VoIP Interface Online Help

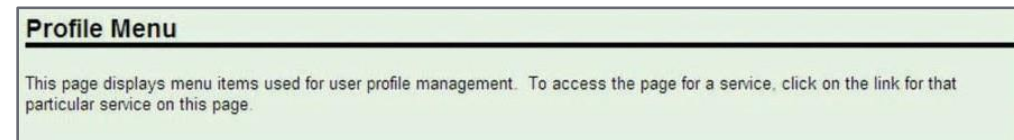
Every Web page in the Primary VoIP Interface has an integrated help tool. This help system is context-sensitive, and provides information and instructions for the commands that are on the specific page.

To use the Help tool, simply click on **Help** in the upper right hand corner of the page.



The screenshot shows the Windstream VoIP interface. At the top left is the Windstream logo. At the top right, there is a "Help" button and a "Home" link. Below the logo, the text "Welcome John Doe" is displayed with a "Logout" link. The main content area is divided into two columns. The left column is titled "Options:" and contains a list of links: "Profile" (with a right-pointing triangle), "Incoming Calls", "Outgoing Calls", "Call Control", and "Calling Plans". The right column is titled "Profile" and is further divided into "Basic" and "Advanced" sections. The "Basic" section includes a "Profile" link and a description: "Display and configure profile information such as your name, department and address." The "Advanced" section includes a "Call Policies" link and a description: "Configure user Call Policies".

A page appears with additional instructions and/or information.



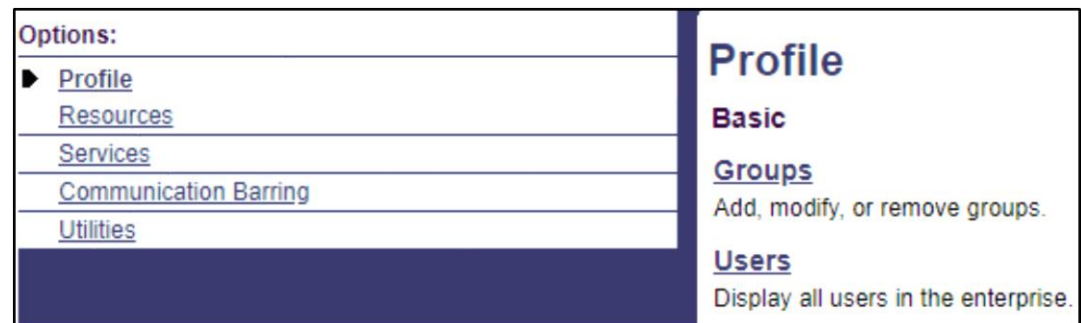
The screenshot shows a page titled "Profile Menu". Below the title, there is a paragraph of text: "This page displays menu items used for user profile management. To access the page for a service, click on the link for that particular service on this page."

Search

To assist in identifying a specific Group within an Enterprise or a specific user within a Group, Search capabilities are available. Search criteria will consist of one of the below options.

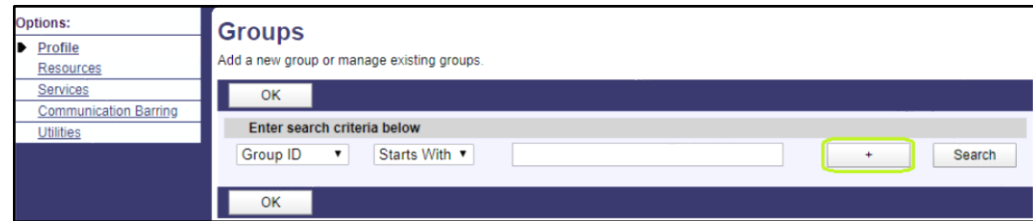
Group Level

Select **Groups**.

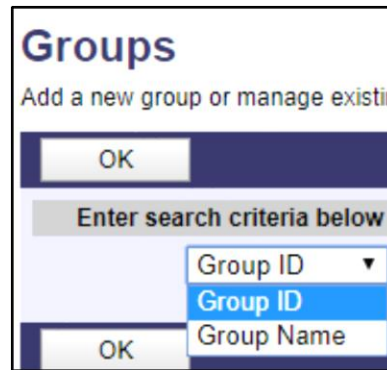


The screenshot shows the Profile page with search options. The left column is titled "Options:" and contains a list of links: "Profile" (with a right-pointing triangle), "Resources", "Services", "Communication Barring", and "Utilities". The right column is titled "Profile" and is further divided into "Basic", "Groups", and "Users" sections. The "Basic" section is empty. The "Groups" section includes a "Groups" link and a description: "Add, modify, or remove groups." The "Users" section includes a "Users" link and a description: "Display all users in the enterprise."

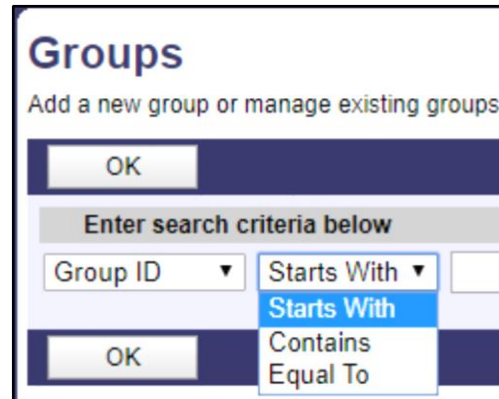
If the search criteria used needs to be narrowed, additional criteria can be added by clicking the (+) button.



Select **Group ID** or **Group Name**.



Select **Starts With**, **Contains** or **Equal To**.



User Level

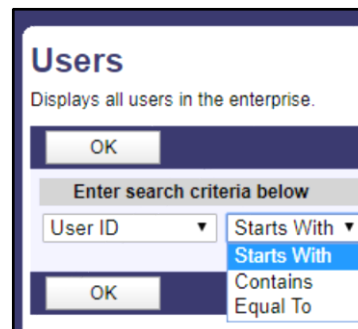
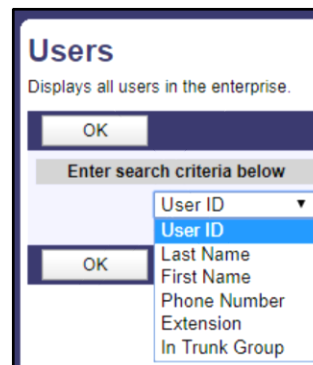
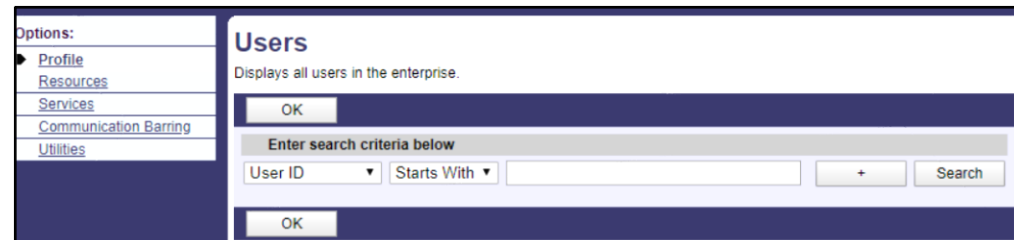
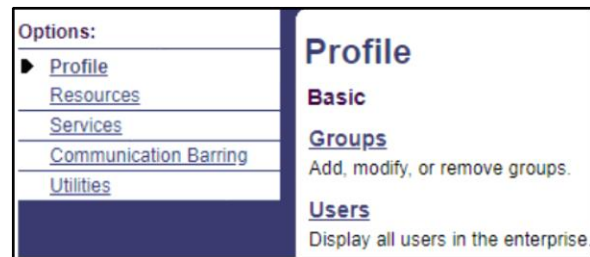
Select **User**.

If the search criteria used needs to be narrowed, additional criteria can be added by clicking the (+) button.

Select **Last Name**, **First Name**, **Phone Number**, **E-mail Address**, or **Trunk Group**.

Select **Starts With**, **Contains**, or **Equal To**.

Only 20 users are displayed per page. Please note there are Next or Last options at the bottom of each page,



Incoming Calls Features

These features can be controlled by the VoIP Administrator (Enterprise for Group). If the Administrator permits control by individual users, the VoIP User interface will also show these options:

Note: Not all options are available for all IP Services. Options are based on your subscribed IP Services.

Options:

- Profile
- Incoming Calls**
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Utilities
- Communication Barring

Incoming Calls

Basic

Calling Name Retrieval - Off
Provide a caller's name by retrieving the calling name from the network.

Call Forwarding Always - Off
Automatically forward all your incoming calls to a different phone number.

Call Forwarding Busy - Off
Automatically forward your calls to a different phone number when your phone is busy.

Call Forwarding No Answer - Off
Automatically forward your calls to a different phone number when you do not answer your phone after a certain number of rings.

Call Forwarding Not Reachable - Off
Automatically forward your calls to a different phone number when your phone is unreachable.

Connected Line Identification Restriction - Off
Allows a user to restrict their connected identity when receiving a call.

External Calling Line ID Delivery - On
Provides Calling Line ID information of an external caller.

Internal Calling Line ID Delivery - On
Provide Calling Line ID information of group or enterprise member when called.

Advanced

None of the menu items in this category are enabled.

Anonymous Call Rejection

This service allows a user to reject incoming calls marked private or anonymous from parties using Caller ID Blocking. When a blocked call is made to your telephone number, the caller will hear an announcement informing the caller that the dialed number does not accept blocked calls. To set up Anonymous Call Rejection, do the following:

Select **Incoming Calls** on the left side of the page

Select **Anonymous Rejection**

Select **On/Off**

Select **Apply** and then **OK** to submit the changes

Options:

- Profile
- Incoming Calls**
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Utilities
- Communication Barring

Incoming Calls

Basic

Anonymous Rejection - On
Prevent a caller from reaching you when the caller has explicitly restricted his/her number.

Calling Name Retrieval - Off
Provide a caller's name by retrieving the calling name from the network.

Call Forwarding Always - Off
Automatically forward all your incoming calls to a different phone number.

Anonymous Call Rejection

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

OK Apply Cancel

Anonymous Call Rejection: On Off

OK Apply Cancel

Call Forwarding Always

Call Forward Always enables users to automatically forward all incoming calls to a different phone number. To set up Call Forwarding Always, do the following:

Select **Incoming Calls** on the left side of the page

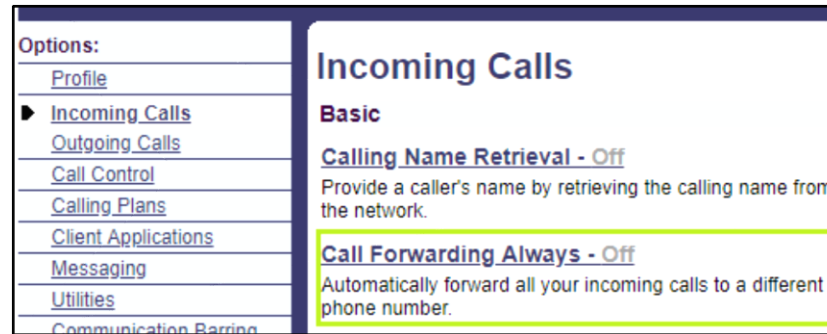
Select **Call Forwarding Always**.

Select **On/Off**

If selecting **On**, enter the phone number to forward all calls to in the **Calls Forward To** box. Include a "1" at the beginning of the number if forwarding to a telephone number that is a long distance call from the user's phone. Long Distance charges will apply to calls forwarded outside Local Calling Area.

Select **Play Ring Reminder when a call is forwarded** to receive a brief ring splash on the phone when a call is forwarded

Select **Apply** and then **OK** to submit the changes



Options:

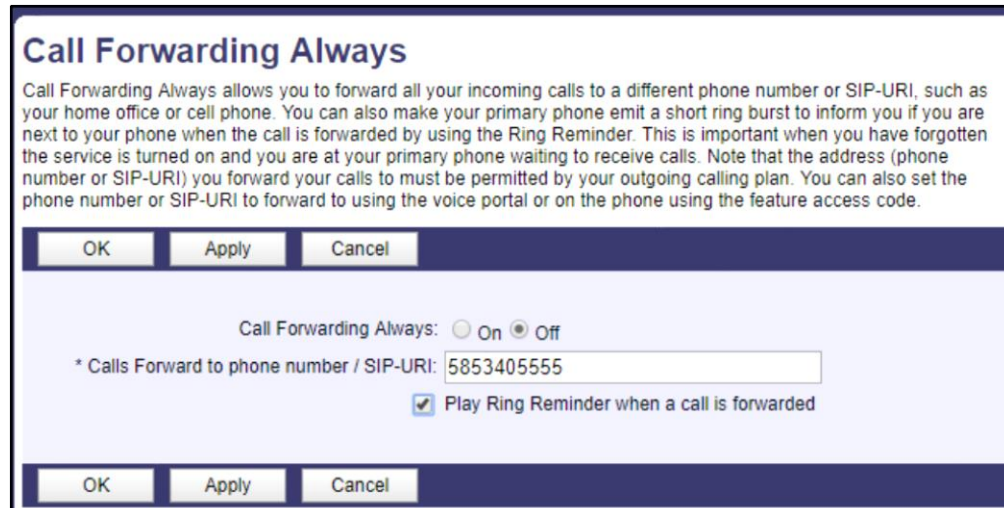
- Profile
- Incoming Calls**
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Utilities
- Communication Barring

Incoming Calls

Basic

Calling Name Retrieval - Off
Provide a caller's name by retrieving the calling name from the network.

Call Forwarding Always - Off
Automatically forward all your incoming calls to a different phone number.



Call Forwarding Always

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.

OK Apply Cancel

Call Forwarding Always: On Off

* Calls Forward to phone number / SIP-URI:

Play Ring Reminder when a call is forwarded

OK Apply Cancel

Call Forwarding Always: From Your Telephone

- Pick up the receiver and dial *72
- Listen for a message prompt and then enter the number to which calls will be forwarded followed by the # key (Include a "1" at the beginning of the number if forwarding to a telephone number that is a long distance call from your phone)
- You can also press the # key to forward calls to the phone number that was previously used
- A confirmation message will indicate activation
- To deactivate, pick up the receiver and dial *73
- A confirmation message will indicate deactivation

Note: Some phone systems will not send the "*" or "#" tones required to make this function work from the telephone. In this event, please use the Control Panel Instructions.

Call Forwarding Busy

This service enables a user to forward incoming calls to another telephone number when on the phone.

Select **Incoming Calls** on the left side of the page

Select **Call Forwarding Busy**

Select **On/Off**

If selecting **On**, enter the phone number to forward all calls to in the **Calls Forward To** box. Include a "1" at the beginning of the number if forwarding to a telephone number that is a long distance call from the user's phone. Long Distance charges will apply to calls forwarded outside Local Calling Area.

Select **Apply** and then **OK** to submit the changes

Options:

- Profile
- Incoming Calls**
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Utilities
- Communication Barring

Incoming Calls

Basic

Calling Name Retrieval - Off
Provide a caller's name by retrieving the calling name from the network.

Call Forwarding Always - Off
Automatically forward all your incoming calls to a different phone number.

Call Forwarding Busy - Off
Automatically forward your calls to a different phone number when your phone is busy.

Call Forwarding Busy

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.

OK Apply Cancel

Call Forwarding Busy: On Off

* Calls Forward to phone number / SIP-URI:

OK Apply Cancel

Call Forwarding Busy: From Your Telephone

- Pick up the receiver and dial *90
- Listen for a message prompt and then enter the number to which calls will be forwarded followed by the # key (Include a "1" at the beginning of the number if forwarding to a telephone number that is a long distance call from your phone)
- You can also press the # key to forward calls to the phone number that was previously used
- A confirmation message will indicate activation
- To deactivate, pick up the receiver and dial *91
- A confirmation message will indicate deactivation

Note: Some phone systems will not send the '*' or '#' tones required to make this function work from the telephone. In this event, please use the Control Panel Instructions.

Call Forwarding No Answer

This service enables a user to forward incoming calls to another telephone number after a designed number of rings.

Select **Incoming Calls** on the left side of the page

Select **Call Forwarding No Answer**

Select **On/Off**

If selecting **On**, enter the phone number to forward all calls to in the **Calls Forward To** box. Include a "1" at the beginning of the number if forwarding to a telephone number that is a long distance call from the user's phone. Long Distance charges will apply to calls forwarded outside Local Calling Area.

If selecting **On**, enter a number in the **Number of rings before forwarding** section.

Select **Apply** and then **OK** to submit the changes

Options:

- Profile
- Incoming Calls**
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Utilities
- Communication Barring

Incoming Calls

Basic

Calling Name Retrieval - Off
Provide a caller's name by retrieving the calling name from the network.

Call Forwarding Always - Off
Automatically forward all your incoming calls to a different phone number.

Call Forwarding Busy - Off
Automatically forward your calls to a different phone number when your phone is busy.

Call Forwarding No Answer - Off
Automatically forward your calls to a different phone number when you do not answer your phone after a certain number of rings.

Call Forwarding No Answer

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.

OK Apply Cancel

Call Forwarding No Answer: On Off

* Calls Forward to phone number / SIP-URI:

Number of rings before forwarding: ▼

OK Apply Cancel

Call Forwarding No Answer: From Your Telephone

- Pick up the receiver and dial *92
- Listen for a message prompt and then enter the number to which calls will be forwarded followed by the # key (Include a "1" at the beginning of the number if forwarding to a telephone number that is a long distance call from your phone)
- You can also press the # key to forward calls to the phone number that was previously used
- A confirmation message will indicate activation
- To deactivate, pick up the receiver and dial *93
- A confirmation message will indicate deactivation

Note: Some phone systems will not send the '*' or '#' tones required to make this function work from the telephone. In this event, please use the Control Panel Instructions.

Do Not Disturb

This service allows a user to direct calls as if the phone is busy and cannot receive calls. When Do Not Disturb is on, calls are forwarded to the same number selected for Call Forwarding Busy.

Select **Incoming Calls** on the left side of the page

Select **Do Not Disturb**

Select **On/Off**

Select **Play Ring Reminder when a call is forwarded** to receive a brief ring splash on the phone when a call is forwarded.

Select **Apply** and then **OK** to submit the changes

Do Not Disturb - Off

Automatically forward your calls to your voice messaging service, if configured, otherwise the caller hears a busy tone.

The screenshot shows a dialog box titled "Do Not Disturb". The text inside reads: "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." Below the text are three buttons: "OK", "Apply", and "Cancel". Underneath, there is a section for "Do Not Disturb:" with two radio buttons: "On" (unselected) and "Off" (selected). Below that is a checkbox labeled "Play Ring Reminder when a call is blocked" which is also unselected. At the bottom, there are three buttons: "OK", "Apply", and "Cancel".

External Calling Line ID Delivery - On

Provides Calling Line ID information of an external caller.

External Calling Line ID Delivery

External Calling Line ID Delivery allows the Calling Line name and number for callers from outside your group to be displayed.

Select **Incoming Calls** on the left side of the page

Select **External Calling Line ID Delivery**

Select **On/Off**

Select **Apply** and then **OK** to submit the changes

External Calling Line ID Delivery - On

Provides Calling Line ID information of an external caller.

The screenshot shows a dialog box titled "External Calling Line ID Delivery". The text inside reads: "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." Below the text are three buttons: "OK", "Apply", and "Cancel". Underneath, there is a section for "Enable External Calling Line ID Delivery:" with two radio buttons: "On" (selected) and "Off" (unselected). Below that is a note: "Note: Since Connected Line Identification Presentation is assigned, the on/off flag controls when the Connected Line Identification is presented." At the bottom, there are three buttons: "OK", "Apply", and "Cancel".

Internal Calling Line ID Delivery

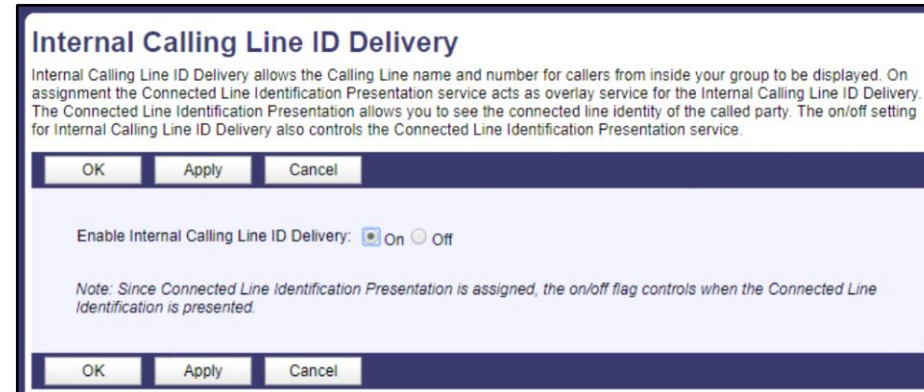
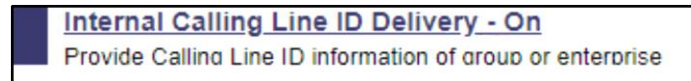
Internal Calling Line ID Delivery allows the Calling Line name and number for callers from inside your group to be displayed.

Select **Incoming Calls** on the left side of the page

Select **Internal Calling Line ID Delivery**

Select **On/Off**

Select **Apply** and then **OK** to submit the changes



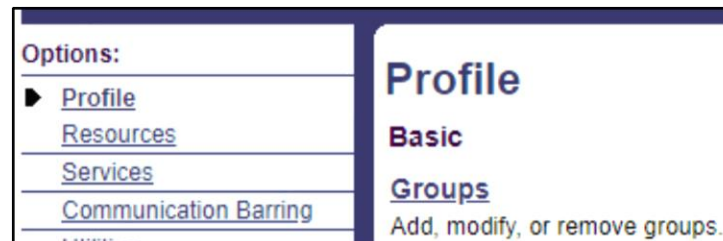
Group Features

These features can be controlled by the VoIP Administrator (Enterprise or Group).

Assigning Group Features

Select **Profile** on the left side of the page

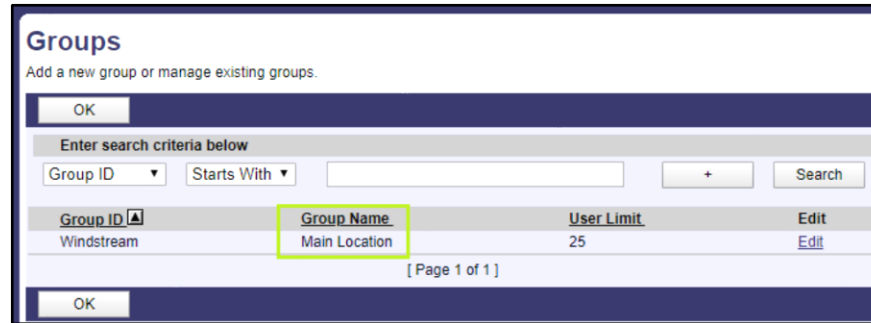
Select **Groups**



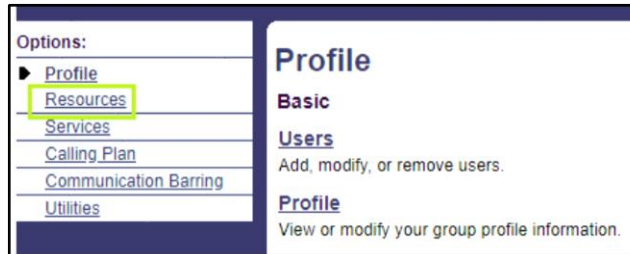
Select **Search**



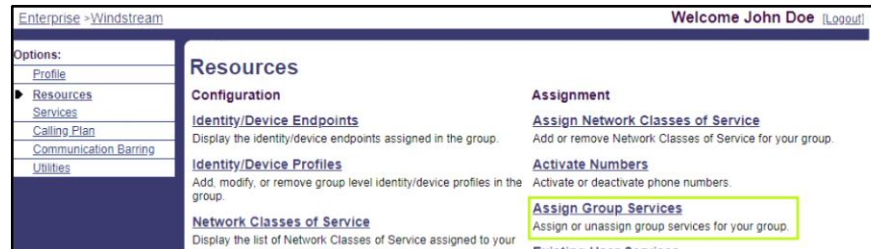
Under the **Group Name** column, click the Group (location) you wish to assign group services to



Select **Resources**

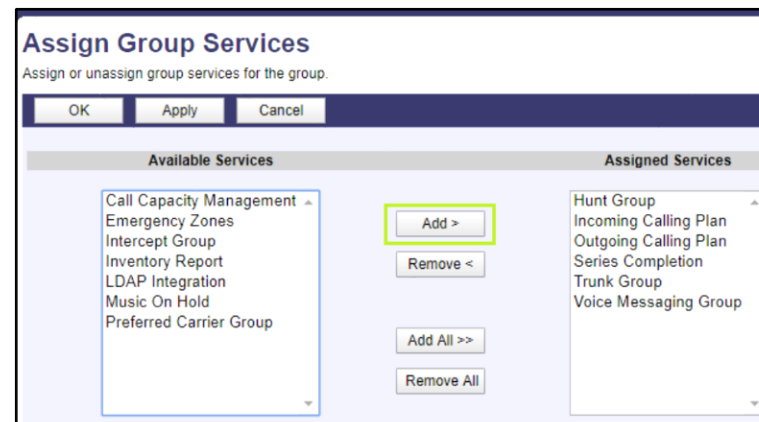


Select **Assign Group Services** to view the services currently available and assigned to your group account



Click the **Add** button to insert the features in the **Assigned Services** box on the right

Select **Apply** and then **OK** to submit the changes



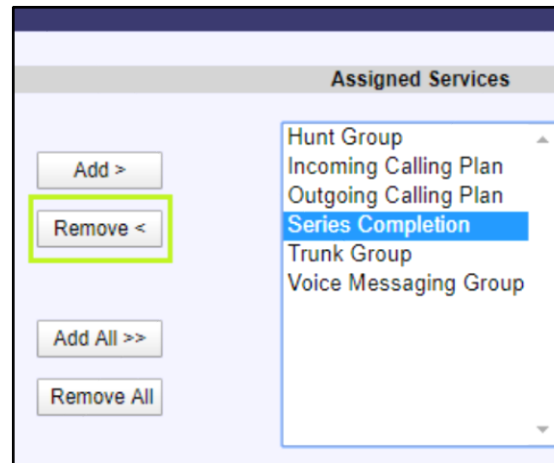
Removing Group Features

Select the feature you wish to remove from **Available Services** box

Click the **Remove button**

Select **Apply** and then **OK** to submit the changes

Note: Use the CTRL and/or SHIFT button(s) on the keyboard to highlight multiple selections. If you remove Incoming Calling Plan or Outgoing Calling Plan, you will not be able to receive incoming or outgoing calls.



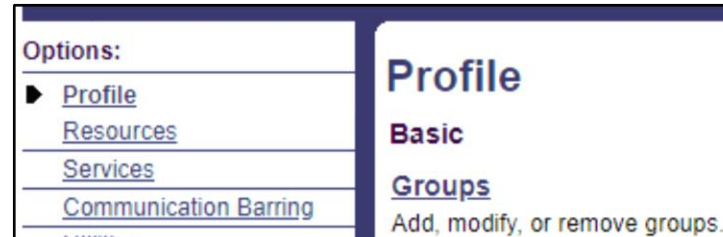
Activating Group Features

Features must be assigned to your group account before you can activate them. See Assigning Group Features above for steps on assigning features.

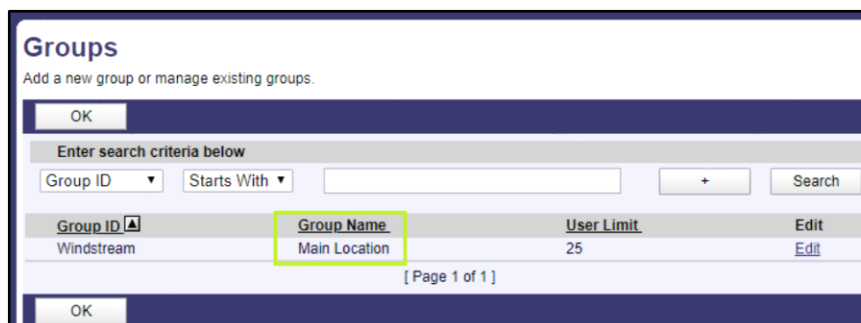
Select **Profile** on the left side of the page

Select **Groups**

Select **Search**



Under the **Group Name** column, click the Group (location) you wish to assign group services to



Select **Resources** on the left side of the Page

Select **Assign Group Services**

Options:

- Profile
- Resources**
- Services
- Calling Plan
- Communication Barring
- Utilities

Resources

Configuration

- Identity/Device Endpoints**
Display the identity/device endpoints assigned in the group.
- Identity/Device Profiles**
Add, modify, or remove group level identity/device profiles in the group.
- Network Classes of Service**
Display the list of Network Classes of Service assigned to your group.

Assignment

- Assign Network Classes of Service**
Add or remove Network Classes of Service for your group.
- Activate Numbers**
Activate or deactivate phone numbers.
- Assign Group Services**
Assign or unassign group services for your group.

Select Group feature to Add

Click **Add >**

click **OK** to save and close section or **Apply** and stay on the page.

Assign Group Services

Assign or unassign group services for the group.

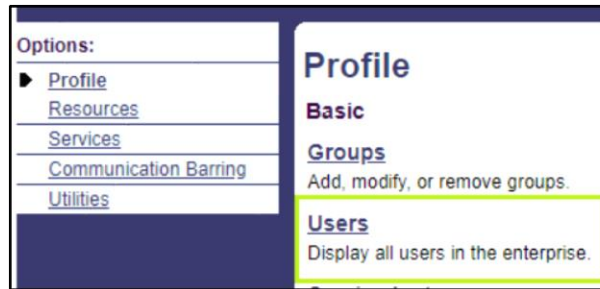
OK Apply Cancel

Available Services		Assigned Services
Call Capacity Management	Add > Remove < Add All >> Remove All	Incoming Calling Plan
Emergency Zones		Inventory Report
Hunt Group		Outgoing Calling Plan
Intercept Group		Preferred Carrier Group
LDAP Integration		Series Completion
Music On Hold		Trunk Group
		Voice Messaging Group

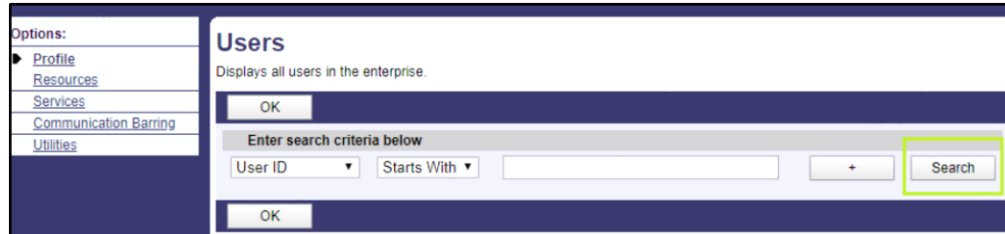
OK Apply Cancel

Assigning User Features by User

Select **Users**



Click on **Search**

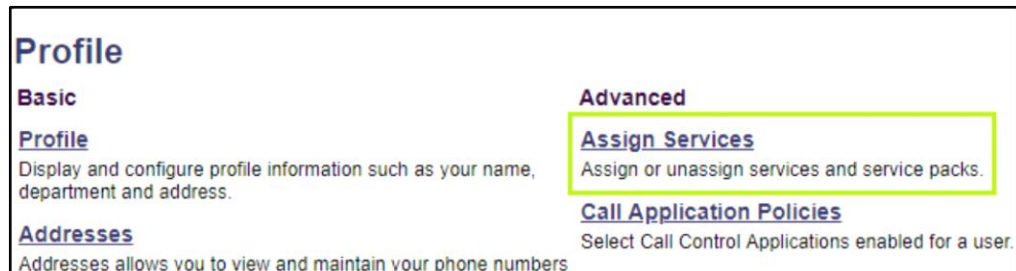


Under the **Phone Number** column, click the telephone number you wish to assign features to



From the new screen, select **Assign Services**

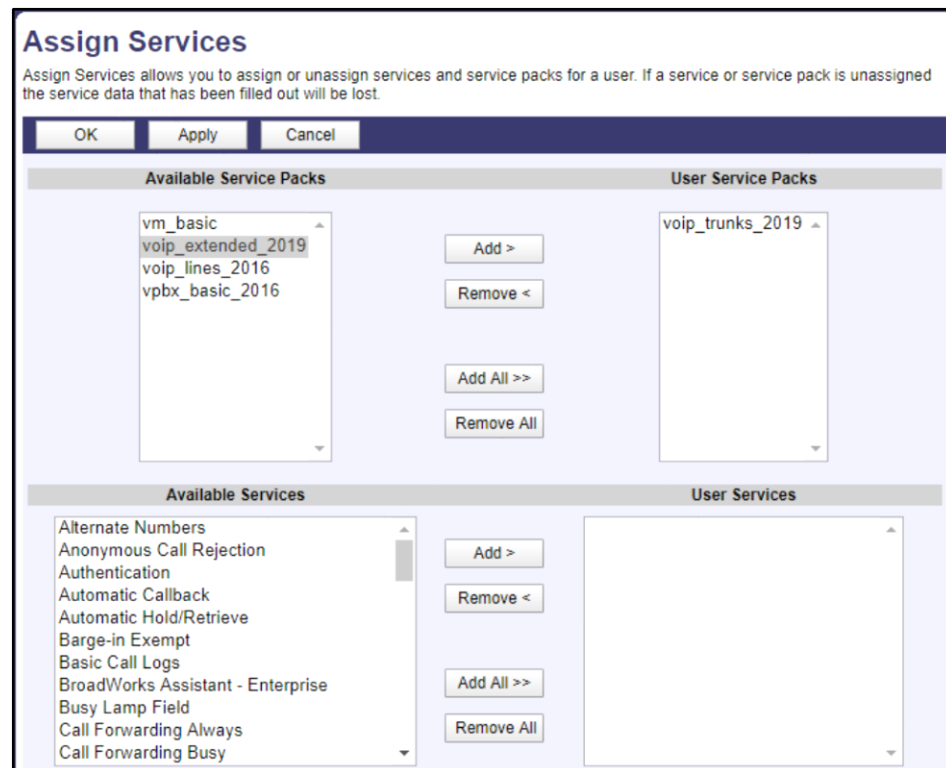
This will display the features that are currently available and assigned to the user.



Highlight the desired feature in the **Available Services** box

Click the **Add** button to insert the features in the **User Services** box

Select **Apply** and then **OK** to submit the changes



Hunt Groups

Only VoIP Administrators (Enterprise or Group) will be able to add/edit/delete hunt groups.

Series Completion Hunt Group

Basic hunting is titled Series Completion within the Primary VoIP Interface. Series Completion is used to create an ordered list of phone numbers (maximum of 11) that allow incoming calls to bypass a busy line and ring on another line that is available.

Add a Series Completion Group

Select **Profile**

Select **Groups**

Click on **Search**

Under the **Group Name**, select the Group (location)

Select **Services**

Select **Series Completion**

Note: More than one basic hunt group can exist per Group Account, but a phone number/individual user can only be a member of one hunt group at a time.

To create a hunt group, click the **Add** button

Enter a name to be assigned to the hunt group in the **Group Name** box

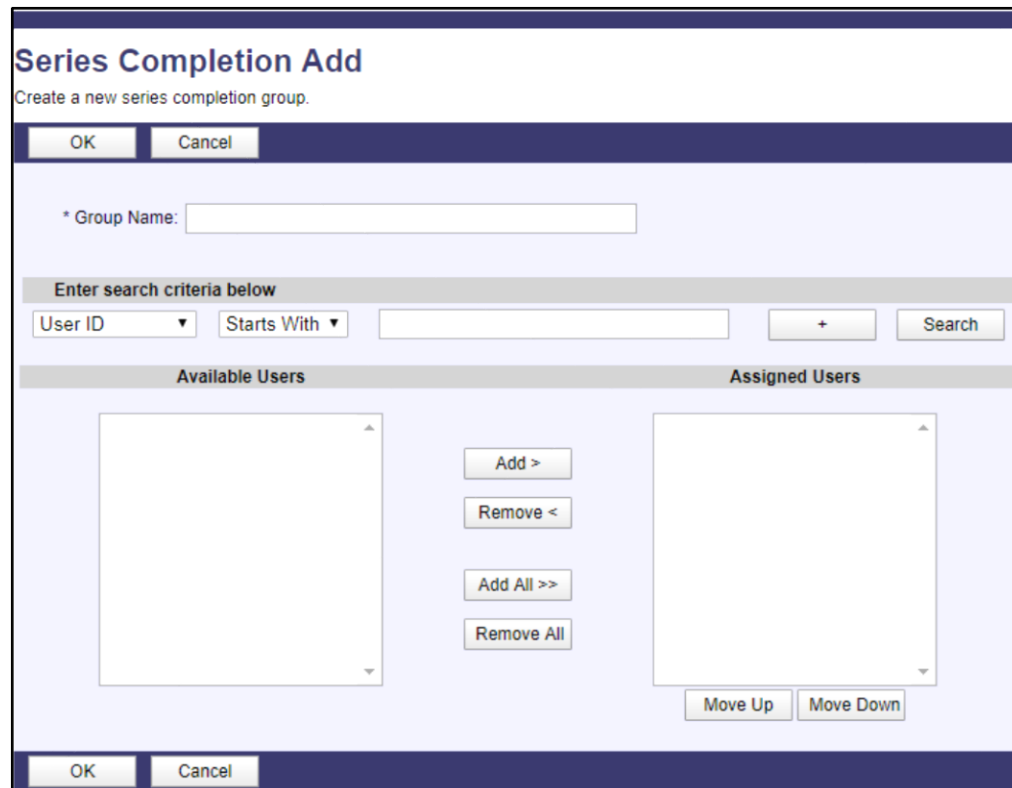
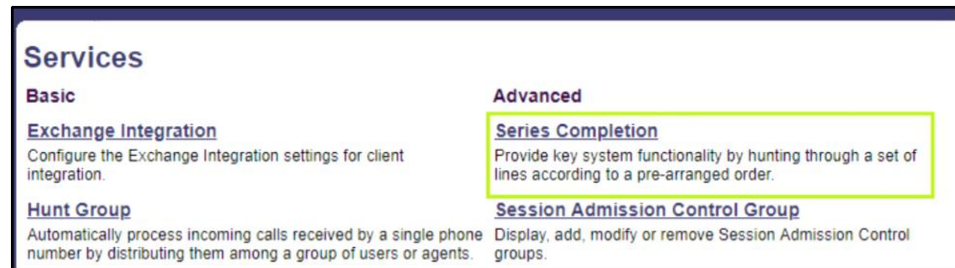
Click on **Search**

In the **Available Users** box, highlight the users that will be members of the basic hunt group.

Note: Use your CTRL and/or SHIFT button(s) to highlight multiple selections.

Click **Add** to insert the highlighted users into the Assigned Users

To adjust the hunting sequence, use **Move Up/Move Down**



Modify an Existing Series Completion Group

Select **Search**

Select the hunt group from the list

Add or remove users in the series completion by highlighting the user and clicking the **Add or Remove button**

To rearrange the order of the users in the series, highlight the user in the **Assigned Users** box and click **Move Up or Move Down** to reposition the user.

Series Completion Modify
Modify the selected series completion group.

OK Delete Cancel

* Group Name:

Enter search criteria below

User ID ▾ Starts With ▾ + Search

Available Users Assigned Users

Add >

Remove <

Add All >>

Remove All

Doe, John (5555552000) ▲

Move Up Move Down

OK Delete Cancel

Delete a Series Completion Group

Select **Search**

Select the hunt group from the list

Click **Delete**

Click **OK**

Circular Hunting

The Circular Hunting service is used to create an ordered list of users so incoming calls can bypass a busy line and ring to the next available line. If the end of the list is reached and no lines are available, the call returns to the beginning of the list and continues until it has circulated once through each telephone number in the Series Completion group. Circular Hunting can be implemented by using a combination of the Series Completion, Call Forward Busy, and Call Forward No Answer features.

Assign a Series Completion to your group account by following the steps in the [Series Completion](#) section.

The last user in the hunt group will need to have the [Call Forward Busy](#) and [Call Forward No Answer](#) features added to their phone number.

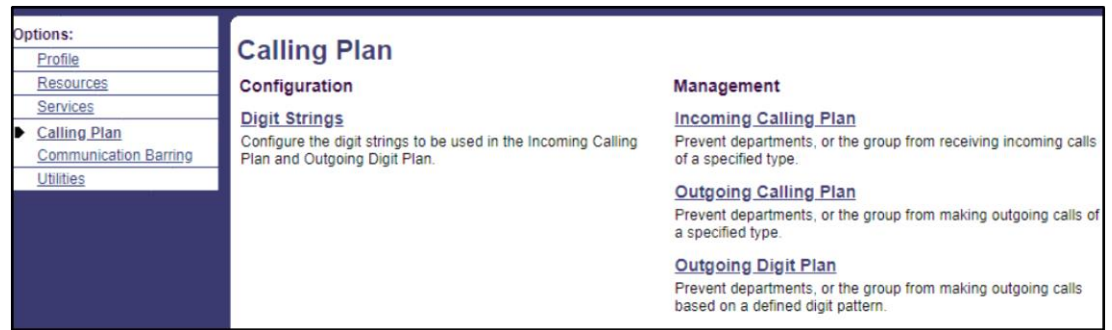
To complete this action, set up the [Series Completion Group](#) as described above.

Restricting Certain Incoming or Outgoing Calls

Only VoIP Administrators (Enterprise or Group) will be able to restrict or allow specific call types/patterns.

Calling Plan

The Calling Plan service allows the VoIP Administrator to control the type of calls made, received, transferred, and forwarded by users in a group. The Calling Plan is controlled by the settings in the Outgoing Calling Plan, Digit Strings, Outgoing Digit Plan, and Incoming Calling Plan.



The screenshot shows a web interface for configuring a Calling Plan. On the left is a navigation menu with the following options: Profile, Resources, Services, **Calling Plan** (selected), Communication Barring, and Utilities. The main content area is titled "Calling Plan" and is divided into two sections: "Configuration" and "Management".

Configuration

- Digit Strings**: Configure the digit strings to be used in the Incoming Calling Plan and Outgoing Digit Plan.

Management

- Incoming Calling Plan**: Prevent departments, or the group from receiving incoming calls of a specified type.
- Outgoing Calling Plan**: Prevent departments, or the group from making outgoing calls of a specified type.
- Outgoing Digit Plan**: Prevent departments, or the group from making outgoing calls based on a defined digit pattern.

Incoming Calling Plan

The Incoming Calling Plan feature gives the VoIP Administrator the ability to control types of calls received by users. These restrictions can be assigned to the entire group or to individual users in the group.

The call types for the Incoming Calling Plan include both predefined and administrator-defined types. The administrator-defined list consists of those defined in Digit Strings.

The screenshot shows the 'Incoming Calling Plan' configuration window. At the top, there are buttons for 'OK', 'Apply', and 'Cancel'. Below this is a table with four columns: 'Department', 'Calls From Within Enterprise', 'Calls From Outside Enterprise', and 'Collect Calls'. The 'Group Default' row has a checked checkbox for 'Calls From Within Enterprise', a dropdown menu set to 'Y' for 'Calls From Outside Enterprise', and a checked checkbox for 'Collect Calls'. Below the table is a legend box with the following text: 'Check box to permit call type; Users can be configured with their own custom settings in user-level Calling Plan'. The legend lists: 'Allow' (Y), 'Partial - Allow only if transferred by a group user P' (P), and 'Block' (N). At the bottom of the window are buttons for 'OK', 'Apply', and 'Cancel'.

Setting Up an Incoming Calling Plan for a Group

Select **Calling Plan**

Select **Incoming Calling Plan**

To edit the entire group's incoming options, click the **Group** tab

To edit the individual user incoming options, click the **User** tab

Check the allowed call types (see the **Digit Strings** section to add new call types)

Click on **Apply** to save changes before moving to another tab

When editing the individual user tabs, first check the **Custom** box to change call types

Click **OK** to complete the process

The screenshot shows the 'Digit Strings' configuration window. At the top, there are buttons for 'OK', 'Apply', 'Add', and 'Cancel'. Below this is a table with four columns: 'Delete', 'Name', 'Digit String', and 'Edit'. The first row has a checkbox, the name 'test', the digit string '1122', and an 'Edit' link. Below the table is a page indicator '[Page 1 of 1]'. At the bottom of the table are search fields for 'Name' and 'Starts With', and 'Find' and 'Find All' buttons. At the bottom of the window are buttons for 'OK', 'Apply', 'Add', and 'Cancel'.

Outgoing Calling Plan

The Outgoing Calling Plan provides a list of standard call types that are predefined. You can control which calls users' make, transfer, and forward. These restrictions can be applied to the entire group or to individual users in the group.

Call Type	Digit Map**
Casual Calls*	101xxxx
Casual Calls*	101xxxx.
Chargeable Directory Assistance	1xxx5551212
Chargeable Directory Assistance	xxx5551212
International	01
Local	Xxxxxxx
Local	Xxxxxxxxx
Operator Assisted	0
Operator Assisted	00
Operator Assisted	0xxxxxxxx
Special Services I	411
Special Services I	1411
Special Services I	5551212
Special Services I	15551212
Special Services I	950xxxx
Special Services I	1950xxxx
Special Services I	500xxxxxx
Special Services I	1500xxxxxx
Special Services I	700xxxxxx
Special Services I	1700xxxxxx
Premium Services I	900xxxxxx

Call Type	Digit Map**
Premium Services I	1900xxxxxx
Premium Services I	xxx976xxxx
Premium Services I	1xxx976xxxx
Premium Services I	966xxxxxx
Premium Services I	1966xxxxxx
Premium Services I	676xxxxxx
Premium Services I	1676xxxxxx
Toll	1xxxxxxxx
Toll Free	800xxxxxx
Toll Free	1800xxxxxx
Toll Free	855xxxxxx
Toll Free	1855xxxxxx
Toll Free	866xxxxxx
Toll Free	1866xxxxxx
Toll Free	877xxxxxx
Toll Free	1877xxxxxx
Toll Free	888xxxxxx
Toll Free	1888xxxxxx

*Used to select other long distance carriers.

Wildcard Digits:

X = a single digit placeholder

** = multiple digit placeholder

Set Up an Outgoing Calling Plan (Group Account)

Select **Calling Plan**

Select **Outgoing Calling Plan**

Select from the following tabs to edit:

- Originating
- Initiating Call Forwards/Transfers
- Being Forwarded/Transferred

Check the boxes under the call types you want to allow; remove checks from those that should be restricted.

Click **Apply**

Here is a chart that includes a description for each call type, as viewed from left to right on the first two tabs:

When editing user tabs, first check the Custom Settings box to change call types for an individual user

Click **OK**

Note: Custom settings in the user tabs take precedence over those in the group tabs.

Call Type	Description
Group	Calls within the user's business group.
Local	Calls within the local calling area.
Toll Free	Free calls to numbers beginning with 1, usually followed by 800, 866, 877, or 888.
Toll	Calls outside the local calling area.
International	Chargeable calls to other countries.
Operator Assisted	Calls made with the chargeable assistance of an operator.
Chargeable Directory Assistance	Calls made to Directory Assistance such as 411 or the area code followed by 555-1212.
Special Services I	Calls to 700 numbers. These calls may or may not be chargeable.
Special Services II	Customizable by the system provider.
Premium Services I	Chargeable calls to 900 numbers.
Premium Services II	Chargeable calls to 976 numbers.
Casual	1010XXX or 10XXX chargeable calls. Example: 10-10-321, followed by the number you are calling.
URL Dialing	Chargeable calls made to an e-mail address instead of a phone number.
Unknown	Unknown call type.

Outgoing Digit Plan

The Outgoing Digit Plan feature adds flexibility to the Outgoing Calling Plan feature by giving the administrator the ability to list, add, modify, and delete outgoing digit plan settings for the group. The settings on the Outgoing Digit Plan define the customized types of calls that group members are allowed to make, forward, or transfer. The call types are configured as digit strings.

Note: In order to assign digit strings, they first must be created. See the Digit Strings section below.

Select **Calling Plan**

Select **Outgoing Calling Plan**

Select from the following tabs to edit:

- Originating
- Initiating Call Forwards/Transfers
- Being Forwarded/Transferred

Check the boxes under the call types you want to allow; remove checks from those that should be restricted.

Click **Apply**

Click **OK**

Note: Custom settings in the user tabs take precedence over those in the group tabs.

Outgoing Digit Plan

Outgoing Digit Plan allows you to view the digit calling plan rules for your outgoing calls. Only your administrator can change which call types are permitted.

OK Apply Cancel

Custom Settings

Originating Calls Initiating Call Forwards/Transfers

Permitted	Name
<input checked="" type="checkbox"/>	test

OK Apply Cancel

Digit Strings

The Digit Strings feature gives the VoIP Administrator the ability to set up custom digit strings to be used with the Incoming Calling and Outgoing Digit Plan features.

Each custom digit can be a 1-30 character combination, consisting of the digits 0-09 and the following wildcard characters:

- (*) – This wildcard can only be used as the last character of the digits string and matches any number of trailing digits; i.e., 1809* prevents all calls to the 809 area code
- (?) – This wildcard can be used anywhere in the string and matches any single digit; i.e., 1319790622? prevents calls to a call to 319 790 6220 through 319 790 6229

Note: The wildcard characters cannot be part of the area code or country code of a digit string combination.

Set Up Custom Digits Strings

Select **Calling Plan**

Select **Digit Strings**

Click **Add**

In the **Name** box, enter a brief phrase describing the digit string

In the **Digit String** box, enter the combination you wish to add

Click **OK**

Digit Strings Add
Add a new digit string.

OK Cancel

* Name: Caribbean

* Digit String: 1809*

OK Cancel

Changing Profile Information

This section will assist you in making Profile changes in the Primary VoIP Interface.

Enterprise Profile Changes

Select **Profile**

Select **Groups**

Each Group is a physical location with VoIP service. If any changes need to be made in the Enterprise account information, contact Customer Care at 877-340-2600.

Group Profile Changes

Select **Profile**

Select **Users**

Each User is associated with a Group location with VoIP service. If any changes need to be made in the Group account information, contact Customer Care at 877-340-2600.

User Profile Changes

A basic profile has been set up for each user. Most of the information assigned to a user's profile can be changed.

To provide access to employees to maintain their User Profile and control some individual Calling Features, you will need to communicate secure Usernames and Passwords to each employee. Each Username is pre-set with the phone number of the individual. Each Password has been initially set with your Windstream Online account number. For security reasons, we recommend you change the default Password to a unique, secure Password for each employee.

To edit a user profile:

Select **Users**

Select the **User Account**

Select **Profile**

Additional information can be found in the chart on the right.

Name	Description	Format
Last Name	The last name of the user assigned to this line. Initially set as the user's phone number.	1-30 characters
First Name	The first name of the user assigned to this line. Initially set as the user's phone number.	1-30 characters
User ID	The phone number assigned to this user. If you need to add a new phone number call Customer Care for assistance	10 digit number
Calling Line ID Last Name	Last name displayed on caller ID for internal calls. The last name of the user assigned to this line.	1-30 characters
Calling Line ID First Name	First name that will be displayed for the user when delivering Caller ID information. This should always match the information in the First Name field. This will only affect calls within the group.	1-30 characters
Department	This field is not used at this time.	This will always be "None".
Time Zone	The time zone associated with the user's physical location.	Select from the dropdown list.
Additional Information	Enter additional information about the user (optional).	1-50 characters

Speed Dial 100

Speed Dial 100 allows VoIP Lines users to dial telephone numbers with a two-digit code (not available for VoIP Trunks or SIP Trunking).

Speed Dial 100 must be set up at the User level.

Note: It is recommended to use two-digit codes in the 20-49 number range. Contact your administrator if you have questions.

Select **Outgoing Calls**

Select **Speed Dial 100**

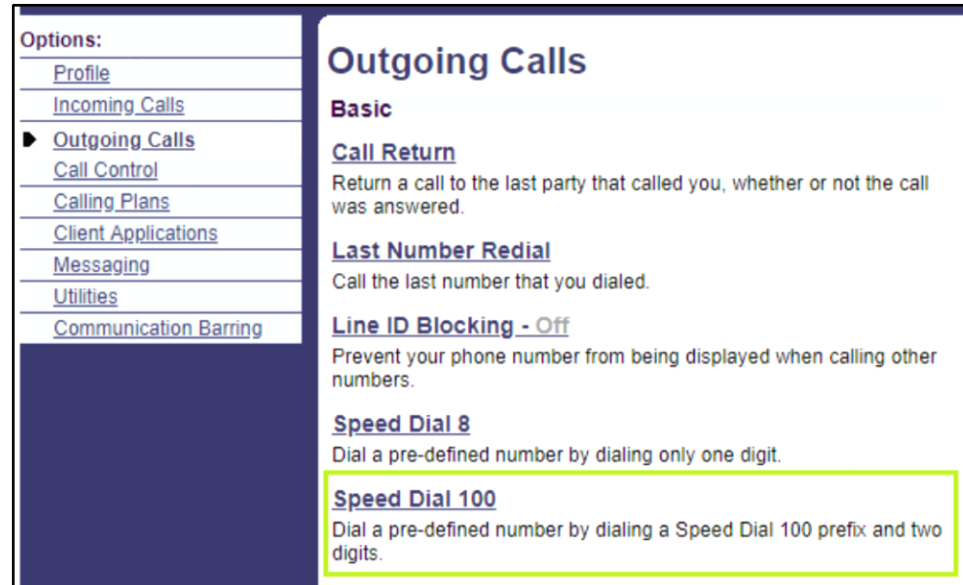
Select **Add** to insert a new speed call entry.

Select a speed code number from the drop down.

In the **Description** box, enter a brief phrase describing the assigned speed code.

In the **Phone Number** box, enter the number that will be dialed when the speed code is entered. (Include a "1" at the beginning of the number if the call is long distance.)

Click **OK**



Options:

- [Profile](#)
- [Incoming Calls](#)
- ▶ [Outgoing Calls](#)**
- [Call Control](#)
- [Calling Plans](#)
- [Client Applications](#)
- [Messaging](#)
- [Utilities](#)
- [Communication Barring](#)

Outgoing Calls

Basic

Call Return
Return a call to the last party that called you, whether or not the call was answered.

Last Number Redial
Call the last number that you dialed.

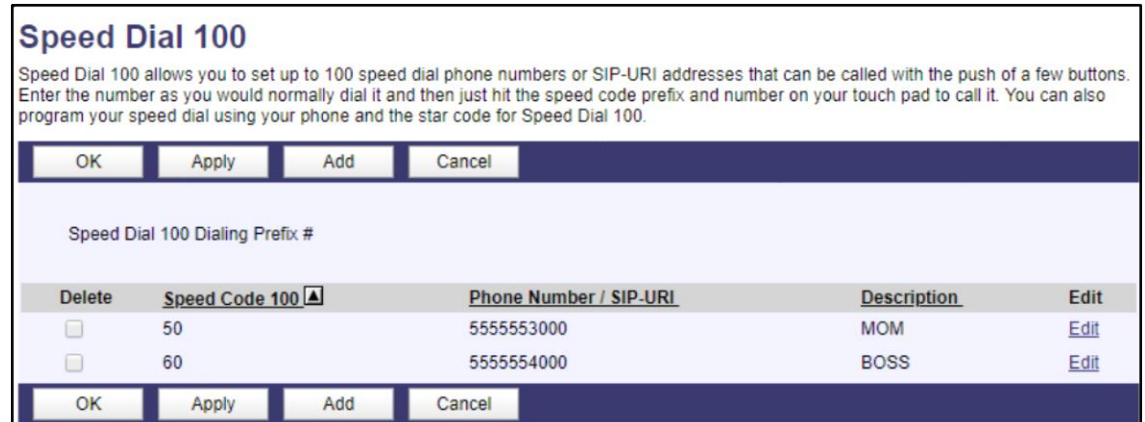
Line ID Blocking - Off
Prevent your phone number from being displayed when calling other numbers.

Speed Dial 8
Dial a pre-defined number by dialing only one digit.

Speed Dial 100
Dial a pre-defined number by dialing a Speed Dial 100 prefix and two digits.

Speed Dial 100: From Your Phone

- Pick up the receiver and dial *75
- Listen for 3 quick beeps followed by dial tone
- Enter the two-digit speed code
- Enter the phone number to be dialed when the speed code is entered. Include a "1" at the beginning of the number if the call is long distance. If 1+ dialing is required, long distance toll charges will apply.
- Press the # key to end, wait for a confirmation message to be played



Speed Dial 100

Speed Dial 100 allows you to set up to 100 speed dial phone numbers or SIP-URI addresses that can be called with the push of a few buttons. Enter the number as you would normally dial it and then just hit the speed code prefix and number on your touch pad to call it. You can also program your speed dial using your phone and the star code for Speed Dial 100.

OK Apply Add Cancel

Speed Dial 100 Dialing Prefix #

Delete	Speed Code 100 ▲	Phone Number / SIP-URI	Description	Edit
<input type="checkbox"/>	50	555553000	MOM	Edit
<input type="checkbox"/>	60	555554000	BOSS	Edit

OK Apply Add Cancel

Abbreviated Dialing

If you have multiple locations configured within a single Enterprise Voice VPN, you have the capability to utilize abbreviated dialing between locations. Each location requires a location code, typically a two-digit numeric code (example: 21). Each user at a location would be configured in the VoIP Interface with an extension code from 2-6 digits, typically four to match their “station” number (example: 2234). Abbreviated dialing is then possible by entering the combination of location code digits and extension code digits when calling a user at another location in the Voice VPN (example: 21 2234). Users would be able to extension dial other locations (without using the location code) if no two users in the Enterprise, share the same extension code.

Note: The extension code length must be the same for all locations within a Voice VPN. In the example above, all users at each location must have a four-digit extension code.

Voice VPN

This service allows the Enterprise Administrator to view the Location Code and Extension Length for each Group location within that Enterprise. The Location Code assignment cannot be done in the VoIP Interface. If any changes need to be made in the Enterprise location code information, contact Customer Care.

Select **Profile**

Select **Voice VPN**

All locations configured within the Voice VPN will be displayed

Search criteria can be used to display a specific location or locations within the Enterprise Voice VPN.

The 1st criteria box includes Location Code, Min Extension Length, Max Extension Length and Selector. Location Code is the most reliable method to use for a search.

The 2nd criteria box includes Starts With, Contains and Equal To

When you click on Find on the right side of the screen (whether you define search criteria or not), it will return the locations that meet the specified criteria. To again view all locations in the Voice VPN, click on Find All.

Note: If you have only one location in your Enterprise account or you have multiple locations that are not associated with the same Enterprise account, you will not have Voice VPN capability.

Extension Dialing

This allows the VoIP Administrator (Group) to configure the number of digits for extension dialing.

Select **Utilities**

Select **Extension Dialing**

Select the Extension Length

Click **Apply**

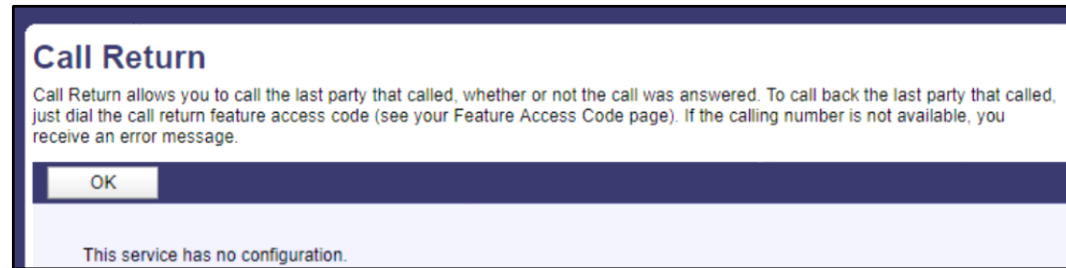
Click **OK**

Outgoing Calls

This section controls display features for outgoing calls.

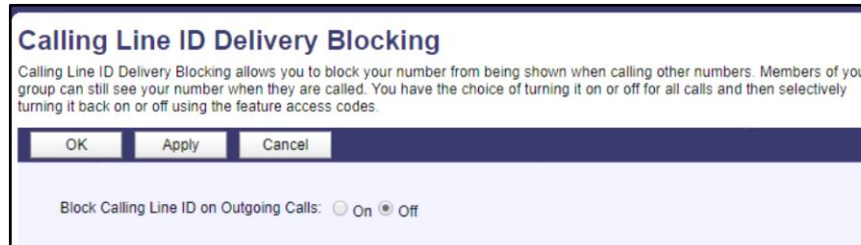
Call Return

Call Return allows you to call the last party that called, whether or not the call was answered. To call back the last party that called, just dial the call return feature access code (see your Feature Access Code page). If the calling number is not available, you receive an error message. Service configuration is not available in the VoIP Interface.



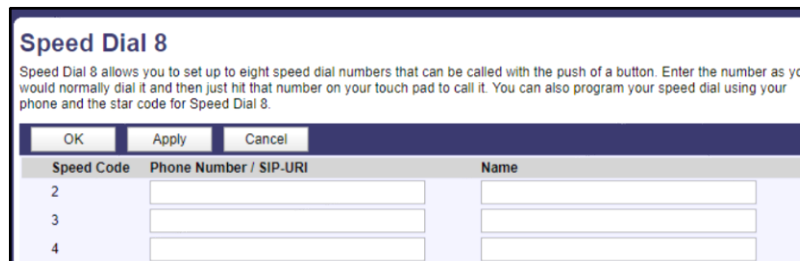
Line ID Blocking

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.



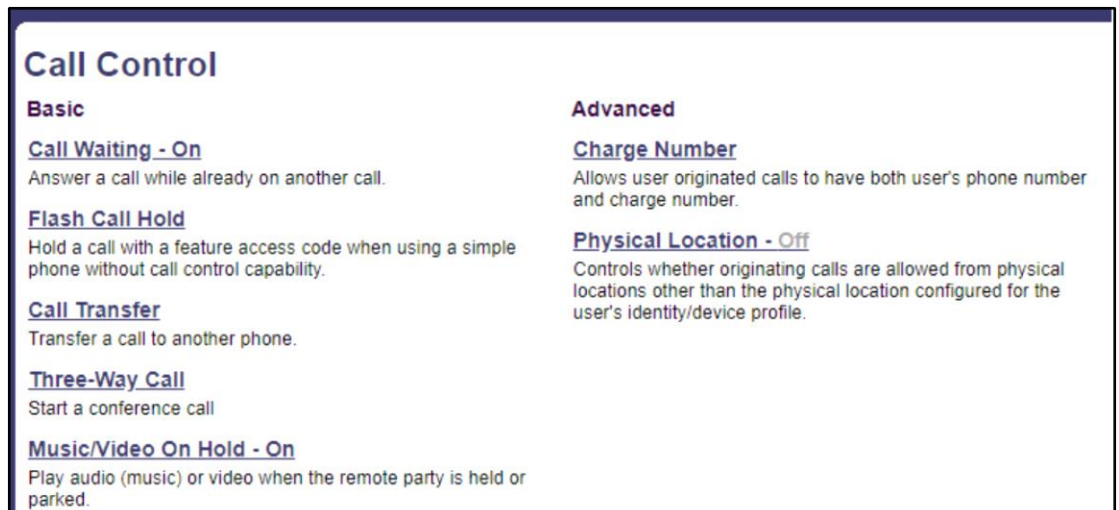
Speed Dial 8

Speed Dial 8 allows users to dial the assigned code, then the 1-digit (2-9) speed dial number of the party they want to call.



Call Control

Displays features for Call Controls.



Call Waiting

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.

Flash Call Hold

Flash Call Hold allows you to dial a feature access code to hold and retrieve calls. To hold the call, click the flash button or click the hang-up button once, then dial the Flash Call Hold feature access code. You can then make another call while the first call is held. Subsequent flashes followed by the Flash Call Hold feature access code cause the active and held calls to toggle. Service configuration is not available in the VoIP Interface.

Call Transfer

Call Transfer allows you to transfer a call to another phone using your phone. Service configuration is not available in the VoIP Interface.

Three-Way Call

Three-Way Calling allows you to perform a conference call that can be initiated from your phone. Service configuration is not available in the VoIP Interface.

Utilities

Displays feature access codes, see detail below.

Call Waiting
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.

OK Apply Cancel

Call Waiting: On Off
 Disable Calling Line ID Delivery on Call Waiting

OK Apply Cancel

Flash Call Hold
Flash Call Hold allows you to dial a feature access code to hold and retrieve calls. To hold the call, flash the phone (click the flash button or click the hangup button once) then dial the Flash Call Hold feature access code. You can then make another call while the first call is held. Subsequent flashes followed by the Flash Call Hold feature access code cause the active and held calls to toggle. That is the active call becomes held and the held call active.

OK

This service has no configuration.

OK

Call Transfer
Call Transfer allows you to transfer a call to another phone using your phone or the CommPilot Call Manager.

OK Apply Cancel

Call Transfer Recall: On Off

Configure Call Transfer Recall
Number of rings before recall: 4 ▾
 Enable Busy Camp On 120 seconds

Use Diversion Inhibitor for Blind Transfer: On Off
Use Diversion Inhibitor for Consultative Calls: On Off

Three-Way Call
Three-Way Calling allows you to perform a conference call that can be initiated from your phone or through the CommPilot Call Manager.

OK

This service has no configuration.

Feature Access Codes

Feature Access Codes are the codes you can enter from your telephone to use some services. To use a service, dial the code on your telephone. You will find additional information on how to use each feature under the Calling Features section of this document. Feature access codes cannot be changed.

- *72 Call Forwarding Always Activation
- *73 Call Forwarding Always Deactivation
- *90 Call Forwarding Busy Activation
- *91 Call Forwarding Busy Deactivation
- *92 Call Forwarding No Answer Activation
- *93 Call Forwarding No Answer Deactivation
- *69 Call Return
- *70 Cancel Call Waiting
- *57 Customer Originated Trace
- *78 Do Not Disturb Activation
- *79 Do Not Disturb Deactivation
- *75 Speed Dial

Additional Help

For available features for your telephone number, contact your administrator. For all other questions, please contact Customer Care 877.340.2600.

About Windstream Enterprise

Windstream Enterprise is a leading provider of next-generation network and communication solutions, including data, unified communications and managed services for business and enterprise clients. The company supplies core transport solutions on a local and long-haul fiber network spanning approximately 147,000 miles.

windstreambusiness.com

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