

Welcome to VOZ!

Thank you for choosing VOZ as your communications provider. In order to make your VOZ experience as easy and enjoyable as possible, we've created this manual to guide you step-by-step through the VOZ Account Interface.

The VOZ Account Interface lets you manage & configure your account yourself – your billing information, your call records, your voicemail & call forwardings and so much more. It's a very powerful tool to let you mold your phone service to your needs.

We hope this guide will answer all of your questions regarding the Account Interface. If you need further assistance, please contact VOZ Customer Service at 787-723-1100, by dialing 611 from your VOZ phone, or via email: support@vozpr.com.

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I. How do I login?

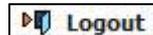
To login, visit www.vozpr.com and enter your username & password in the upper left side of the screen, under MY ACCOUNT and click Sign In.



A screenshot of a web form titled "MY ACCOUNT" in red. It contains two input fields: "Login:" and "Pass:". Below the fields is a red button with a white arrow icon and the text "Sign In".

II. How do I logout?

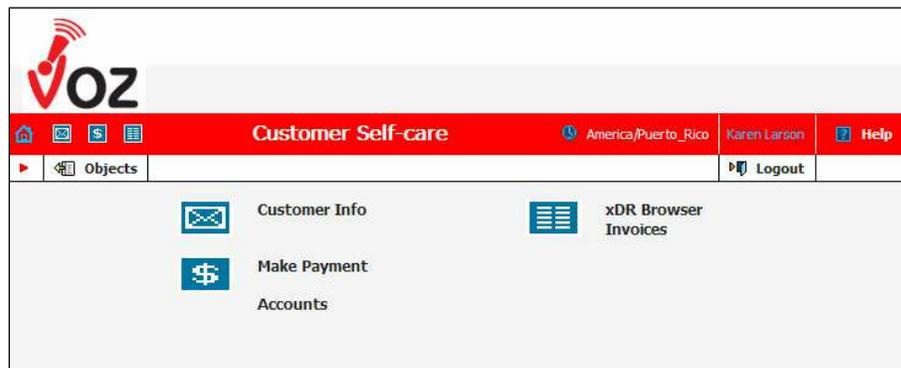
To logout of your VOZ account, click the Logout icon located at the top right of the page, under your name.



III. VOZ Online Interface Overview

Using your VOZ Online Account is simple, once you understand how your account is setup!

A. Main Screen



From the Main Screen, you can access all the different areas of your VOZ account. Below is a description of the various areas within this screen:

1. **Customer Info** – Within the Customer Info, you can view the basic billing information about you as a VOZ Customer. This includes your billing address, contact persons, emails for sending invoices, payment method, password for logging into the VOZ Online Interface, and default features for all your accounts including Music on Hold, Time Zone & language preferred.

You will be able to see all information. Information which you cannot modify will be in a light gray color. To change this information, you need to contact VOZ's Customer Service department by dialing 611.

2. **Make Payments** – From this screen you can make a payment using the credit card on your account, or arrange for a payment with another card.
3. **Accounts** – Every Customer in VOZ has at least one account. Many customers have more. Usually an account pertains to a particular phone number or service. So, you may have a VOZ Infinita account plus a Virtual Number account. From here, you can view all of your accounts – including those which are closed.

Within Accounts, you will specify features such as the 911 information for that particular account, particular call features including Music On Hold, Telephone Prompting language and Follow Me settings. You will see discounts which may apply to calls or usage from that account. And, you can also setup your voicemail settings for that account.

4. **xDR Browser** – The xDR Browser lets you view your Call Detail Reports – or a list of all the calls you have made during the current billing period.
5. **Invoices** – Invoices allows you to view all your invoices. There are advanced search features to assist you in finding your correct invoice. All invoices are also in PDF format, so you can open them with Adobe Acrobat viewer.

B. Drop Down Menus

All screens have a menu bar with drop down menus, to make navigating quick & easy. Using these menus, you can easily jump from one section to another, without having to return to the main screen. Just mouse-over the images, and a drop down menu will appear. Select the option you want to jump to that section.



C. Time Zone

Your time zone in VOZ is very important. Call reports and invoices are generated based on YOUR time zone. To change your time zone, click on the Time Zone icon, and select your continent from the drop-down list.

A second list of zones will appear – select your time zone from this list. If you do not specify, the default time zone for VOZ is America/Puerto Rico.



D. Save/Save & Close/Close Bar



On screens where you can make modifications & changes, you will see a menu bar with three options – Save, Save & Close, and Close.

If you have made a modification to your account and you want to **SAVE** it, press the **Save** icon.

If you have made a modification to your account, and you want to save it as well as leave this section of the interface, press **Save & Close**.

If you don't want to save your changes, and you want to exit this section of the interface, just press **Close**. Remember –your changes will NOT be saved.

IV. Customer Info – Information about the Account

The Customer Info screen lets you view and/or modify your customer information. In particular, general information that pertains to all your accounts, as well as billing information, passwords, etc.

On this screen you you will see the following information:

Customer Name: The name to which the invoicing is sent

Type: Either Retail or Commercial

Opening Balance: The balance as of the end of the previous billing period

Balance: The current balance, including any payments or fees in the current billing period

Customer Class: This is set by VOZ at subscription and defines how we bill your account.

Within Customer Info, there are five (5) tabs – Address Info, Additional Info, Payment Info, User Interface and Call Features. Each of these tabs will be explained in the following sections.

A. Address Info

The screenshot shows the VOZ Customer Info page with the 'Address Info' tab selected. The page has a red header with the VOZ logo and navigation icons. Below the header is a menu bar with 'Save', 'Save & Close', 'Close', and 'Logout' buttons. The main content area is divided into two columns. The left column contains fields for 'Customer Name' (Karen Larson), 'Type' (Retail), 'Company Name', 'Mr./Ms./...', 'First Name' (Karen), 'Last Name' (Larson), 'Address' (Ave. Ponce de Leon 1234), 'Province/State' (PR), 'Postal Code' (00900), 'City' (San Juan), and 'Country/Region' (Puerto Rico). The right column contains fields for 'Opening Balance' (0.00000 USD), 'Balance' (8.36000 USD), 'Customer Class' (RE aYoz Retail), 'Contact' (Karen Larson), 'Phone' (787-987-6542), 'Fax' (787-987-6543), 'Alt. Phone', 'Alt. Contact', and 'E-mail' (karen@email.com). The 'Address Info' tab is highlighted in blue, and other tabs like 'Additional Info', 'Payment Info', 'User Interface', and 'Call Features' are visible but not selected.

The Address Info tab provides VOZ with your billing address information for all of your accounts. Information which can be modified by the Customer is in black letters. All non-modifiable information is in gray.

The Email field is very important, as this is the email address where all invoices are sent to.

If you make any changes to this information, remember to press **Save** or **Save & Close** in the menu bar before leaving the page. To cancel any changes, just press **Close**.

B. Additional Info

The screenshot shows the VOZ Customer Info page with the 'Additional Info' tab selected. The page has a red header with the VOZ logo and navigation icons. Below the header is a menu bar with 'Save', 'Save & Close', 'Close', 'Objects', and 'Logout' buttons. The main content area is divided into two columns. The left column contains fields for 'Customer Name' (Karen Larson), 'Type' (Retail), 'Billing Period' (monthly), and 'Creation Date' (11/25/06 09:43:50 PM). The right column contains fields for 'Opening Balance' (0.00000 USD), 'Balance' (8.36000 USD), and 'Customer Class' (RE aYoz Retail). The 'Additional Info' tab is highlighted in blue, and other tabs like 'Address Info', 'Payment Info', 'User Interface', and 'Call Features' are visible but not selected.

This tab tells you when your Customer was created, and how often you are billed. You cannot modify any changes in this tab.

C. Payment Info

The screenshot shows the VOZ Customer Info page with the Payment Info tab selected. The page displays account details for Karen Larson, including an opening balance of 0.00000 USD and a current balance of 8.36000 USD. The customer class is set to 'RE aVoz Retail'. The Payment Info tab includes fields for Credit Limit (00.00000), Balance Warning Threshold (45.00000), and Preferred Payment Method (American Express). A credit card is listed with number 3782xxxxxxx0000, expiration date 01/2008, and CVV ****. The cardholder's name is Karen Larson, and the address is PO Box 12345, San Juan, Puerto Rico, 00900. A 'Same As Address Info' button is located at the bottom of the address section.

Customer Name	Karen Larson	Opening Balance	0.00000 USD
Type	Retail	Balance	8.36000 USD
		Customer Class	RE aVoz Retail
Address Info Additional Info Payment Info User Interface Call Features			
Credit Limit	00.00000		
Balance Warning Threshold	45.00000		
Preferred Payment Method	American Express		
Credit Card No.	3782xxxxxxx0000	Exp. Date	01/2008
CVV	****		
Name on Card	Karen Larson		
Address	PO Box 12345		
City	San Juan		
Country	UNITED STATES		
State	PR - Puerto Rico		
Postal Code	00900		
Same As Address Info			

The Payment Info tab specifies how you would like to pay for your account, as well as shows your credit limit. Once you reach your credit limit, or at the end of a billing period, your credit card will be debited the balance due.

The **Balance Warning Threshold** a limit you can set to advise you that you are approaching your credit limit. This should be less than your credit limit. Once you reach your credit limit, your service will automatically be suspended until a payment is received.

To change your payment method, select the **Preferred Payment Method** from the drop down list and enter the corresponding information. When you are finished, press **Save** or **Save & Close** to save this information. To exit without saving your changes, press **Close**.

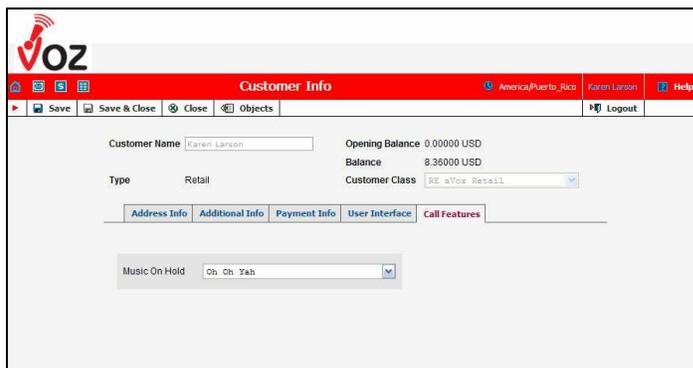
D. User Interface

The screenshot shows the 'Customer Info' page in the VOZ Account Management System. The 'User Interface' tab is selected, displaying fields for user preferences. The customer name is 'Karen Larson', with an opening balance of 0.00000 USD and a current balance of 8.36000 USD. The type is 'Retail' and the customer class is 'Retail'. The 'User Interface' section includes a login field with 'k Larson', a password field with masked characters and an 'Auto' button, and a time zone dropdown set to 'America/Puerto_Rico'. The 'Web Interface Language' is set to 'en - English'. There are sections for 'Output Format' and 'Input Format', each with dropdowns for Date and Time. The current output date is 12/31/03 and time is 7:40 PM. The current input date is 12/31/03 and time is 7:40:00 PM.

The User Interface tab allows you to modify your preferences for the VOZ Account Management System. Here, you can change your password, your preferred Web Interface Language, and change the formats of Dates & Times in your invoices and Call Detail Reports.

To save your changes, press **Save** or **Save & Close**. To exit without saving your changes, press **Close**.

E. Call Features – Music on Hold (Customer Default)



The screenshot shows the VOZ Customer Info interface. The top navigation bar includes the VOZ logo, a home icon, a save icon, a save & close icon, a close icon, an objects icon, and a logout icon. The main content area displays customer information for Karen Larson, including her name, opening balance (0.00000 USD), and current balance (8.36000 USD). The Customer Class is set to 'aVoz Retail'. Below this, there are tabs for Address Info, Additional Info, Payment Info, User Interface, and Call Features. The Call Features tab is active, showing a 'Music On Hold' dropdown menu with 'Oh Oh Yah' selected.

The Call Features tab allows you to specify your default Music on Hold for all of your accounts. To change your music on hold, press the drop down list and choose either:

- **NONE** to have no music on hold
- a preloaded song, or
- **Upload new music** to upload your own song

If you select Upload new music, two additional fields will pop up. Press **Browse** to find the music file on your PC. Once you have selected the file, enter the **Music Name** to name that song.



The screenshot shows a close-up of the 'Music On Hold' section. The 'Music On Hold' dropdown menu is open, showing 'Upload new music' as the selected option. Below this, there is an 'Upload' section with a text input field and a 'Browse...' button. The 'Music Name' section has a text input field.

Your Music On Hold changes will take effect in **approximately 10 minutes**.

VOZ's Music On Hold system supports the following audio file formats:

Type	Description
.aiff	AIFF files used on Apple IIc/Iigs and SGI.
.au	SUN Microsystems AU files.
.gsm	GSM 06.10 Lossy Speech Compression
.mp3	MP3 Compressed Audio
.ogg	Ogg Vorbis Compressed Audio.
.wav	Microsoft .WAV RIFF files.

V. Make Payment



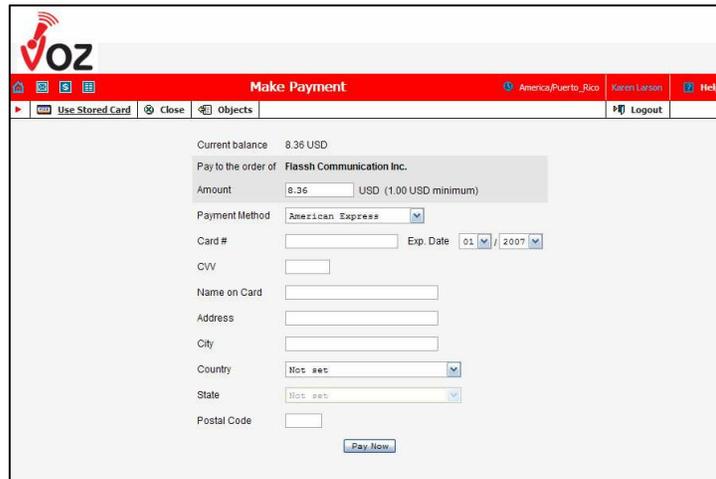
The screenshot shows the VOZ 'Make Payment' interface. The top navigation bar includes the VOZ logo, the title 'Make Payment', and user information: 'America/Puerto_Rico', 'Karen Larson', and a 'Help' icon. Below the navigation bar, there are three buttons: 'Use Other Card' (selected), 'Close', and 'Objects'. A 'Logout' button is also visible in the top right. The main content area displays the following information:

- Current balance: 8.36 USD
- Pay to the order of: **Flash Communication Inc.**
- Amount: USD (1.00 USD minimum)
- Using my American Express Card #: 3783xxxxxx2002
- A **Pay Now** button is located below the card number.

To make a payment to VOZ, select Make Payment from the main screen, and the above window will open.

To arrange for payment with the same credit card method on file, simply enter the amount which you wish to pay and press **Pay Now**. Your card will be charged and your payment applied to your account.

To arrange for payment with an alternative credit card, press the **Use Other Card** button on the menu bar.



The screenshot shows the VOZ 'Make Payment' interface with the 'Use Stored Card' option selected. The top navigation bar and user information are the same as in the previous screenshot. Below the navigation bar, there are three buttons: 'Use Stored Card' (selected), 'Close', and 'Objects'. A 'Logout' button is also visible in the top right. The main content area displays the following information:

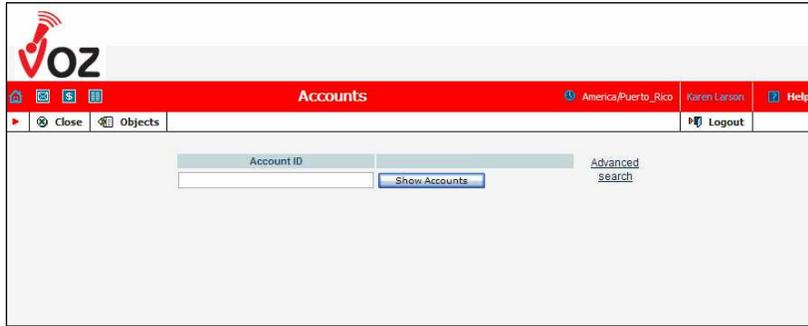
- Current balance: 8.36 USD
- Pay to the order of: **Flash Communication Inc.**
- Amount: USD (1.00 USD minimum)
- Payment Method: **American Express** (dropdown menu)
- Card #: Exp. Date: / / 2007
- CVV:
- Name on Card:
- Address:
- City:
- Country: **Not sec** (dropdown menu)
- State: **Not sec** (dropdown menu)
- Postal Code:
- A **Pay Now** button is located below the postal code field.

Enter the credit card information and press **Pay Now** to complete your payment.

VI. Accounts

Every customer in VOZ has at least one account, which corresponds to the service that you subscribed to. Accounts may be created for your Telephone Service plan, for features such as Virtual Number or Toll Free Number, or for prepaid calling card services.

To view your accounts, select **Accounts** from the VOZ Main Screen.



In the Accounts screen, if you know your Account ID, enter it into the Account ID field and press **Show Accounts**.

If you do not know your account ID, you can leave the Account ID field empty and press **Show Accounts** for a list of all your accounts.

You can also use the **Advanced Search** option if you have many accounts to narrow down the list.



A list of accounts will be displayed as show above. If you click on the **Account ID**, it will open the Account Information screens.

You can also view on this table the number of days that the service has been idle, the currency used (USD is the default – US Dollars), the type of account and the product associated with the account, as well as the status.

If your account is in good standing the Status field will be blank. If the account has been closed, blocked or frozen, an icon will appear in the Status field. Mouse-over the icon for a description of the status.

A. Account Info

Once you have selected an account to view, the following window will open:

The screenshot shows a web browser window with the VOZ logo in the top left. The title bar reads "Account Info / Retail Customer 'Karen Larson'". The browser's address bar shows "America/Puerto_Rico" and the user is logged in as "Karen Larson". The menu bar includes "Save", "Save & Close", "Close", "Objects", and "Logout". The main content area displays "Account ID 1787999999" and "Product R - VOZ Infnita". Below this is a tabbed interface with "Account Info" selected. The "Account Info" tab shows "Type Credit" and "E-mail karen@myemailaddress.com".

The **Account Info** tab will show you:

Type - which type of account this is (debit or credit)

Email – An email address which will be used to send information related to this particular account. You can leave this field blank if you want to use the default Customer email

B. Subscriber – 911 Information

The screenshot shows the "Subscriber" tab selected in the same interface. It contains two columns of form fields. The left column includes: "Company Name", "Mr./Ms./...", "First Name" (filled with "Karen"), "M.I." (empty), "Last Name" (filled with "Larson"), "Address" (filled with "Ave. Ponce de Leon 1234"), "Province/State" (filled with "PR"), "Postal Zip" (filled with "00900"), "City" (filled with "San Juan"), and "Country / Region" (filled with "Puerto Rico"). The right column includes: "Contact" (filled with "Karen Larson"), "Phone" (filled with "(787) 999-9999"), "FAX" (filled with "(787) 999-8888"), "Alt Phone", "Alt Contact", and "E-mail" (filled with "karen@myemailaddress.com").

The Subscriber Tab is where you will enter the **911 information** which related to this particular account. This **MUST** be the physical address of where the VOZ account is used – **DO NOT ENTER A PO BOX ADDRESS IN THIS TAB**. Failure to fill in the field accurately, or to modify in the event of moving, may result in errors in your 911 service.

IT IS THE RESPONSIBILITY OF EACH USER TO MAINTAIN THIS INFORMATION UP TO DATE FOR EACH PHONE NUMBER!

To save your changes, press **Save** or **Save & Close** on the menu bar. To exit without saving your changes, press **Close**.

C. Life Cycle

Account Info	Subscriber	Life Cycle	Call Features	Follow Me	Volume Discounts	Subscriptions	Voice Mail
Issue Date	01/18/07						
First Usage	01/18/07						
Last Usage	09/07/07 09:13:59 AM						
Last Recharge							

The Life Cycle tab shows you the date when the account was opened, the date of the first usage and the date of the last usage. You cannot modify any information in this tab.

D. Call Features

Account Info	Subscriber	Life Cycle	Call Features	Follow Me	Volume Discounts	Subscriptions	Voice Mail
Hide CLI	<input type="checkbox"/>	Yes		Preferred IVR Language	es - Spanish		
Hide CLI prefix	<input type="text"/>			Timeout, sec	45		
Show CLI prefix	<input type="text"/>						
Voice VPN Distinctive Ring	<input type="checkbox"/>	Yes					
Music On Hold	<input type="text"/>	Customer's default					

The Call Features tab lets you select the following options relating to your VOZ account:

Hide CLI: This allows you to hide your CLI information in outgoing calls. The default setting is yes.

Hide CLI prefix: This applies within a Virtual PBX environment. The default setting is to leave this field blank.

Show CLI prefix: This applies within a Virtual PBX environment. The default setting is to leave this field blank.

Voice VPN Distinctive Ring: This applies within a Virtual PBX environment to use a ring pattern different from the default one.

Music On Hold: If you'd like to specify a specific Music On Hold for this account, you can do so here. Follow the same instructions & guidelines as in Section 4e of this manual.

Preferred IVR Language: Here you can set your preferred language for the phone Interactive Voice Response system. These are the prompts or messages you would hear on your phone itself.

Timeout, sec: Specify the amount of time in seconds to wait until a call is answered. The default is 45 seconds.

To save your changes, press **Save** or **Save & Close** on the menu bar. To exit without saving your changes, press **Close**.

E. Follow Me – Call Forwarding

VOZ's powerful Follow Me system allows you to program extremely flexible call forwarding for your account. You can setup call forwarding on weekends between particular hours, on weekdays, on holidays – and you can change these settings at any time through the VOZ interface.

In the Follow Me tab, you'll see the above screen. Your options are:
The default setting for Follow Me is Never. You can also select:

- Never – this is the default setting, and will never forward calls.
- Always - to forward every call
- When Unavailable – to only forward calls after you specified timeout (you can set this in the Call Features tab – default is 45 seconds)

To add a new forward location, press **Add** on the menu bar. The following icons will then appear on the table on the screen:

To add a SIMPLE FORWARD, enter:

Name - such as Cell Phone, Home, Office or anything useful to you)

Destination – and enter the complete phone number to forward the call to

Timeout, sec – specify the number of seconds to wait until a call is answered before disconnecting (or trying the next forwarding number – see MULTIPLE FORWARDS)

Off – Check this to temporarily disable redirection to the follow-me number.

To edit an existing forwarding, press the Edit icon.

To remove a forwarding, press the Delete icon.

To add **MULTIPLE FORWARDS**, for example – first call Cell Phone, then Office, then Home:

- First setup a SIMPLE FORWARD
- Then press **Add** on the menu bar to add a second Forwarding entry.
- Using the Up/Down icons, you can arrange the forwarding in the order you desire. The top most number will be called first, following by the next number down, and so on.

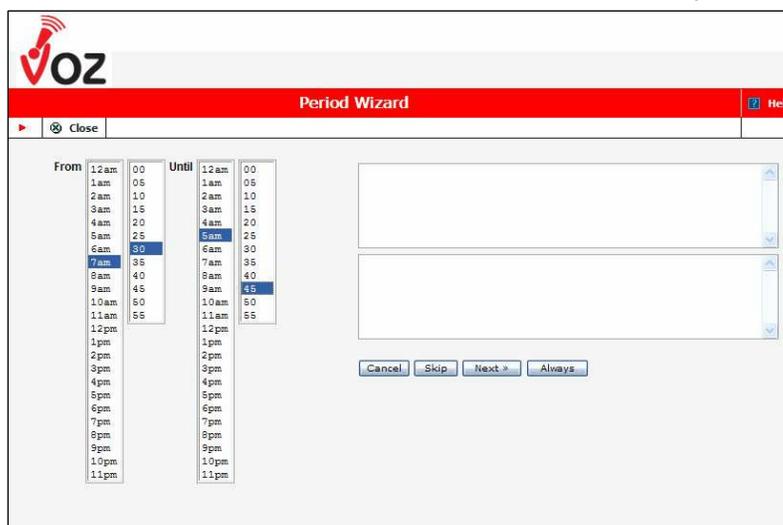
NOTE: A maximum of four forwards is permitted in Multiple Forwarding.

To add **FORWARDING RULES** – for example, on weekdays between 8am and 5pm, forward calls to my cell phone:

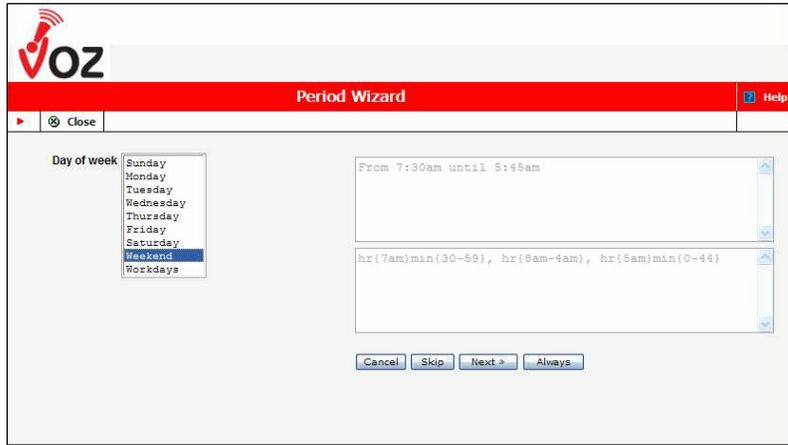
- Press **Add** on the menu bar
- In the table next to **Active**, you will see a wizard icon . Press this icon. The following window will open:



Press **OK**. The **Period Wizard** screen will then open.



- Select the Start Time and End Time from the lists and press **Next >**. If your rule is not time-dependent, press **Skip**. To setup the forwarding always (a Simple Forward) press **Always**. Press **Cancel** to cancel the rule.



- After you press **Next**, it will take you to the other rule options including days of the week, day of the month, Months, etc.

Above & below are two of the screens. Select the option you want & press **Next>** or press **Skip** to ignore this option.

If you'd like to select multiple options press the first option, then press **Ctrl** and click the next option(s). Press **Next>** to continue.



- When you are finished, the Period Definition Completed window will open. Press **Finish** to end, or press **Add another definition to this period** to continue adding rules. Press **Test Period** to initiate a test. To exit the screen, press **Close**.



F. Volume Discounts (on applicable plans)

Account Info	Subscriber	Life Cycle	Call Features	Follow Me	Volume Discounts	Subscriptions	Voice Mail
Destination Group	Threshold	Used	Remaining	Current Discount	Next Discount Level	Discount Info	
Canada	N/A	2.8 min	0 min	100% (free call)	N/A		
Puerto Rico	N/A	74 min	0 min	100% (free call)	N/A		
United States	N/A	50.4 min	0 min	100% (free call)	N/A		

If you have a service that has an applicable Volume Discount , you may have a Volume Discount tab. In here, you can see all the discounts which your account has configured. Some examples may be 100% free calls to Canada, Puerto Rico and the United States. Others may be discounts on particular rates.

You cannot change any information within the Volume Discount tab.

G. Subscriptions

Account Info	Subscriber	Life Cycle	Call Features	Follow Me	Volume Discounts	Subscriptions	Voice Mail
Subscription	Discount Rate, %	Start Date*	Activation Date	Finish Date	Billed To	Obligatory	
Pending Subscriptions							
Active Subscriptions							
#AF DIR Listing Blocking	100 (subscr_cust_default_discount)	01/23/07	01/23/07		08/31/07		
#RE VOZ Infnita	100 (subscr_cust_default_discount)	01/18/07	01/18/07		08/31/07		
Closed Subscriptions							

The Subscriptions tab lets you see other subscriptions which you have that are associated with your account. These may include Directory Listing, your Account Service Plan, and various other plans.

You cannot change any information within the Subscriptions tab.

H. Voice Mail - and Faxmail (on applicable plans)



The screenshot shows a web interface with a navigation bar at the top containing tabs: Account Info, Subscriber, Life Cycle, Call Features, Follow Me, Volume Discounts, Subscriptions, and Voice Mail. The 'Voice Mail' tab is active. Below the navigation bar, there is a text input field labeled 'Email to send Messages:' containing the email address 'karen@myemailaddress.com'. Below this field is an 'Action' dropdown menu with the following options: Forward (selected), None, Forward, Notify, and Copy.

If you have a service that includes Voice Mail, you will have a Voice Mail tab. In the Voice Mail tab, you can configure how to handle your voicemail messages.

Your options for handling voicemail & faxmail messages are:

None: Voicemail messages will be left in your voicemail box and can be retrieved through your telephone by dialing *98 and following the prompts. **NOTE:** *You will be unable to receive faxmail if you have setup None as your handling option.*

Forward: Voicemail & faxmail messages will be forwarded to the email address which you specify in the **Email to send Messages** field. You will not be able to retrieve message from your telephone by dialing *98.

Notify: You will receive a message to the email specified that you have a voicemail message. You will need to dial *98 from your phone to retrieve the message. **NOTE:** *You will be unable to receive faxmail if you have setup None as your handling option*

Copy: Voicemail & faxmail messages will be both Forwarded to the email specified as well as a copy left in your voicemail box. **NOTE:** *You must frequently remember to dial *98 and delete your voicemail messages! Deleting your message from email will not cause it to be deleted in your voicemail box.*

To save your changes, press **Save** or **Save & Close** on the menu bar. To exit without saving your changes, press **Close**.

VII. xDR Browser

VOZ's xDR Browser lets you view the Call Detail Records for all of your accounts, on a account-by-account basis, or united into one report. You can specify the calling period, and you can download the detail into an Excel file for analysis.

To view your Call Detail Records, select xDR Browser from the Main Screen. The following screen will appear.

The screenshot shows the 'xDR History For 'Karen Larson'' interface. At the top, there's a red header with the VOZ logo and user information. Below the header, there are navigation buttons: Close, Download, Objects, and Logout. The main area contains several input fields: 'From Date' set to 09/01/07, 'To Date' set to Now, 'Service Type' set to All, and 'Show xDRs For' set to Customer And Credit Accounts. A 'Show xDRs' button is located at the bottom of the form.

To generate a report, complete the following fields:

From Date: Specify the Date and the Hour

To Date: Specify the Date and the Hour. The default is Now.

Service Type: Specify from the drop down list the services to include in the report. The default is All.

Show xDRs for: Specify the accounts to show the report for. The default is Customer and Credit Accounts – which is All Accounts.

Press **Show xDRs** to show the report & the following screen will appear.

The screenshot shows the 'xDR History For 'Karen Larson'' report. The top section is a summary table with the following data:

Customer	Karen Larson	Credits/Refunds	0.00000 USD
From	09/06/07 09:54 AM	Payments	0.00000 USD
To	09/07/07 09:55 AM	Subscriptions Charged	0.00000 USD
Total Transactions	19	Services Charged	0.00000 USD
		Total	0.00000 USD

Below the summary is a link: [Show Totals By Service Types](#)

The main section is titled 'Voice Calls' and contains a table with the following columns: From, To, Country, Description, Date/Time, Charged time, min:sec, and Amount, USD.

From	To	Country	Description	Date/Time	Charged time, min:sec	Amount, USD
1787999999	1800999999	UNITED STATES	Toll-Free	2007-09-07 09:13:00	1:06	0.00000
1787999999	17871234567	PUERTO RICO	Proper	2007-09-07 07:28:10	0:30	0.00000
1787999999	17871234567	PUERTO RICO	On-Net	2007-09-07 07:24:28	0:50	0.00000
1787999999	17868976452	PUERTO RICO	On-Net	2007-09-07 06:59:50	0:26	0.00000
1787999999	17871234567	PUERTO RICO	On-Net	2007-09-06 20:26:29	4:56	0.00000
1787999999	17871234567	PUERTO RICO	On-Net	2007-09-06 15:16:54	0:04	0.00000
17879876541	17879999999	PUERTO RICO	On-Net	2007-09-06 15:16:54	0:04	0.00000
17879999999	17871234567	PUERTO RICO	Proper	2007-09-06 15:04:47	0:30	0.00000
17879999999	17871234567	PUERTO RICO	On-Net	2007-09-06 12:50:38	0:04	0.00000
17879999999	17871234567	PUERTO RICO	On-Net	2007-09-06 12:50:38	0:04	0.00000
17879999999	17871234567	PUERTO RICO	On-Net	2007-09-06 12:27:55	0:05	0.00000
17879999999	17871234567	PUERTO RICO	On-Net	2007-09-06 12:17:08	5:32	0.00000
17879999999	17871234567	PUERTO RICO	On-Net	2007-09-06 12:09:43	1:06	0.00000
17879999999	17871234567	PUERTO RICO	On-Net	2007-09-06 11:50:19	17:51	0.00000
17879999999	17871234567	PUERTO RICO	On-Net	2007-09-06 11:45:46	3:09	0.00000
17879999999	17871234567	PUERTO RICO	On-Net	2007-09-06 11:00:54	5:56	0.00000
17879999999	17871234567	PUERTO RICO	On-Net	2007-09-06 11:00:54	5:56	0.00000
17879999999	17871234567	PUERTO RICO	On-Net	2007-09-06 10:51:22	2:02	0.00000
17879999999	17871234567	PUERTO RICO	On-Net	2007-09-06 10:51:22	2:02	0.00000
Subtotal					52:13	0.00000

If you'd like to save your report to an Excel spreadsheet, Press Download from the menu bar. The following screen will open

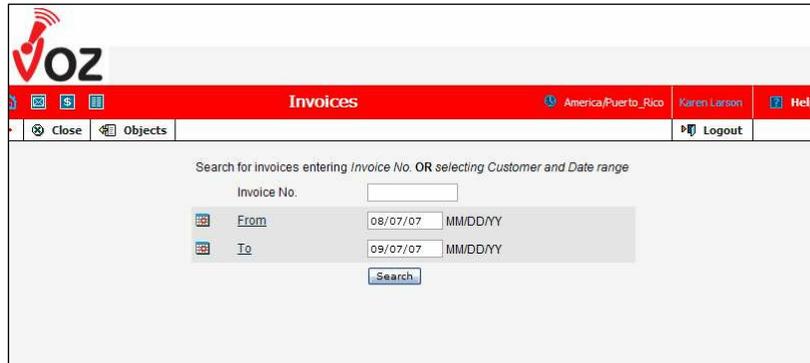


Press Open to open the file. Press Save to save it on your hard drive. Or press cancel to cancel the download.

VIII. Invoices

VOZ sends invoices to its customers via email each month, generally on the first day of the month. The invoices will be sent to the email specified in the Address Information of the Customer Info. See section 4a of this manual for assistance with this. You can also go online and download or view your invoices in PDF format.

To view your invoices, select **Invoices** from the Main Screen. The following window will open:



The screenshot shows the VOZ Invoices search interface. At the top, there is a red header with the VOZ logo and the word "Invoices". Below the header, there are navigation buttons: "Close", "Objects", "Logout", and "Help". The main area contains a search form with the following fields:

- Invoice No. (text input)
- From (date input, MM/DD/YY, value: 08/07/07)
- To (date input, MM/DD/YY, value: 09/07/07)
- Search (button)

If you know your Invoice No., you can enter it into the **Invoice No.** field. Otherwise, specify the From date and the To date and press **Search** to view all invoices between those two dates.

The following table will open on the screen:

View	No.	Date	Payment Status	Period From	Period To	Due Date	Amount Due
	421	09/01/07	Do not pay	08/01/07	08/31/07	09/09/07	-235.42 USD

To view an invoice, click the  icon next to the invoice number. This window will then open:



Press **Open** to open the file, or **Save** to save it on your hard drive. To cancel, press **Cancel**.