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VoIP Portal Instructions
Featuring Call Routing & Call Accounting Setup

ACC Telecom
Hosted Telecommunication Solutions

--August 2012--

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Publication Information

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VoIP User Portal Instructions
New Client Setup
Version D.1, August, 2013

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Contents

I. ADVANCED CALL ROUTING

Call Routing Setup when System is Offline

IMPORTANT! Please follow the steps below to forward incoming calls to an outside number should your system or device lose registration in the event of Internet or power outages. Please note voicemail will still function in the event of power/internet failure but live calls will only be forwarded with this call routing option if your system is *completely* down. Should you experience intermittent internet or power issues, please also enable an outside number for the If Not Answered call routing option.

1. Click on the Services Tab
2. On the Left hand side of your screen, click on **Extensions → Standard**
3. Click **EDIT** next to the desired extension
4. Click on the **CALL ROUTING** tab found under **Routing & Configuration**.
5. Click on the drop down box next to **IF OFFLINE** and choose **Outside Number**.
6. Type the full 10-digit outside phone number (home, cell, etc.)
7. Click **SAVE**. Please see Figure 28.
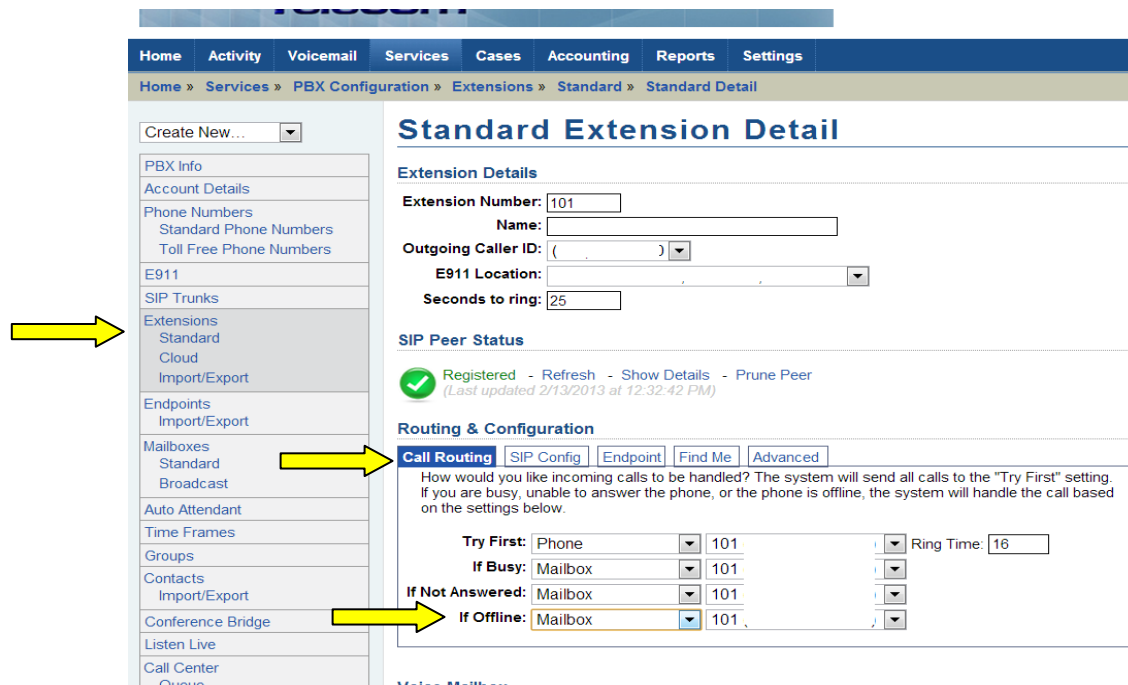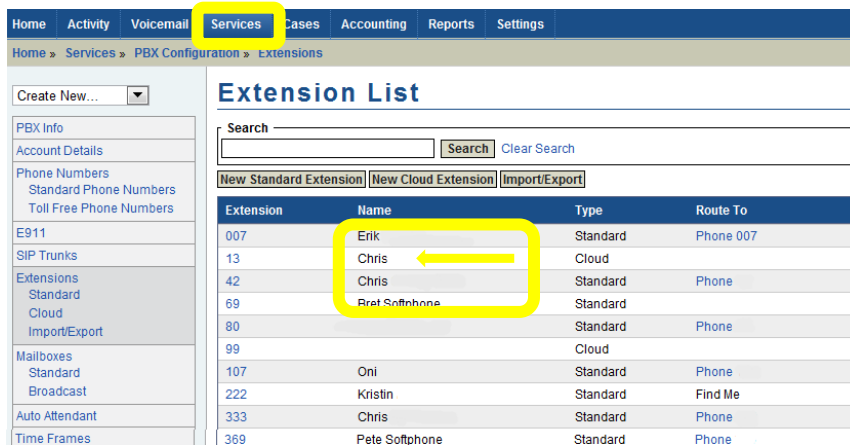8. Allow at least 5 minutes for the system to update before making a *test call.

Figure 1

One Number Follow Me / "FIND ME"

The "Find Me" feature allows incoming calls to ring various numbers (i.e. - cell, home number, etc.) before transferring to voicemail.

Please follow the steps below to enable the "Find Me" feature:

1. Log into your portal at http://voip.acctelecom.com
2. Click **SERVICES** on the blue navigation bar.
3. Click on **EXTENSIONS** on the left hand side of your screen.
4. Click on **STANDARD** on the left hand side of screen, located below Extensions.

Figure 2

5. Make sure you display **"ALL" records** located on the right hand side of your screen.
6. Locate the user's name and click on **EDIT** located on the right hand side of your screen.
7. Click on the **FIND ME** tab. To configure your Find Me settings, define your locations by entering a 10 digit number for each of the 5 available Find Me locations. You have three options:
   a. **Extension:** selecting this option will ring the phone associated with your extension.
   b. **Outside Line:** this is a phone number such as a cell phone or your home phone.
   c. **Other Extension:** selecting this option will give you the ability to select any extension configured in your virtual phone system.
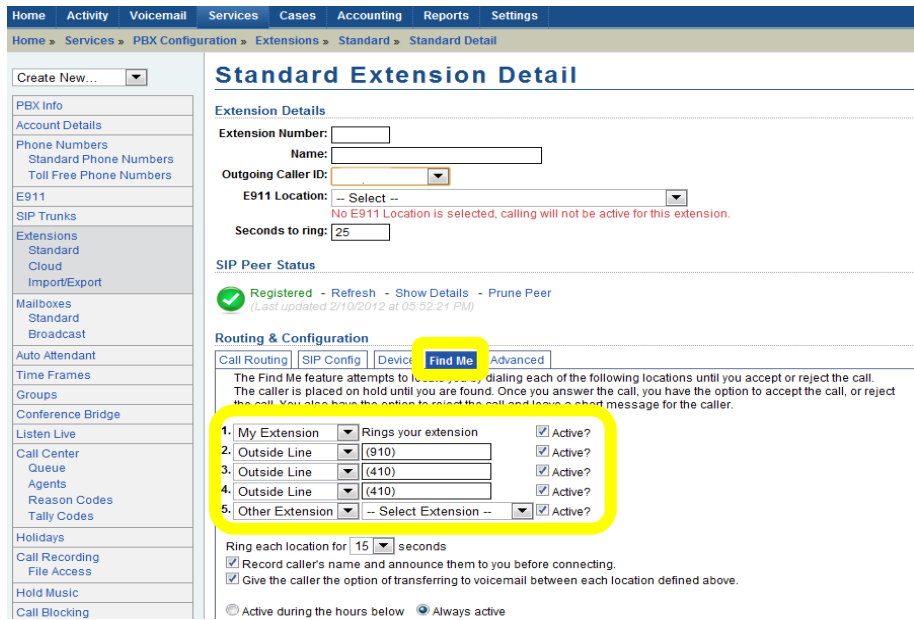
Figure 3

8. Click **SAVE** at the bottom of the page.
9. Click the **CALL ROUTING TAB** and change **TRY FIRST** to **"FIND ME"**, **IF BUSY** to **"FIND ME"**, etc.
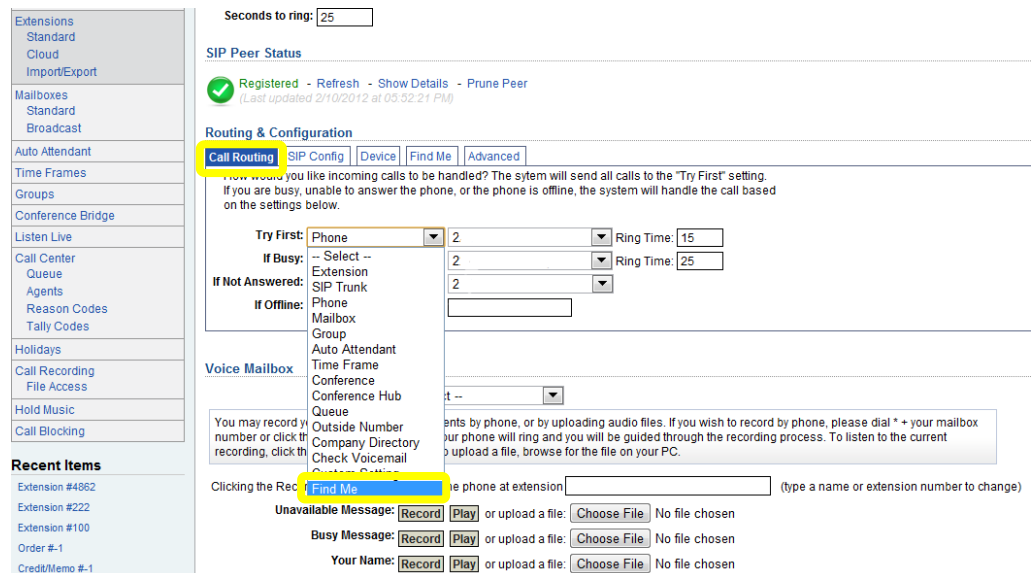10. Click **SAVE** at the bottom of the page.

Figure 3.1

Additional "FIND ME" Features

In addition to defining your locations, there are a few options that can be updated:

a) **Ring each location for *n* seconds:** The system will ring each location for this number of seconds before attempting to reach you at the next location in the list.

b) **Record caller's name:** If this checkbox is selected, the caller will first be prompted to record their name. When you answer the call, the system will play "You have an incoming call from…", then the caller's name that was recorded. This is useful for call screening.

c) **Give the caller the option of transferring to voicemail:** If this checkbox is selected, the caller will hear a brief prompt asking them if they'd like to continue locating you, or leave you a voicemail; between each location defined.
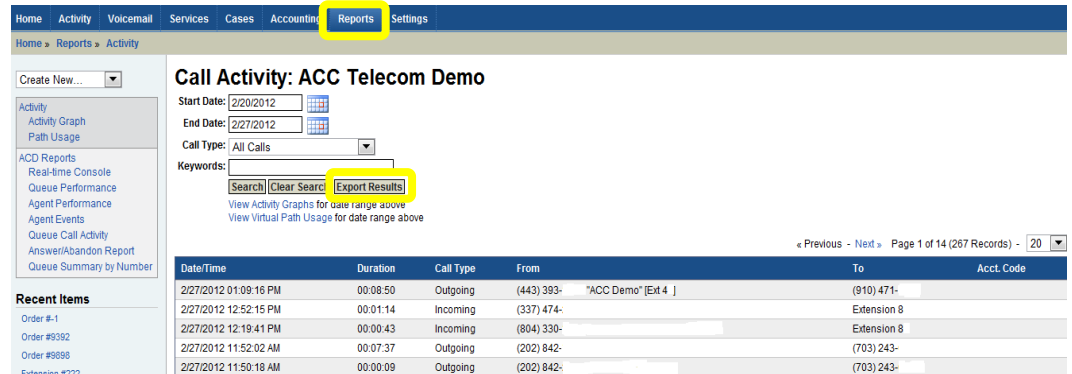
11. **Save** your settings and make a test call.

II. CALL ACCOUNTING

Detailed Call Reports

As an ACC Telecom Hosted Phone System user, Call Accounting is included with your virtual phone system for no additional charge. Run reports and graphs on specific phone numbers, time periods, Call type, and more for marketing, customer service, or reporting purposes.

Please follow the steps below to obtain detailed call reports:

1. To view your detailed call reports, log into your VoIP user portal at http://voip.acctelecom.com.
2. Click on **Reports.**
3. Change the **Start Date, End Date & Call Type** if applicable. Click **Search.**
4. Next, click **Export Results**. Your call details will be exported to an Excel file.
5. To calculate your total minutes within the Excel file, click on an open cell and type your SUM formula. **Ex- SUM=(B3:B22299)**

Figure 4

ON-DEMAND CALL PATHS

Unlimited Paths vs. Virtual Paths

- **Unlimited "paths"** are phone lines with nationwide, unlimited calling.

- **On-Demand "paths"** are lines that open temporarily to allow additional incoming calls when all of your unlimited paths are unavailable due to call volume. In other words, On-Demand paths allow your unlimited paths to "burst" when you have reached your call path threshold. To reduce the probability of your callers hearing a busy signal the system will open a temporary line for usage through the end of your billing cycle.

On-Demand Path Pricing

Should you system open a temporary call path, a one-time charge of $38.95 (per path) would be applied to your invoice.

Setting the Number of On-Demand Paths

The On-Demand Path feature has the ability to be set at 0-9 call paths.   Your system automatically defaults to (1) On-Demand Path. To update the quantity of On-Demand paths follow the below instructions:

- Click on the **Settings** tab

- Click on **Service Settings** to the left of your screen

- Scroll to **Paths → On-Demand Call Paths**

- Type in the desired quantity of On-demand paths (0-9).

- Scroll to the bottom of the page and click **Update PBX** to save your settings.

Figure 5

CALL PATH MONITORING

As a Hosted customer you have the ability to monitor your unlimited path usage within your VoIP user portal by utilizing our usage graph feature. By monitoring your usage monthly you will be able to track calling patterns or seasonal trends, helping your business stay fiscally responsible by evaluating the quantity of lines needed during any given time.

Call Path Usage Graph

To display a Path Usage graph:

- Click on the **Reports** tab

- Under **Activity** choose **Path Usage**

- Select a **date range** and click **Submit**

- The graph will display the number of concurrent calls during a specific time period.
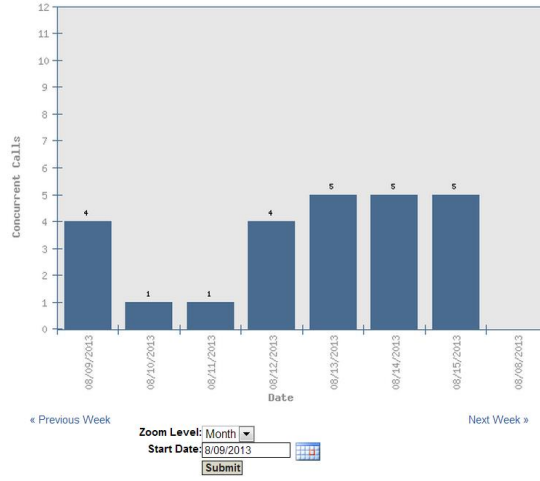
Figure 6

III. RING GROUP

Group Ring: Group Ring is a collection of extensions which are to be rung at the same time by the same call. For example, you may have a customer support department with 4 support representatives, and you might want all support phones to ring simultaneously when a caller hits key 2 at your auto attendant.

1. Log into your portal at http://voip.acctelecom.com
2. Click the Services tab.
3. Click Groups
4. Click New Group
5. Create an internal Group Name. A Group Name is a short name given to each group, just for something to refer to the group by within the Customer Portal.
6. Select your choice for Ring all Extensions:

    a) "At the Same Time"- selecting this choice will ring all the selected extensions.
    b) "Sequentially"- selecting this choice will ring each extension individually for the certain number of seconds indicated under "Seconds to Ring", before moving to the next extension.

7. Indicate the number of seconds you wish each extension to ring before the timeout option is executed under "Seconds to Ring".
8. "Extensions"- choose the extensions you wish to add to the Ring Group by highlighting the specific number and then clicking add. To remove the extension, highlight and click remove.
9. "After Ringing Group Forward Call"- indicate an action if none of the extensions answer the call in the allotted time.
10. Click "Add Group"

Thank you for purchasing ACC Telecom's Hosted VOIP Solution.

Please call our Support team at 410-423-6500 for any questions or concerns.

We appreciate your business!