



Profile and Settings User Guide

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Logging Into Your Phone Account

1. Open your web browser
2. In the address bar, type nms.amplex.net
3. **Optional: You can bookmark this page** to access your phone account easier in the future.
4. Enter Your Login Name - FullPhoneNumber@amplex.net
Example : 41975309@amplex.net
5. **Enter Your Password** - by default is **1111** (See Page 5 for instructions on changing your password. Only numerical passwords are supported.)
6. Click **Log In** to continue



The image shows a login interface for 'AMPLEX PHONE'. At the top left is a logo consisting of a stylized 'A' made of orange and yellow squares above a black triangle. To the right of the logo, the word 'AMPLEX' is in large, bold, black capital letters, with 'PHONE' in smaller, black capital letters below it, separated by a horizontal line. Below the logo and text, there are two input fields. The first is labeled 'Login Name' and contains the text 'PhoneNumber@amplex.net'. The second is labeled 'Password' and is empty. Below the password field is a blue button with the text 'Log In' in white. At the bottom of the page, there is a copyright notice: 'Copyright © 2011–2013 by NetSapiens, Inc.' and 'Manager Portal: Version 1222-3-2'.

Login Name

PhoneNumber@amplex.net

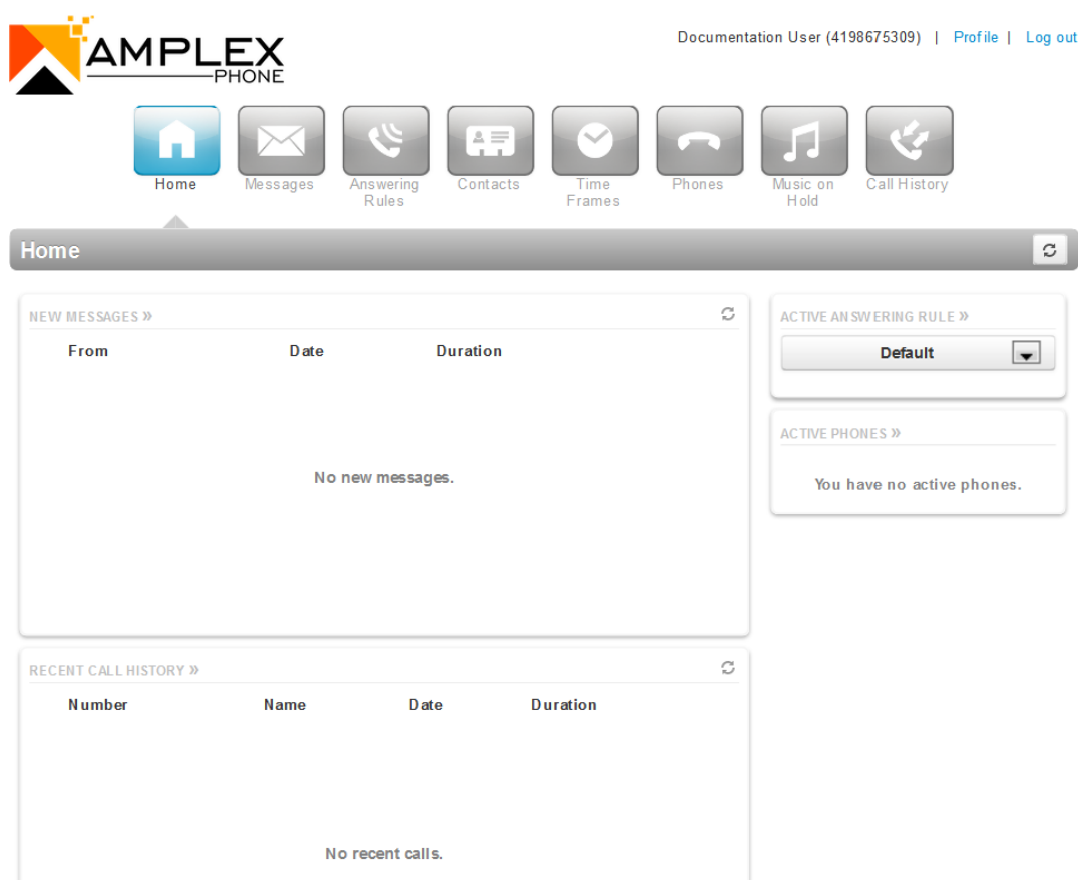
Password

Log In

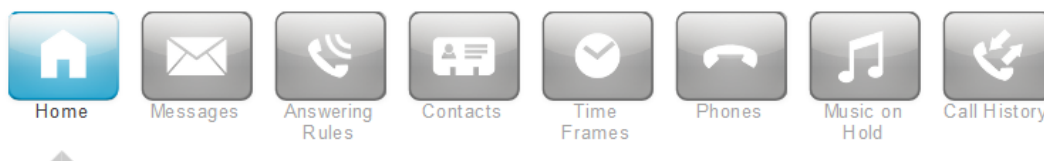
Copyright © 2011–2013 by NetSapiens, Inc.
Manager Portal: Version 1222-3-2

Home

- The homepage will provide you with an overview of your account information
- In the very top, right hand corner are 2 links: **Profile** and **Log Out**.
- Notice the links bar at the top of the page to access other areas of the website (Messages, Answering Rules. Contacts etc.)
- The home page will display new voicemails under the news messages box.
- On the bottom of the page is a recent call history (incoming, outgoing, and missed calls)
- On the right side you can see what Answering Rule is active (Page 16)



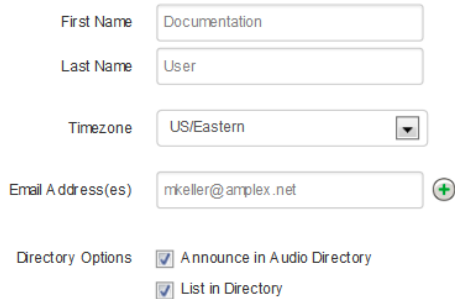
- At the top of every page, you will see the main menu navigation panel
- Each tab below is discussed, in depth, throughout this manual



Profile Settings

- From the Home page, click [Profile](#) on the top right corner of the page.
- This is where you will see your name, time zone, email addresses on the account, and be able to change your password.
- By default, the time zone is set to Eastern Standard Time, this option is able to be changed.
- Residential users leave the Directory Options boxes checked.
- Business users can choose to have individual lines listed in an auto-attendant directory.

Profile



The Profile Settings form contains the following fields and options:

- First Name:** Text input field with the value "Documentation".
- Last Name:** Text input field with the value "User".
- Timezone:** Dropdown menu showing "US/Eastern".
- Email Address(es):** Text input field with the value "mkeller@amplex.net" and a green plus icon to the right.
- Directory Options:** Two checkboxes, both of which are checked:
 - ☒ Announce in Audio Directory
 - ☒ List in Directory

Configuring Caller ID Settings

Caller ID Information



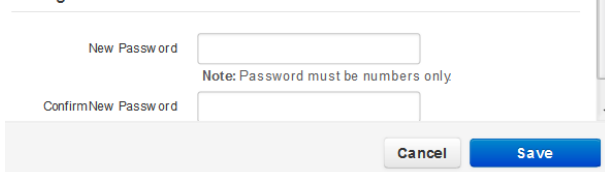
The Caller ID Information form contains the following fields:

- Area Code:** Text input field with the value "[*]".
- Caller ID:** Text input field.
- 911 Caller ID:** Text input field.

1. Enter Area Code - 419
2. In the Caller ID box, type your phone number, all numbers - this is what will be displayed when calling others with Caller ID
3. 911 Caller ID can only be changed by contacting Amplex if you move to a new address.

Changing Account Password

Change Password



The Change Password form contains the following fields and elements:

- New Password:** Text input field.
- Confirm New Password:** Text input field.
- Note:** Password must be numbers only.
- Buttons:** "Cancel" and "Save" buttons at the bottom right.

- Scroll to the bottom of Profile Settings
- All passwords must be all numbers, no letters
- It is important to change the password from the default login password (1111)
- Type the new password in, confirm the password in the second box
- Be sure to write down your new password here _____
- Click [Save](#) to continue

Messages

- On the top shortcut links—click [Messages](#)
- In this tab is where you can see all new, saved and deleted voicemail messages
- By default new messages will be displayed
- You will also notice the [Refresh](#) button on the right hand side of the page to check for new messages
- There is a blue [Settings](#) link, click on the link and this is where voicemail options will be configured

The screenshot displays the AMPLEX PHONE web interface. At the top left is the AMPLEX PHONE logo. To the right, it shows the user 'Documentation User(4198675309)' with links for 'Profile' and 'Log out'. Below the header is a row of eight icons: Home, Messages (highlighted with a blue border), Answering Rules, Contacts, Time Frames, Phones, Music on Hold, and Call History. The 'Messages' section is active, showing a 'Messages' tab and a 'Settings' link with the text 'CLICK HERE TO CONFIGURE VOICEMAIL'. Below this is a 'New' dropdown menu. A text label states 'Drop down menu will display :', followed by a list: 'New messages', 'Saved messages', and 'Deleted messages'. At the bottom, a large message reads 'You have no new messages.' A 'CLICK TO REFRESH PAGE' button with a refresh icon is located in the top right of the Messages section.

Documentation User(4198675309) | [Profile](#) | [Log out](#)

Home Messages Answering Rules Contacts Time Frames Phones Music on Hold Call History

Messages [CLICK HERE TO CONFIGURE VOICEMAIL](#) [CLICK TO REFRESH PAGE](#)

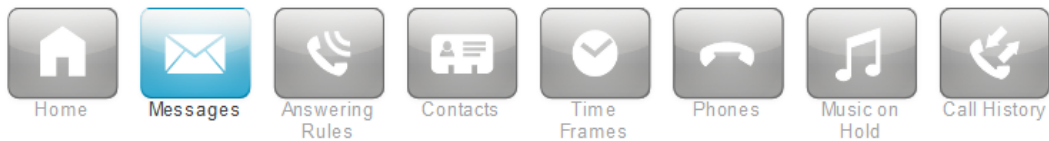
Messages [Settings](#)

New

Drop down menu will display :

- New messages
- Saved messages
- Deleted messages

You have no new messages.



Messages


[Messages](#)
[Settings](#)
☒ **Enable Voicemail**

Inbox

- Options
- ☐ Sort voicemail inbox by latest first
 - ☐ Announce voicemail received time
 - ☐ Announce incoming call ID

Greetings

Voicemail Greeting

[Manage](#)

Recorded Name



Unified Messaging

Email Notification

Message Settings

- Clicking [Settings](#) will display all options relating to messages and greetings
- In this window you can : Turn voicemail on/off, change voicemail time settings, change the greeting that callers will hear, configure email notifications

Configuring Voicemail

- To configure voicemail ensure the box is checked next to **Enable Voicemail**
- Under **Inbox Options** there are three different choices to enable / disable this purely the users choice

Configuring Voicemail Continued

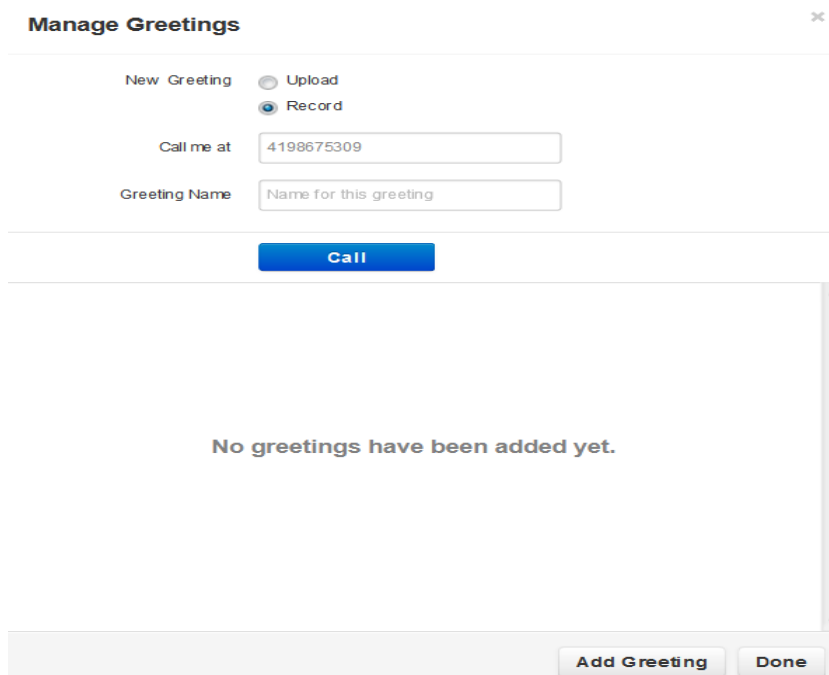
2a. **Sort voicemail inbox by latest first** - if this box is checked when you check for voicemail messages the **oldest** messages will play first (this could be a useful tool by returning older messages before the most recent)

2b. **Announce voicemail received time** - if you check this box, when you listen to your voicemails at the beginning of the message the timestamp will be read aloud

2c. **Announce incoming caller ID** - this option will read the phone number of the caller before the message starts to play (this is very useful when checking messages if the caller didn't leave a phone number)

Configuring Greetings

- For first time users, there will be no personalized greeting. The next steps will show you how to setup and manage a greeting
 - Notice the voicemail greeting dropdown menu is empty
 - Next to the drop down menu there are 2 buttons : the first is to play the current message (there are none) and the button to the right (looks like a speaker) is to setup greetings
3. Click the speaker button next to Voicemail Greeting (if you move your mouse over the speaker it will say Manage)
4. This will display the options to manage greetings



5. To create a new greeting you have two options : Upload or Record.

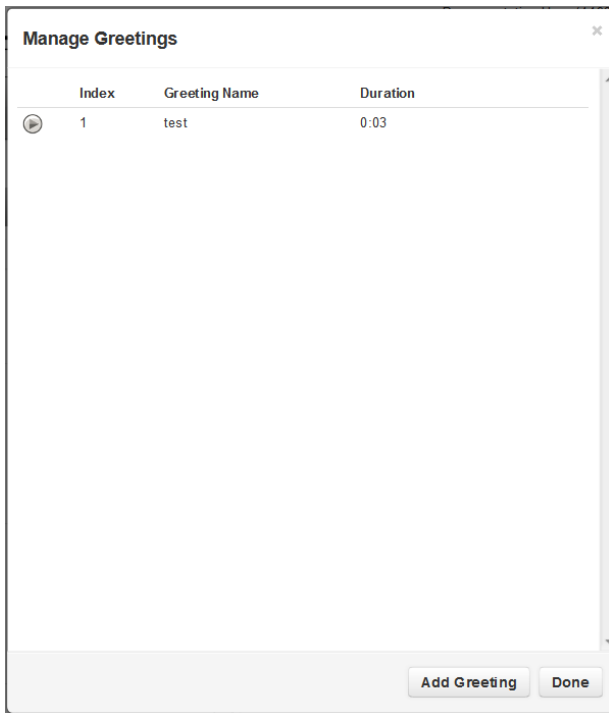
5a. With the **Upload** feature you can browse your computer for an audio file that is saved - if you are unsure of how to do this, use the record option.

5b. The **Record** option, when selected, will ask for a phone number to be called. This will call the phone number entered and the recording will be made over the phone.

Configuring Greetings Continued

5c. Enter a name for the voicemail greeting about to be created

5d. Click **Call**, wait for your phone to ring and after the beep begin recording, when finished hit the # button on your telephone



Index	Greeting Name	Duration
1	test	0:03

Buttons: Add Greeting, Done

5e. Once the call has ended, you will notice the **manage greeting** page on the computer has changed

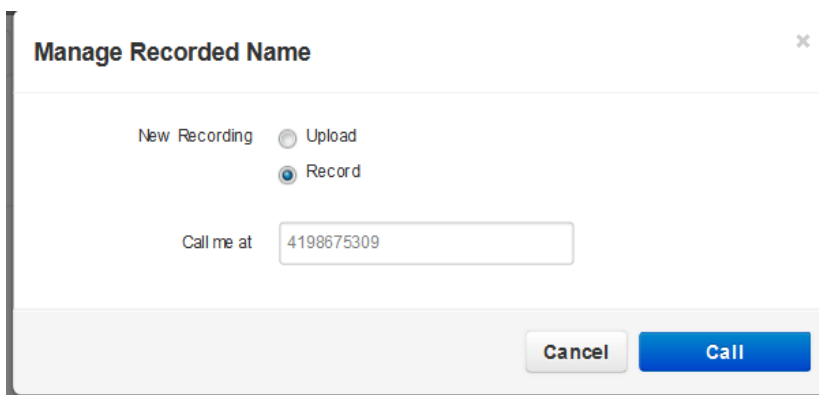
5f. Click the **Done** button at the bottom right hand side of the page

5g. Click the **Refresh** button on the messages website

5h. Now the voicemail greeting drop down menu will have a greeting to choose (in this example the recording is called “test”)

NOTE: You can always preview your voicemail recording by clicking the preview button next to the greeting name

Managing Recorded Names



New Recording: ☐ Upload ☒ Record

Call me at: 4198675309

Buttons: Cancel, Call

This setting will allow you to record your name so when leaving voicemails for others your recorded name will also play

6. To make your name recording click the **speaker icon** next to recorded name under the greetings subsection

6a. Just like recording the voicemail

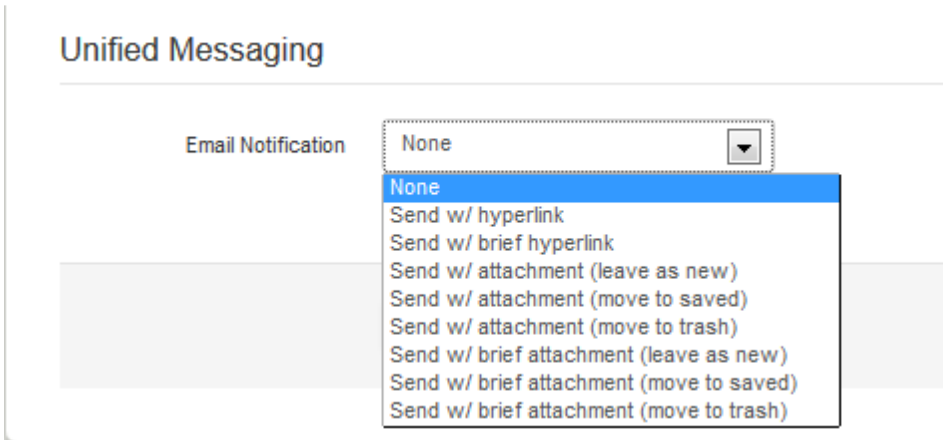
you can either upload the recording, or have the system call your phone

6b. When you make the recording be sure to only state your name - either your first and last name, or just your first name

6c. The recording will automatically save, and use the name recording when applicable

Unified Messaging Options

- This dropdown menu is used to setup email notification preferences for received voicemails
- Any email that is sent will be sent to the email address added previously in this guide
- Each option will be explained below
- This settings can be changed at anytime to fit your needs



1. Still under Message Settings scroll to the bottom of the page and you will find **Unified Messaging** - the settings are used to configure email notifications

None - No email notification is desired

Send w/ hyperlink - an email with a link to log into the website to check voicemail

Send w/ brief hyperlink - will still give you the link to check online, but will also show a brief summary of the message (caller, duration etc.)

Send w/ attachment (leave as new) - will send an attachment of the voicemail which won't require logging into the website, simply download the attachment and listen (leave as new will still show up as an unread message when checking your voicemail later)

Send w/ attachment (move to saved) - will still send an attachment, but will move the voicemail from the new folder to the saved folder

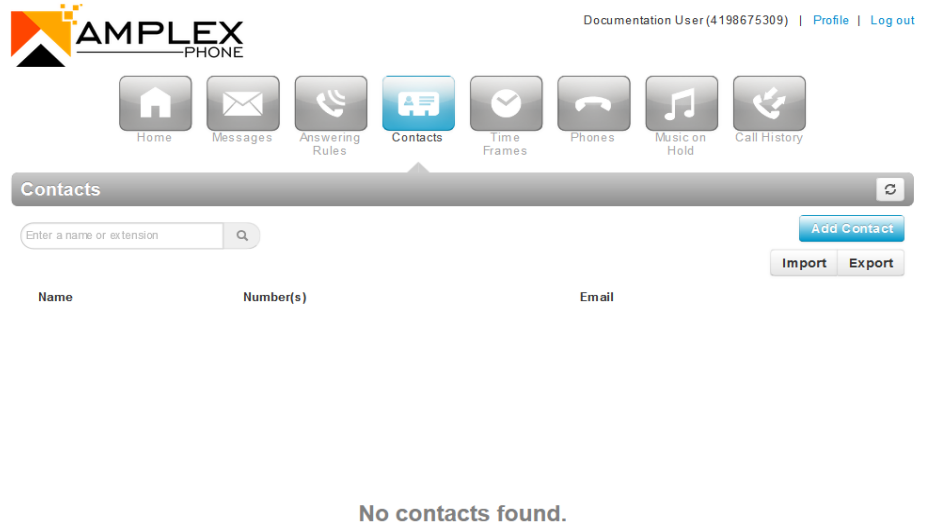
Send w/ attachment (move to trash) - will send an email attachment with messages, but will move the message to the trash folder

NOTE: Send w/ brief attachment will send an email with attachment, but will also add a brief summary of the message in the email - the move to folder options are the same as above

- Click [Save](#) to apply changes made

Contacts

- On the top menu bar there is a button for **Contacts** - click on contacts
- This will display contacts that are currently saved in your address book
- It isn't necessary to add contacts to the system, but some do find it beneficial
- When callers leave a voice mail, instead of just the number showing up, their name would be displayed
- Contact lists can easily be imported from Google, Outlook, and Apple V-card
- Likewise, exporting contacts is very simple and quite useful



Add New Contact

The screenshot shows a modal window titled 'Add Contact' with a close button (X) in the top right corner. The form contains several input fields: 'First Name', 'Last Name', 'Work number', 'Mobile number', 'Home number', and 'Email'. At the bottom of the form are two buttons: 'Cancel' and 'Save'.

1. In the top right corner, click **Add Contact**
2. Enter all the contacts information
3. Once all the information is filled out, click **Save**
4. Now that persons information will be displayed on the main contacts list
5. When hovering over the contacts name, you will see a pencil icon and

a red **X** on the right - the **pencil icon** allows you to edit the contact if changes need to be made and the **X** will delete that contact

6. While hovering next to the name, you can star the contact - they are now in a favorites list

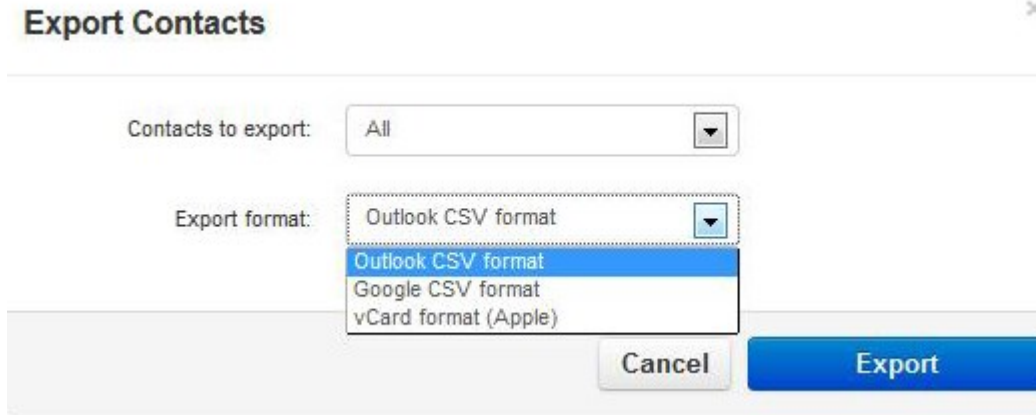
Exporting Contacts

NOTE: This step **is not** required to use the voicemail service, this is just a “how to guide” if you would like to take advantage of all the features we offer

1. The top right corner of the contacts tab is a button the says **Export**, click the link

2. This will open up a menu in which you can choose the format and which contacts you would like to export

3. You will have the option to export all contacts, or just your favorites



The screenshot shows a dialog box titled "Export Contacts". It contains two dropdown menus. The first, labeled "Contacts to export:", has "All" selected. The second, labeled "Export format:", has "Outlook CSV format" selected and is open, showing a list of options: "Outlook CSV format" (highlighted in blue), "Google CSV format", and "vCard format (Apple)". At the bottom right of the dialog are two buttons: "Cancel" and "Export".

4. Next, you will need to choose what format to export the contact list in

5. You can choose Outlook CSV format and save it as an Excel spreadsheet to later import into Microsoft Outlook

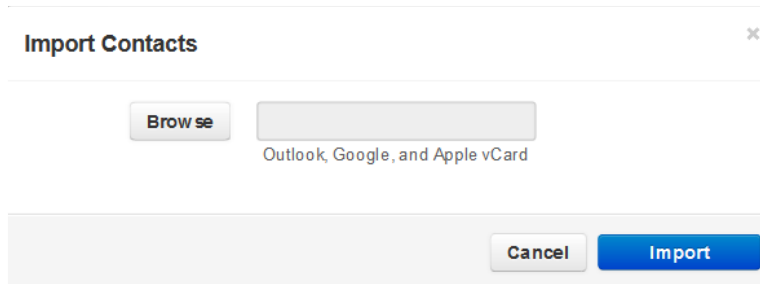
6. Exporting as a Google CSV format is useful if you would like to update your contacts associated with your Google account (Especially for Android users)

7. vCard (Apple) format is what you will want to export in if you are using a Mac computer (or have an iPhone)

8. Once you have made your selection click **Export** and choose either to save the file, or open the file

Importing Contacts

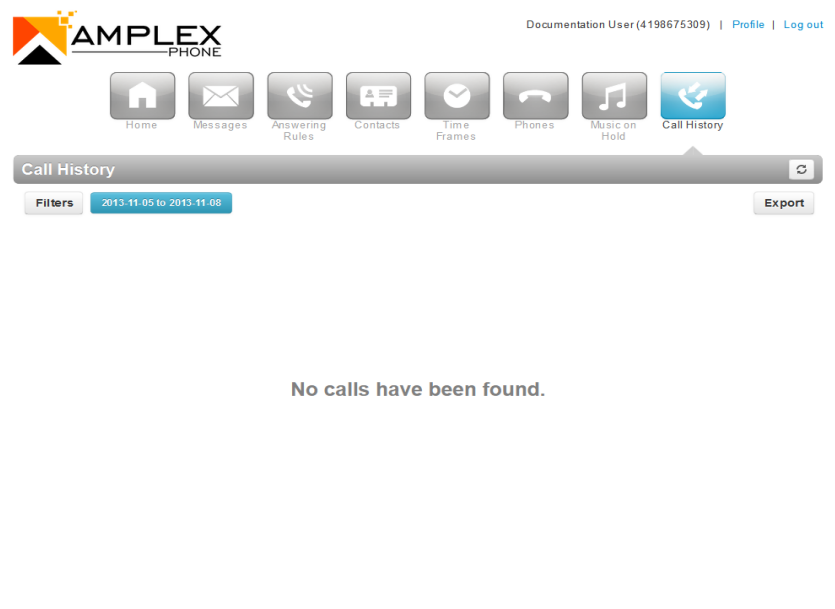
1. Under the contacts tab, click on the **Import Contacts** tab
2. In order to be able to import contacts, you must have exported a file with contacts from another service (it could be Outlook, a Gmail account, or another service where your contacts could be stored)



3. Click **Browse** and find the file that you exported from another service
4. Select **Import** and your contacts will now be loaded into the contact list

Call History

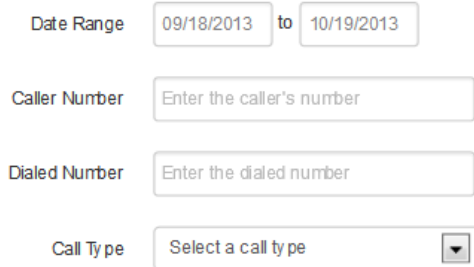
- On the top menu bar there is a button for Call History, click **Call History**
- This will display a complete list of calls (dialed, received, and missed calls)
- You will be able to see call duration and the time of the call
- There is a filter option to narrow down what information is displayed
- You are also able to export call history into a document



Adding Filters in Call History

1. To add filters in Call History, click **Filters**

Call History Filters



2. From here you can customize the date range, caller number, dialed number and also if it was an inbound, outbound or missed call
3. You will always need to have a range of dates entered, from there is where you can narrow it down with the other options
4. If you're looking for a specific phone number dialed and called for

the month of June, enter 06/01/2013 to 06/30/2013 and enter the phone number in both Caller Number and Dialed Number fields and click **Set Filters**

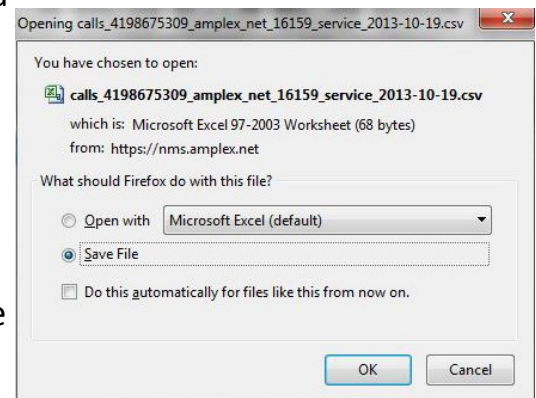
5. This will now only display the month of June for that one specific phone number

Clearing Call Filters In History

1. To clear an existing filter, click **Filters**
2. You will need to have a date range entered - most commonly for the month
3. Leave all other fields blank and click **Set Filters**
4. This will now display all calls for the month

Exporting Call History

1. Just like with contacts, you can export Call History into a document
2. Set a filter to what time, numbers, type of call etc. click **Set Filter**
3. At the top right corner of Call History, click **Export**
4. Select either which program to open with or to save the file and click **OK**



Timeframes

- Great utility to block, forward or send calls straight to voicemail
- Advanced options when filtering calls
- Must be setup prior to use of Answering Rules

Setting up Timeframes

1. Click **Timeframes** from the top shortcut links

2. This is where currently configured Timeframes will be displayed

3. To add a new Timeframe, click **Add Time Frame**

4. Name the new Timeframe

5. Select the duration of the Timeframe, it can be all the time, during specific times/days, or a specific range of dates

Add a Timeframe

Name

Note: Name cannot be changed

When ☒ Always

☐ Certain days of the week and times

☐ Specific dates or ranges

Cancel

Save

Add a Timeframe

Name

Note: Name cannot be changed

When ☐ Always

☒ Certain days of the week and times

☒ Sunday

12:00 AM 6:00 AM 12:00 PM 6:00 PM 11:59 PM

+

☒ Monday

12:00 AM 6:00 AM 12:00 PM 6:00 PM 11:59 PM

+

☒ Tuesday

12:00 AM 6:00 AM 12:00 PM 6:00 PM 11:59 PM

+

☒ Wednesday

12:00 AM 6:00 AM 12:00 PM 6:00 PM 11:59 PM

+

☒ Thursday

12:00 AM 6:00 AM 12:00 PM 6:00 PM 11:59 PM

+

☒ Friday

12:00 AM 6:00 AM 12:00 PM 6:00 PM 11:59 PM

+

☒ Saturday

12:00 AM 6:00 AM 12:00 PM 6:00 PM 11:59 PM

+

☐ Specific dates or ranges

Cancel

Save

6. Once a Timeframe is configured, click **Save**

7. Next we will use these Timeframes to create Answering Rules

Answering Rules

- Uses existing Timeframes to forward, block or restrict calls
- Highly customizable to times on certain days of the week, to a span of weeks
- Great feature to forward calls to cell phones while at work
- Ability to block all calls during specific times, such as dinner time
- Great resource for businesses

Adding a new Answering Rule

1. Click **Answering Rules** from the top shortcut menu
2. On the right side of the page, click **Add Rule**

3. Next to Time Frame, click on the dropdown menu and select a timeframe which you have already created
4. From here is where you can customize what you want to happen during that time
5. If you choose **Do Not Disturb**, all calls will go directly to voicemail
6. **Call Screening** can be used to screen calls before deciding to answer a call

Add an Answering Rule

Time Frame

This is when your answering rule will apply

☒ Enabled

☐ Do not disturb

☐ Call screening

Call Forwarding

☐ Always

☐ When busy

☐ When unanswered

☐ When offline

☐ Simultaneous ring

☒ Include user's extension

☐ Ring all user's phones

☐ Answer confirmation for offnet numbers

☒ Just ring user's extension

Call Forwarding

- **Always** - will always forward calls to another number or extension (good for vacations)
- **When Busy** - will forward to another phone line if the original line is busy
- **When Unanswered** - if the line doesn't answer you can forward the call
- **When Offline** - If the phone is turned off, the call will automatically be forwarded

NOTE: Only use the features you wish, call forwarding can be disabled by not selecting any of the above features

Adding an Answering Rule Continued

☐ Simultaneous ring

☒ Include user's extension

☐ Ring all user's phones

☐ Answer confirmation for offnet numbers

Enter an extension or phone number 

☒ Just ring user's extension

Cancel Save

- These remaining options are best utilized in an office setting
- Make sure **Just Ring User's Extension** is checked
- Click **Save** to continue

Allowed/Blocked Numbers

- Ability to block all restricted or unknown numbers
- Adds a level of security to block unwanted callers from reaching you
- Can setup a list of numbers allowing only those to come through
- Useful tool that can benefit everyone

Allow/Block Numbers Setup

- From the Answering Rules tab, click **Allow/Block Numbers** on the right hand side of the page
- The Allowed Numbers, on the left is a very secure way of managing your calls, only the numbers entered will ring through
- If you want all unknown/restricted calls blocked, check the box at the bottom
- To block a single number, click the **+** on the right side of the dialogue box and type the phone number in
- When finished adding numbers, click **Done**

Allow and Block Numbers

ALLOWED NUMBERS

Enter a number 

BLOCKED NUMBERS

Enter a number 

☐ Block anonymous or unknown

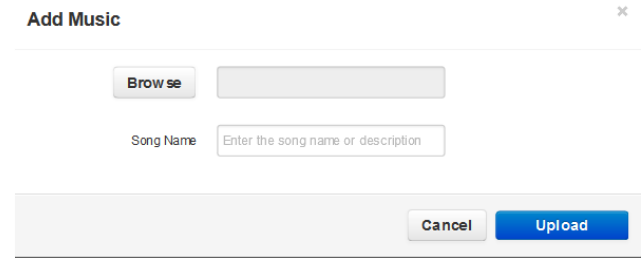
Done

Music on Hold

- A feature that will play a sound file while callers are placed on hold
- Typically used by business customers, home customers can utilize the feature

Configuring Music on Hold

1. Click **Music on Hold** from the top shortcut menu
2. In the top right corner, click **Add Music**
3. **Browse** for the music file you wish to use
4. Title the song, give a description
5. Click **Upload**



The 'Add Music' dialog box has a title bar with a close button (X). It contains a 'Browse' button next to a text input field. Below this is a 'Song Name' label followed by a text input field with the placeholder text 'Enter the song name or description'. At the bottom right are 'Cancel' and 'Upload' buttons.

Music on Hold Settings

- Used to play a greeting for the caller before the phone will ring
- User can either record their own greeting, or upload a file

1. From the Music on Hold main page, click **Settings** on the top right side of the page

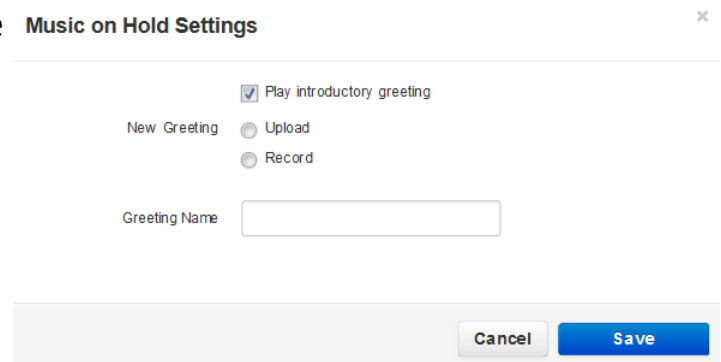
2. Check **Play Introductory Greeting**

3. If you choose to upload a greeting, click **Upload** then browse for the file you would like to use

4. Click **Record** and you will receive a phone call, the same way used to setup voicemail

5. Name the Greeting

6. Click **Save** to continue



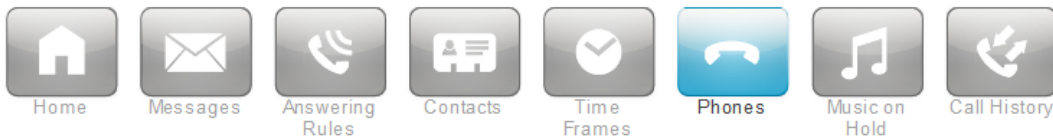
The 'Music on Hold Settings' dialog box has a title bar with a close button (X). It contains a checked checkbox for 'Play introductory greeting'. Below this is a 'New Greeting' section with two radio buttons: 'Upload' (selected) and 'Record'. Below the radio buttons is a 'Greeting Name' label followed by a text input field. At the bottom right are 'Cancel' and 'Save' buttons.

ATA Provisioning

- Displays information about your VOIP Service
- Accessible from the top menu links
- If another phone line is needed contact Amplex, and an associate will guide you through the process



Documentation User(4198675309) | [Profile](#) | [Log out](#)



Phones / Documentation User (4198675309)



[Add Phone](#)

Registered	Name	Device Type	IP Address	MAC Address	Line
X	4198675309	-	-	-	-