Wire your business for *success*®

BUSINESS PHONE
USER'S MANUAL

INSIDE:
- PHONE PLANS
- HOW TO ACCESS YOUR FEATURES ONLINE

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BUSINESS CARE
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WELCOME TO CABLE ONE BUSINESS.

Thank you for choosing Cable ONE Business. We know your small business is all about serving customers, increasing sales and improving profitability. You can count on us to supply the customizable communication solutions and cutting-edge connections that are essential to running a successful business.

At Cable ONE Business, we're here to help you take your organization to the next level of efficiency and profitability.

BUSINESS PHONE PLANS

Feature/Plan	Fax Line	Standard Voice Line	Unlimited Voice Line	Voicemail & Auto Attendant
PLAN DETAILS	Free local faxing	Free local calling	Free local calling	A la carte
	$0.10/minute for local toll and long distance (Lower 48 states)	$0.10/minute for local toll and long distance (Lower 48 states)	Free local toll and long distance (Lower 48 states)	
	Standard rates for OS/DA, extended domestic & International faxes	Standard rates for OS/DA, extended domestic & International calls	Standard rates for OS/DA, extended domestic & International calls	
Caller ID		•	•	
Call Waiting		•	•	
3-Way Calling		•	•	
Call Forwarding		•	•	
Call Forwarding Busy		•	•	
Call Forwarding No Answer		•	•	
Anonymous Call Rejection		•	•	
Call Return		•	•	
Calling Line ID Delivery Blocking		•	•	
Speed Dial 8 (Speed Calling Short)		•	•	
Speed Dial 100 (Speed Calling Long)		•	•	
Do Not Disturb		•	•	
Simultaneous Ring			•	
Sequential Ring			•	
Selective Call Forwarding			•	
Selective Call Rejection			•	
Selective Call Acceptance			•	
Group Feature				
Call Park		•	•	
Music On Hold			•	

Features subject to change.

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BUSINESS PHONE - HOW TO
ACCESS & ACTIVATE YOUR FEATURES ONLINE

Login

To access the Web portal, you must log in with a valid administrative user account:

STEP 1   Enter User name.

STEP 2   Enter Password.

STEP 3   Click on Login.

Main Menu

A successful log in will bring you to the "My phone" page, where you may choose to manage your phone settings, phone calls and phone bills.

My Features: Allows you to view and modify your phone settings.

My Calls: Allows you to view placed and received calls.

My Bill: Allows you to view current and past statements.

My Voice Mail: Allows you to listen to and delete voice mail.

Intn'l Rate Lookup: Allows you to determine cost per minute for international calls.

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Accessing My Features

STEP 1   Select the telephone number you wish to access from the Phone Line drop down menu.

STEP 2   Click the My Features tab, then click the Phone Settings link.

STEP 3   This will open the Broadworks window for this telephone number.

STEP 4   Each option for controlling the phone line is listed on left of the screen. The Broadworks screen will always open to the Profile screen as shown on the next page in the Profile section.

STEP 5   The options are divided into seven categories, which contain subcategories for each available feature.

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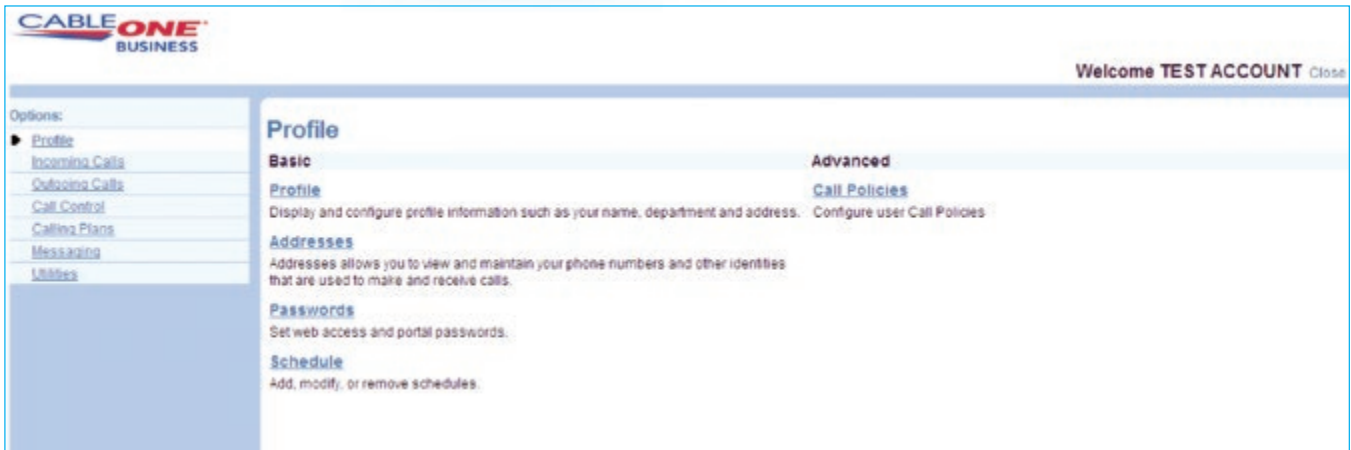
Profile

1. Profile

Profile allows you to view and maintain your profile information. The information specifies your primary phone number, extension and device used for handling calls. Completing the Additional Information section allows your mobile phone, pager, and other information to be visible to other group members in the group phone list. Some information can only be modified by your administrator.

Making changes:

STEP 1   Enter your personal information, then click OK to save changes and return to the Profile menu.

STEP 2   If the time zone is changed, voicemail and other system timestamps will be changed to the new time zone.

2. Addresses

Not Configurable.

3. Passwords

Not Configurable.

4. Schedules

Schedules work with some Ultra package (Selective call forward, selective call acceptance) and group level features such as Auto Attendants or Hunt Groups. Due to the complexity of setting up and implementing schedules, schedules must be configured by Cable ONE's Voice Team.

5. Call Policies

Not Configurable.

Incoming Calls

NOTE: Different packages will have different features displayed on this screen. For a list of features by package, click the Business Feature Guide.

1. Anonymous Call Rejection

Prevent a caller from reaching you when the caller has explicitly restricted his/her phone number.

STEP 1   Click Incoming Calls->Anonymous Call Rejection.

STEP 2   Select either On or Off, then click OK to save and return to the Incoming Calls menu.

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2. Call Forwarding Always

Automatically forward all your incoming calls to a different phone number.

STEP 1   Click Incoming Calls-> Call Forwarding Always.

STEP 2   To Enable, select On then enter the number you wish to forward all incoming calls to in the Calls Forward to/SIP-URI box and click OK.
NOTE: Correct dialing patterns must be used 7, 10, or 11 Digit dialing. Recommend using http://localcallingguide.com/ to verify required dialing pattern.

STEP 3   If the Play Ring Reminder box is checked, incoming calls will ring with a short notification ring to notify user that Call Forwarding is enabled.

STEP 4   To Disable, select Off then click OK to save the setting and return to the Incoming Calls menu.

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3. Call Forwarding Busy

Automatically forward your calls to a different phone number when your phone is busy.

STEP 1 Click Incoming Calls-> Call Forward Busy.

STEP 2 Determine the correct dialing patterns (7, 10, or 11)

STEP 3 To Enable, select On then enter the number you wish to forward all incoming calls to in the Calls Forward to/SIP-URI box and click OK.
NOTE: Call Waiting must be disabled for this to work.

STEP 4 To Disable, select Off then click OK to save the setting and return to the Incoming Calls menu.

4. Call Forwarding No Answer

Automatically forward your calls to a different phone number when you do not answer your phone after a certain number of rings.

STEP 1   Click Incoming Calls-> Call Forwarding No Answer.

STEP 2   Determine the correct dialing patterns (7, 10, or 11)

STEP 3   To Enable, select On then enter the number you wish to forward all incoming calls to in the Calls Forward to/SIP-URI box.

STEP 4   Select the Number of rings before forwarding from the drop down menu and click OK.

STEP 5   To Disable, select Off then click OK to save the setting and return to the Incoming Calls menu.

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5. Do Not Disturb

Automatically forward your calls to your voice messaging service, if configured. Otherwise the caller will hear a busy tone.

STEP 1   Click Incoming Calls-> Do Not Disturb.

STEP 2   Select either On or Off and click OK to save and return to the Incoming Calls menu.

STEP 3   If the Play Ring Reminder when a call is blocked box is checked, the user will hear a quarter ring notification that a call came in and was sent to voicemail, if enabled. *NOTE: If voicemail is not configured when Do Not Disturb is enabled, incoming callers will get a busy* signal.

6. External Calling Line ID Delivery

Provides Calling Line ID information of an external caller. If this feature is disabled, user will not receive Caller ID on incoming external calls.

Enabling/Disabling:

STEP 1   Click Incoming Calls-> External Calling Line ID Delivery.

STEP 2   Select either On or Off and click OK to save and return to the Incoming Calls menu.

7. Internal Calling Line ID Delivery

Provides Calling Line ID information of lines inside the customer's group. If this feature is turned off, user will not receive Caller ID on incoming calls from other numbers in the group. This is the caller ID for transfers or extension dialing.

Enabling/Disabling:

STEP 1   Click Incoming Calls-> Internal Calling Line ID Delivery.

STEP 2   Select either On or Off and click OK to save and return to the Incoming Calls menu.

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8. Call Forwarding Selective

Automatically forward your incoming calls to a different phone number when pre-defined criteria, such as the phone number, time of day or day of week, are met.

STEP 1 Click Incoming Calls-> Call Forwarding Selective.

STEP 2 Determine the correct dialing patterns (7, 10, or 11)

STEP 3 To enable, you must first enter the TN the user wishes to forward to in the Default Call Forward to/SIP-URI box. Leave Call Forward Selective option set to Off, then click apply. *NOTE: If number is not added first with Off selected, user will not be able to access Call Forward Selective properties screen.*

STEP 4 Click the Add button to enter the Call Forward Selective properties screen.

STEP 5 Enter a name for the forward in the Description box. This is required.

STEP 6 Select which of the 3 options to use in the Forward to menu.

a. Use Default – Will use the number configured in step 2.

b. Forward to another phone number – You can change the forward to number. This will overwrite the forward to number assigned in step 2.

c. Do not forward – Will turn off Call Forwarding Selective service.

STEP 7 The default settings for Time Schedule and Holiday Schedule are Every Day All Day and None respectively. If you would like to create a new Time or Holiday Schedule, contact Cable ONE Voice Support.

STEP 8 Select the options you want to set up.

a. Any phone number – This will forward all incoming calls to the selective call forward number.

b. Following phone numbers – Lets you specify up to 12 numbers in the open boxes to forward.

c. Checking the private and unavailable boxes will send all anonymous, private, unavailable, or blocked numbers to the Selective Call Forwarding number.

STEP 9 After all options are configured, click OK to return to the Call Forwarding Selective setting screen.

STEP 10 If all options are setup correctly, Call Forwarding Selective parameters will display on the lower part of the screen. Example below:

9. CommPilot Express

NOTE: CommPilot express profiles will affect other services (Forwards, VM, ETC)

CommPilot Express Profiles:

a. Available In the office – Profile is used when you are working from your desk where your phone is located.

b. Available Out of office – Profile is used when you are working away from your desk for an extended period of time.

c. Busy – Profile is used when you are temporarily unavailable to take calls, when you are in a meeting for instance.

d. Unavailable – Profile is used outside of business hours or when you are on vacation or holiday.

e. None – Recommended Profile. Turns this service off so that none of your other services are affected.

STEP 1 Click Incoming Calls-> CommPilot Express.

STEP 2 Select Current Profile from the drop down menu and click Apply to enable the profile.

STEP 3 Each profile has options to forward calls for specific numbers as shown below.

| OK | Apply | Cancel |

Current Profile: None ▾

Available - In the Office

Also ring this phone number / SIP-URI: [_____]
If Busy:
  ⦿ Have Voice Messaging take the call
  ○ Forward to this phone number / SIP-URI : [_____]
If No Answer :
  ⦿ Have Voice Messaging take the call
  ○ Forward to this phone number / SIP-URI : [_____]

Available - Out of the office

When a call comes in :
  ⦿ Have Voice Messaging take the call
  ○ Forward to this phone number / SIP-URI :
  [_____]
  ☐ Also E-mail me when a call comes in at
  E-mail Address [_____]

Busy

☐ Send all calls to Voice Messaging except calls from these Phone numbers
[_____] [_____] [_____]
which will be forwarded to this phone number / SIP-URI [_____]

Unavailable

☐ Send all calls to Voice Messaging except calls from these Phone numbers
[_____] [_____] [_____]
which will be forwarded to this phone number / SIP-URI [_____]

| OK | Apply | Cancel |

STEP 4 To enable the CommPilot express forwards, select Forward to this phone number/SIP-URI or check the Send all calls to Voice messaging box.

STEP 5 Enter the number you wish to forward to by adding it to the appropriated box and click OK to save settings and return to the Incoming Calls menu.

10. Selective Call Acceptance

Accept calls when pre-defined criteria, such as phone number, time of day or day of week, are met.

STEP 1 Click Incoming Calls-> Selective Call Acceptance.

STEP 2 Click Add to access the setup screen.

STEP 3 Description: Enter a name for the selective call acceptance.

STEP 4 Accept Call should be selected.
NOTE: If Do not accept call is selected, user will not receive any calls.

STEP 5 Leave the Selected Time Schedule and Selected Holiday Schedule at their default settings as displayed above.

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STEP 6   Call From options:

      a. Any phone number – Allows all calls.

      b. Any private number – Allows private calls.

      c. Any unavailable number – Allows other restricted calls.

      d. Specific phone numbers – (Most common) Allows users to specify accepted numbers.

        NOTE: Any numbers not configured will receive an error "This subscriber is not receiving calls at this time."

STEP 7   Enter a name for the Selective Call Acceptance in the Description box.

STEP 8   Verify Accept call is selected. If Do not accept call is selected, user will not receive any calls.

STEP 9   Leave the Selected Time Schedule and Selected Holiday Schedule at their default settings.

STEP 10 In the Calls from box, select Any phone number or Following phone numbers. Selecting Any phone number allows all incoming numbers. If Following phone numbers is selected, only the numbers assigned in the 12 available boxes will be allowed. Any number not configured will receive an error "This subscriber is not receiving calls at this time."

STEP 11 Checking the Any private number and or Any unavailable number will allow all blocked caller ID calls to reach you.

STEP 12 Once all options are configured, click OK to return to Selective Call Acceptance summary. This will show all configured Selective Call Acceptance features as shown below.

      NOTE: To enable active box must be checked for Selective Call Acceptance to work.

Active	Description	Accept	Calls from	Edit
☑	test	Yes	All calls	Edit

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11. Selective Call Rejection

Reject calls when pre-defined criteria, such as phone number, time of day or day of week, are met.

STEP 1 Click Incoming Calls-> Selective Call Rejection.

STEP 2 Click the Add button to access the setup screen.

STEP 3 Ensure Reject Call is selected.

STEP 4 Leave the Selected Time Schedule and Selected Holiday Schedule at their default settings.

STEP 5 Select From following phone numbers and enter up to 12 numbers to block from calling the user in the boxes provided. Checking the Any private number and Any unavailable number will block incoming calls with blocked or anonymous Caller IDs.

NOTE: Selecting From any phone number will block ALL incoming calls.

STEP 6 Click OK to save settings and return to the Incoming Calls menu.

STEP 7 Once all options are configured, click OK to return to Selective Call Rejection summary. This will show all configured Selective Call Rejection features.

NOTE: To enable, active box must be checked for Selective Call Rejection to work.

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12. Sequential Ring

Ring multiple phones in a specified order when calls are received.

STEP 1 Click Incoming Calls-> Sequential Ring.

STEP 2 Use Base Location first should be checked if you want your phone to ring first. Then select the number of rings on your phone from the drop down menu. This will ring your phone first before hunting the additional numbers.

STEP 3 Check both the Continue the search process and the Enable caller to skip search process boxes.

STEP 4 Enter the numbers you wish to sequentially ring in the 5 boxes provided and select the number of rings before moving to the next number.

NOTE: Off net sequential ring numbers such as cell phones may produce more rings then what is specified here.

STEP 5 Click the apply setting, then click add to enter the Sequential ring call parameters.

STEP 6 Enter name for Sequential ring in the Description box and ensure Use Sequential ring is selected.

STEP 7 Leave the Selected Time Schedule and Selected Holiday Schedule at their default settings.

STEP 8 In the calls from box, ensure Any phone number is selected and click OK.

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STEP 9 You will return to the Sequential ring menu. The Sequential Ring parameters should display as shown below.

NOTE: Active box must be checked for Sequential ring to be enabled.

13. Simultaneous Ring Personal

Ring multiple phones simultaneously when calls are received.

STEP 1 Click Incoming Calls-> Simultaneous Ring Personal.

STEP 2 Select On and ensure Do not ring my Simultaneous Ring Numbers box is checked.

STEP 3 Enter up to 10 numbers in the available boxes and Click OK to enable and return to the Incoming Calls menu.

STEP 4 To disable, select off and click the OK button to save and return to the Incoming Calls menu.

Outgoing Calls

NOTE: Different packages will have different features displayed on this screen.

1. Call Return

Not Configurable. The feature is active on the line.

2. Line ID Blocking

Prevent your phone number from being displayed when calling other numbers.

> **STEP 1** Click Outgoing Calls-> Line ID Blocking.
>
> **STEP 2** Select On and click OK to enable outbound caller ID blocking and return to the Outgoing Calls menu.
>
> **STEP 3** To disable, select Off and click OK to save and return to the Outgoing Calls menu.

3. Speed Dial 8

Speed Dial 8 allows you to set up to eight speed dial numbers that can be called with the push of a button. Enter the number as you would normally dial it and then just hit that 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 8.

STEP 1 Click Outgoing Calls-> Speed Dial 8.

STEP 2 Enter the telephone number you would like to speed dial to in the Phone Number/ SIP-URI box.

STEP 3 If desired enter a description in the name box associated with the speed dial option. This is not required.

STEP 4 Note the Speed code to the left is what will be dialed to access the speed dial number. In the example below dialing the number 3 will call 6022223456.

STEP 5 Click OK to save Speed Dial 8 settings and return to the Outgoing Calls menu.

STEP 6 To delete a speed dial number, erase the number from the box and click OK.

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4. 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.

STEP 1 Click Outgoing Calls-> Speed Dial 100.

STEP 2 Click the Add button to add a new speed dial.

STEP 3 Select the speed dial option number from the Speed Code 100 drop down. This will be the 2 digit code that will be dialed to access the speed dial telephone number.

STEP 4 Enter the name of the speed dial in the Description box. This is not required but is helpful in describing the speed dial.

STEP 5 Enter the telephone number to be dialed in the Phone Number/SIP-URI box and Click OK. In the example below, dialing #05 from your phone would speed dial MovieFone at 6022223456:

STEP 6 After the speed dials are configured, entering the Speed Dial 100 menu will display all configured speed dials and their information.

OK	Apply	Add	Cancel

Speed Dial 100 Dialing Prefix: #

Delete	Speed Code 100 ▲	Phone Number / SIP-URI	Description	Edit
☐	05	6022223456	MovieFone	Edit

OK	Apply	Add	Cancel

STEP 7 To delete a Speed Dial 100 number, check the Delete box of the speed dial you wish to delete and click OK to save and return to the Outgoing Calls menu.

5. Personal Phone List

Personal Phone List allows you to store frequently called numbers to be dialed from your CommPilot Call Manager.

STEP 1	Click Outgoing Calls-> Personal Phone List.
STEP 2	Click the Add button.
STEP 3	Enter in the Name box, the name of the contact.
STEP 4	Enter the telephone number of the contact in the Phone Number box and click OK.
STEP 5	The contacts will then display on the Personal Phone List screen as shown below.

STEP 6	To delete an entry, simply check the Delete box and click OK.

Call Control

NOTE: Different packages will have different features displayed on this screen.

1. 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.

      STEP 1   Click Call Control-> Call Waiting.

      STEP 2   Select On and click OK to enable Call Waiting and return to the Call Control menu.

      STEP 3   To disable, select Off and click OK to save and return to the Call Control menu.

2. Customer Originated Trace

Not Configurable.

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3. Call Transfer

Transfer a call to another phone both On and Off net.

Enabling Call Transfer Recall – Enabling this will have transferred calls ring the party they were transferred to and if they do not answer, call will ring back to original party that initiated transfer.

STEP 1   Click Call Control-> Call Transfer.

STEP 2   Select On and change the Number of rings before recall drop down to the desired number of rings before recalling originating transfer number and click OK to save.

STEP 3   Enable Busy Camp should be unchecked and both Use Diversion inhibitor options should be set to Off.

STEP 4   To disable Call Transfer Recall, select Off and click OK to save.

4. Three-Way Call

Not Configurable.

5. Music/Video On Hold

Music On Hold allows you to turn on music for all calls when the remote party is held or parked.

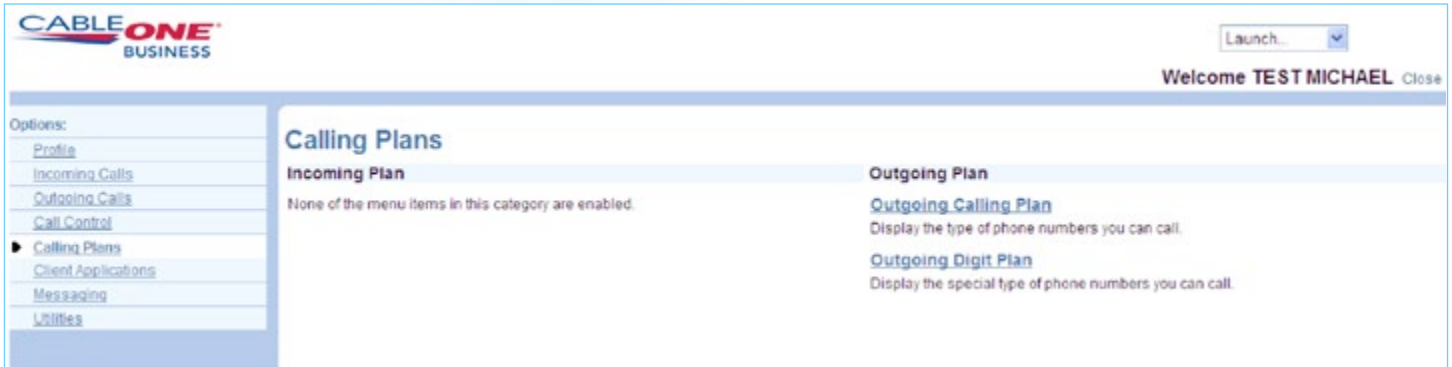**STEP 1**   Click Call Control-> Music/Video On-Hold.

STEP 2   Select On and click OK to enable Music on Hold and return to the Call Control menu.

STEP 3   To disable, select Off and click OK to save and return to the Call Control menu.

NOTE: Video on Hold is not available at this time.
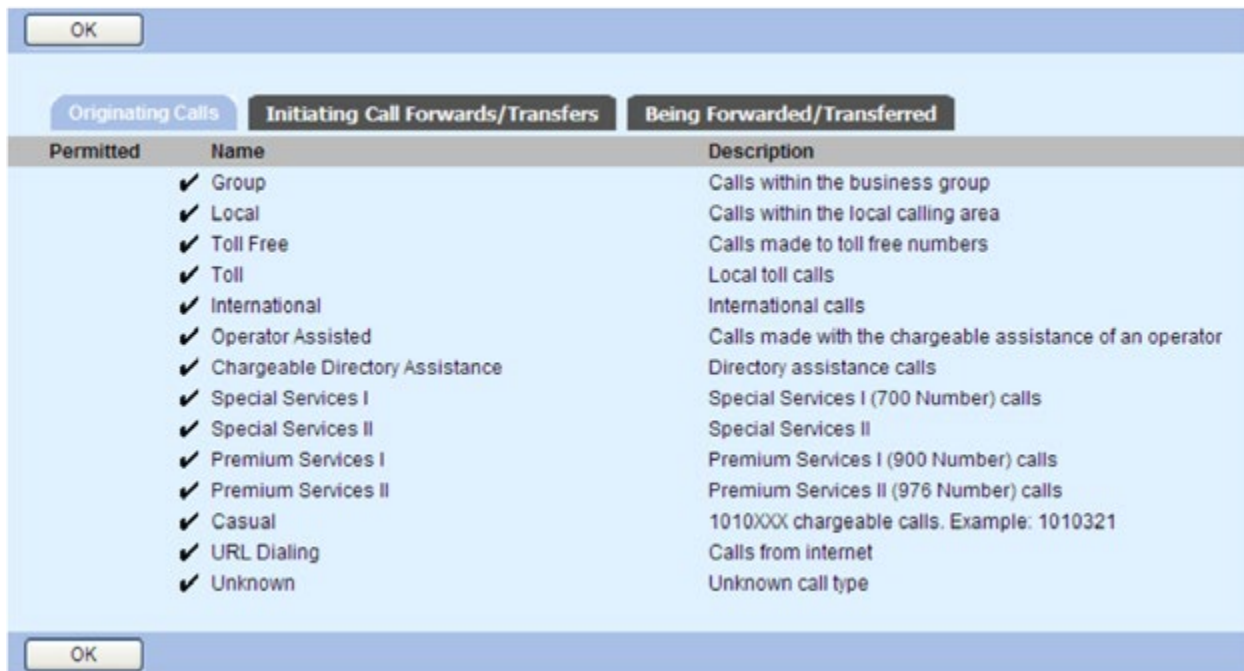
6. N-Way Call

Not Offered.

Calling Plans

1. Outgoing Calling Plan

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


STEP 1   Click Calling Plans-> Outgoing Calling Plan.

STEP 2   Calls that are permitted will have a check mark next to the name field. If there isn't a check mark by the name of the Call, that type of call will not complete. For instance if International was unchecked, the user would be unable to dial out to international telephone numbers.

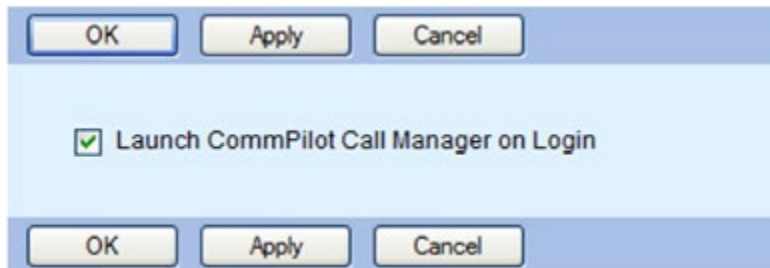### 2. Outgoing Digit Plan

Not configurable.

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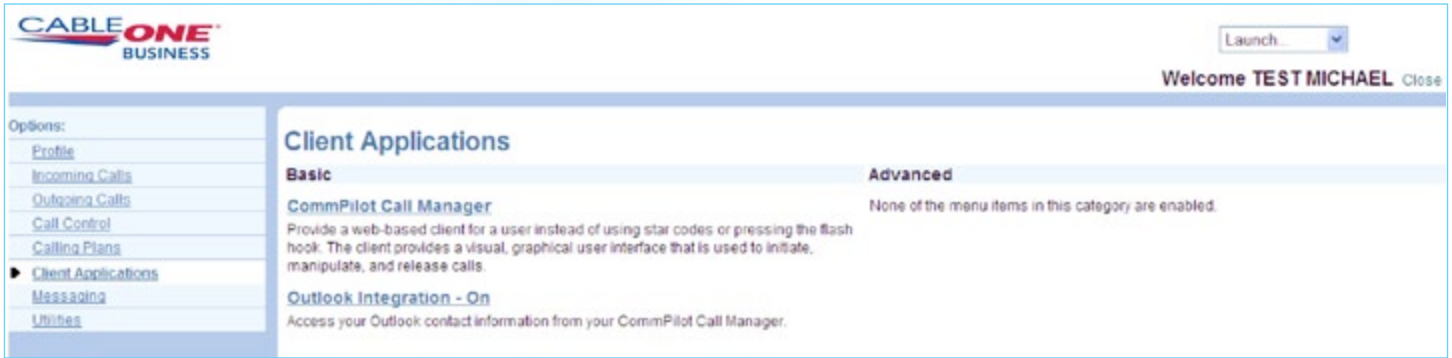
Client Applications

NOTE: Different packages will have different features displayed on this screen.

1. CommPilot Call Manager

Provide a web-based client for a user instead of using star codes or pressing the flash hook.

STEP 1   Click Client Applicatlons-> CommPilot Call Manager.

STEP 2   To enable this feature, check Launch Commpilot Call Manager, then click OK.

STEP 3   To disable this feature, uncheck Launch Commpilot Call Manager, and click OK to save changes.

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2. Outlook Integration

Access your Outlook contact information from your CommPilot Call Manager.

STEP 1 Click Client Applicatlons-> Outlook Integration.

STEP 2 To enable this feature, select On and select Retrieve All Contacts or Retrieve Contacts
From Default, then click OK.

STEP 3 To disable this feature, select Off and click OK to save changes.

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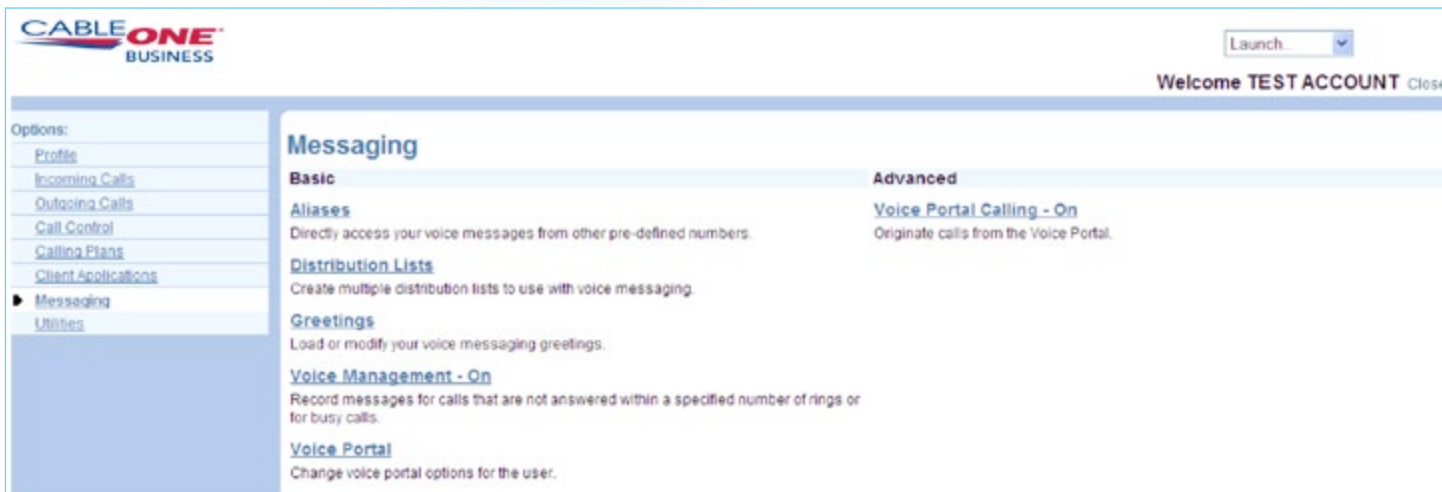
Messaging

1. Aliases

Messaging Aliases allows you to enter numbers, which when called from, make your voice messaging box act as if you called from your office phone.

STEP 1 Click Messaging-> Aliases.

STEP 2 Click the Add button.

STEP 3 Enter the phone number you would like to use as an alias in the Phone Number box and click OK.

STEP 4 The number added should display in the Aliases window as shown below.

STEP 5 To delete an Alias number, check the Delete box and click OK to save changes.

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2. Distribution Lists

Distribution Lists allows you to create lists of numbers to send voice messages in bulk.

STEP 1	Click Messaging-> Distribution Lists.
STEP 2	Select one of the gray tabs labeled 0-14.
STEP 3	Enter a name into the Description box. This is not required, however it makes it easier to keep track if user is using multiple distribution lists.
STEP 4	In the Phone Number/SIP-URI box, enter the phone number of the line you wish to include in the distribution list and click add. The number should appear below under PhoneNumber/SIP-URI.

STEP 5 Click OK to complete adding the number to distribution list.

STEP 6 To delete a number from the distribution list, click the gray tab (0-14) that includes the number you wish to delete.

STEP 7 Check the Delete box and click the Delete button right below the check box. Then Click OK to save the settings and exit to the Messaging menu.

3. Greetings

Load or modify your voice messaging greetings.

STEP 1 Click Messaging-> Greetings.

STEP 2 At the bottom of the screen, change the Number of rings before greeting drop down to the desired number of rings.

NOTE: Setting this to None will route all incoming calls directly to voicemail.

Uploading customer greetings:

NOTE: To upload an audio file it must be in format: CCITT u-Law 8.000 kHz, 8 Bit, Mono, 7 kb/sec

> **STEP 1** To upload a custom greeting, access Greetings from the Messaging menu.
>
> **STEP 2** Click the Browse button under the greeting you would like to change (No answer or Busy). Browse to the audio file you wish to upload.
>
> **STEP 3** Once the file is located, click apply to upload the greeting. If you receive an error:

> The following file(s) do not exist or are not in the correct audio or video file format: New Stories (Highway Blues).wma Click for help.

> Click the Click for help link for a detailed description of using the proper audio format with Windows Sound Recorder.
>
> **STEP 4** To change back to the default system greeting, select System greeting from the appropriate greeting (Busy or No Answer) then click OK to save.

4. Voice Management

Voice Management allows you to specify how to handle your messages. Use Unified messaging if you want to use your phone to retrieve messages. You can also just choose to send the message to your e-mail and not use the phone for messaging.
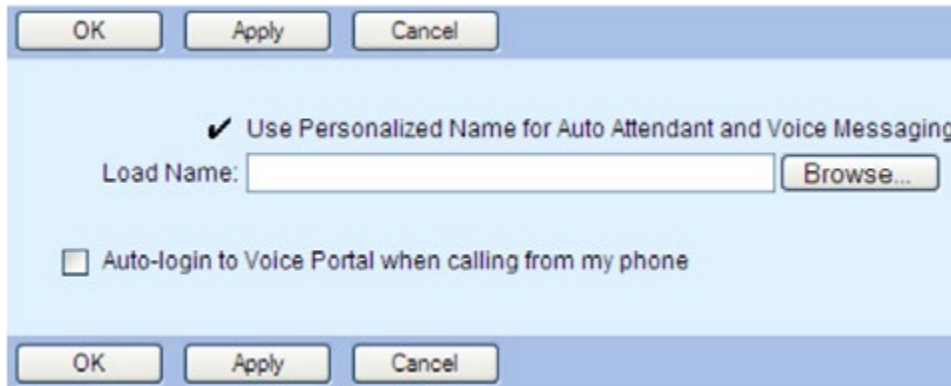
STEP 1 Click Messaging-> Voice Management.

STEP 2 Select On and to enable voicemail or select Off to disable voicemail.

STEP 3 Ensure Send Busy Calls to Voice Mail and Send Unanswered Calls to Voice Mail are checked. If Send All Calls to Voice Mail is checked all calls will route directly to Voice Mail.

STEP 4 Verify "When a message arrives…" is set to Use unified messaging. If set to "Forward it to this email address," the message will not be left on your phone but will only be delivered via the email address provided. This is not recommended.

Additional Voicemail Settings:

STEP 1 Notify me by email – When this box is checked and a valid email address is added you will receive an email informing you a voicemail has been left.

NOTE: You cannot access the message using this feature. It is simply a reminder.

STEP 2 E-mail a carbon copy – When this box is checked, a copy of the voicemail message is sent to the email address configured for this setting. The message is sent in a .WAV file format and can be played from a media player.

NOTE: If the email message is deleted, the message still remains on the voicemail server and can only be deleted by accessing voicemail from the line or by calling in form an outside line.

STEP 3 Transfer on "0" – When this option is enabled, callers who reach your voicemail can press 0 to be forwarded to the phone number configured here.

NOTE: You must include this in your greeting recording to inform callers of the 0 out option. Example "I'm not available to answer your call please leave a message after the tone or press 0 to try me on my cell phone."

5. Voice Portal

Voice Portal allows you to set a Personalized Name and set voice portal auto-login option.

STEP 1 Click Messaging-> Voice Portal.

STEP 2 To upload a personal name recording, click browse.
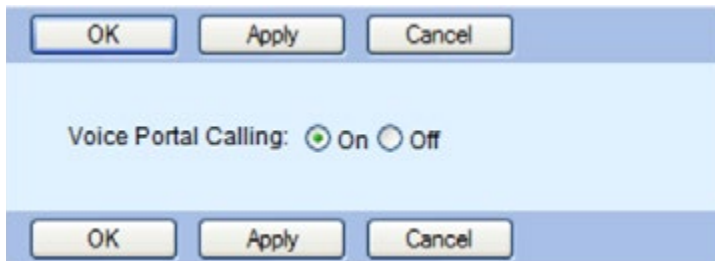
STEP 3 Browse to the audio file, you wish to upload and click Apply.

NOTE: To upload an audio file, it must be in format: CCITT u-Law 8.000 kHz, 8 Bit, Mono, 7kb/sec

STEP 4 To allow auto-login of your voicemail (will not prompt for a password when you dial *62), check the Auto-login to Voice Portal box and click OK to save changes.

6. Voice Portal Calling

Originate calls from the Voice Portal.

STEP 1 Click Messaging-> Voice Portal Calling.

STEP 2 Select either On or Off and click OK to save and return to the Messaging menu.

Utilities

1. Authentication

Not applicable.

2. Feature Access Codes

Displays the feature access codes (star codes) for your services.

STEP 1 Click Utilities-> Feature Access Codes to display all applicable star codes available.

3. Group Directory

Displays the group directory listing. A summary of the group directory can be generated, which can be easily printed and a detailed phone list can be generated.

STEP 1 Click Utilities-> Group Directory.

STEP 2 Clicking on Group Directory Detail will open up a list of all users in the group. This will display telephone number, extensions, and any personal information added into the user's profile.

STEP 3 Clicking on Group Directory Summary will open up a list of all users in the group. This will only display configured telephone numbers of users in the group.

STEP 4 Clicking the search button on the right will display a quick screen show of all users in the group and some personal information from the profile pages.

4. Registrations

Not applicable.