Dynamic IP & Hosted IP
USER GUIDE

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Dynamic IP & Hosted IP

Windstream Online

The **WINDSTREAM Online** interface allows customers to perform a variety of functions including:

01 View and pay invoices

02 Manage services in real-time

03 Add/change features

04 Route calls

05 View service reports

06 View trouble tickets

07 Contact Customer Care at 877-340-2600 for assistance

System Requirements

The Control Panel is best viewed with Internet Explorer 7 or higher. Some problems may occur with Chrome, Firefox, and other browsers.

How to Log In to Windstream Online

Go to www.windstreamonline.com type the Username and Password, click **LOGIN** or **Register Now**.
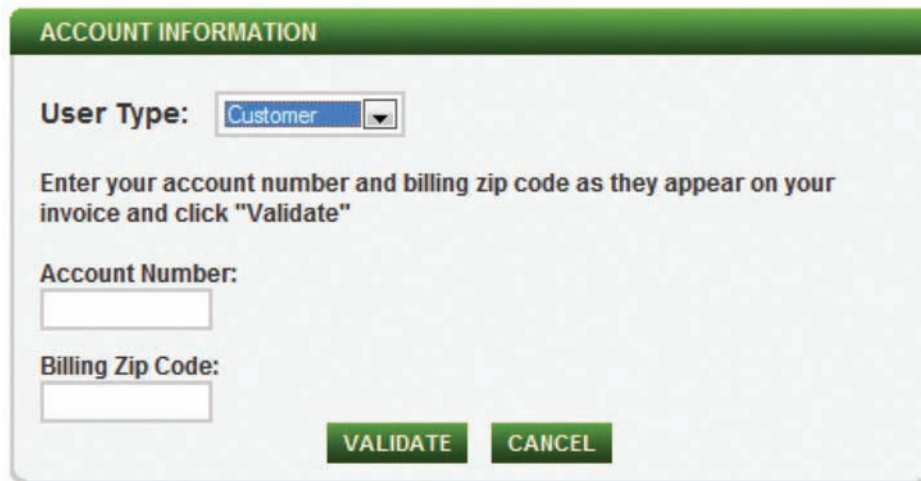
If no one has previously registered as the Account Administrator, click on Register Now; select User Type (customer) along with your account number and billing zip code. Select Validate. Follow the prompted steps to create your Username and Password for secure access to Windstream Online.

Registration

Enhanced VoIP Interface

Windstream, has improved the usability of your Windstream Online VoIP interface. This section of the guide will provide information on the new functionalities available.

VoIP Services Interface

The **VoIP** Services interface will provide you with access to:

01 View, configure, enable, and disable your features

- Including feature access codes that can be used to enable/disable features using your touch-tone phone

02 Reroute calls real-time

After logging in to Windstream Online, click on **Manage My Services** and then **VoIP**.

Enhanced VoIP Interface
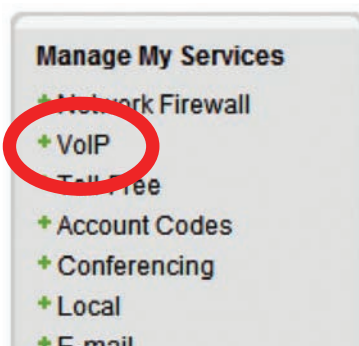
Once you click on **VoIP**, the following options are available based on your VoIP Permissions.
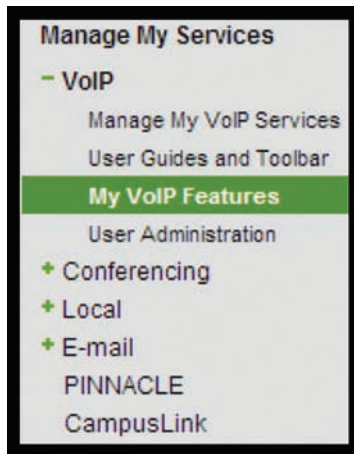
If you do not see the **VoIP** menu option, you have not yet been granted access to these features by your company's Windstream Online Administrator. Please ask that individual to grant you access.

VoIP Permissions

The VoIP Permission options provide different levels of access to control VoIP Services. You will be able to control services and features, based on the level of access assigned to your Windstream Online Username.

VoIP Administrator (Enterprise)
- View all groups (locations) within your enterprise
- Manage VoIP features for each user
- Promote other users to Enterprise Administrators
- Demote non-Windstream Online Administrators from VoIP Enterprise Administrators

VoIP Administrator (Group)
- View all users within that group (location)
- Manage VoIP features for each user in the group
- Manage users and roles, except VoIP Administrator (Enterprise)
- Promote other users to Group Administrators within your assigned groups
- Demote non-WOL Administrators from Group Administrator within your assigned groups

VoIP User (ANI)
- Individual user/telephone number
- View account
- Manage VoIP features

The illustration below depicts the various levels of VoIP Permission access:
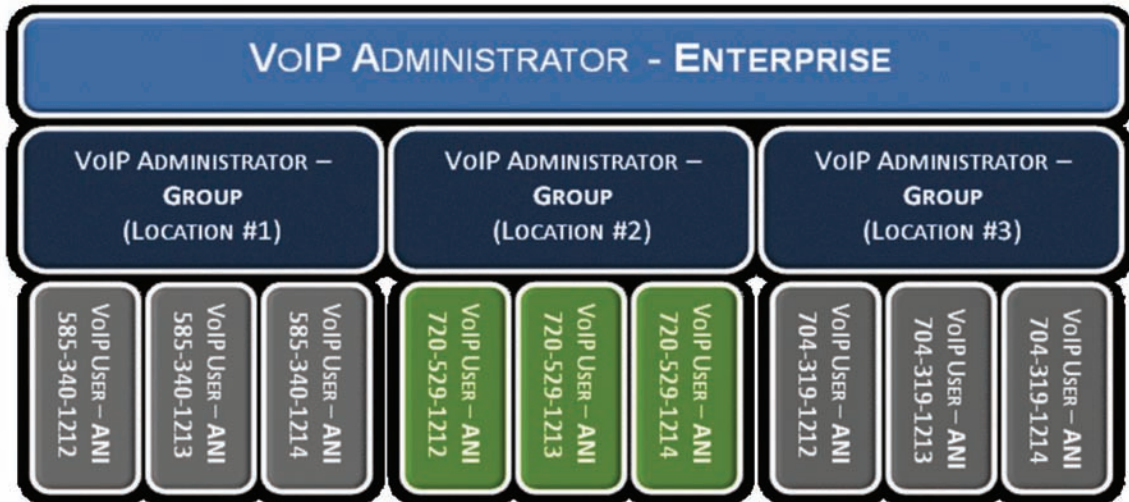
Each level of access can only control those features and configurations within and below their designated level of access. In the illustration above, the VoIP Administrator - Group for location #2 would only be able to control features and services for 3 Users: 720-529-1212, 720-529-1213 and 720-529-1214. This VoIP Administrator would not be able to control features and services for any users at Location #1 or Location #3.

My VoIP Features

To change your VoIP features, click on My VoIP Features.
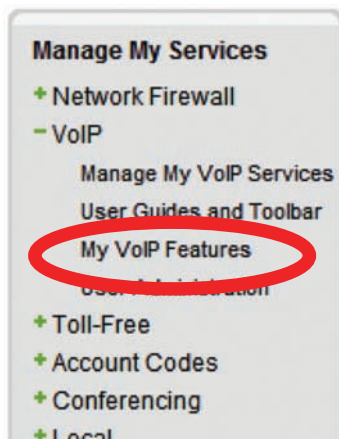
Based on your specific VoIP Services, the available features will appear. Below you will find the complete list of features currently available in the Enhanced VoIP Interface.
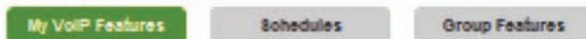
To charge your VoIP features, select a feature control from the list below. VoIP features currently in use have a green/on status. Change additional VoIP features.

Feature Name		Status	
Call Forward Always	🛈	🔴 Off	🖊
Call Forward Busy	🛈	🔴 Off	🖊
Call Forward No Answer	🛈	🔴 Off	🖊
Call Forwarding Selective	🛈	🔴 Off	🖊
Call Forward Not Reachable	🛈	🔴 Off	🖊
Sequential Ringing	🛈	🔴 Off	🖊
Voice Messaging User	🛈	🔴 Off	🖊
Call Notify	🛈	🔴 Off	🖊
Music On Hold	🛈	🟢 On	🖊
Call Waiting	🛈	🟢 On	🖊
Automatic Callback	🛈	🔴 Off	🖊
Anonymous Call Rejection	🛈	🔴 Off	🖊
Do Not Disturb	🛈	🔴 Off	🖊
Speed Dial 100	🛈	🗔 Configure	🖊
Selective Call Rejection	🛈	🔴 Off	🖊
Priority Alert	🛈	🔴 Off	🖊
Calling Line ID Delivery Blocking	🛈	🔴 Off	🖊
Selective Call Acceptance	🛈	🔴 Off	🖊

My VoIP Features – Definition of Features

Hover your mouse over the 🛈 icon for information on that feature

Feature Name		Status	
Call Forward Always	🛈	🔴 Off	🖊
Call Forward Busy	🛈	**CALL FORWARD ALWAYS**	🖊
Call Forward No Answer	🛈	When your phone is called, always forward the incoming call to a different phone number.	🖊
Call Forwarding Selective	🛈	🔴 Off	

*NOTE: Features are only available with the specific IP Services.

My VoIP Features – Changing Feature Status

To change your VoIP features, select the feature control from your list. VoIP features currently in use have a green/on status.

To edit an existing feature, click on the **Pencil** 🖊 icon. The next screen will allow you to make the necessary changes. Simply complete the form fields and click **Submit**.

My VoIP Features – Schedules

Schedules allow you to control how and when your features turn on/off (monthly, weekly, holidays). Create rules to determine when features will be on/off.
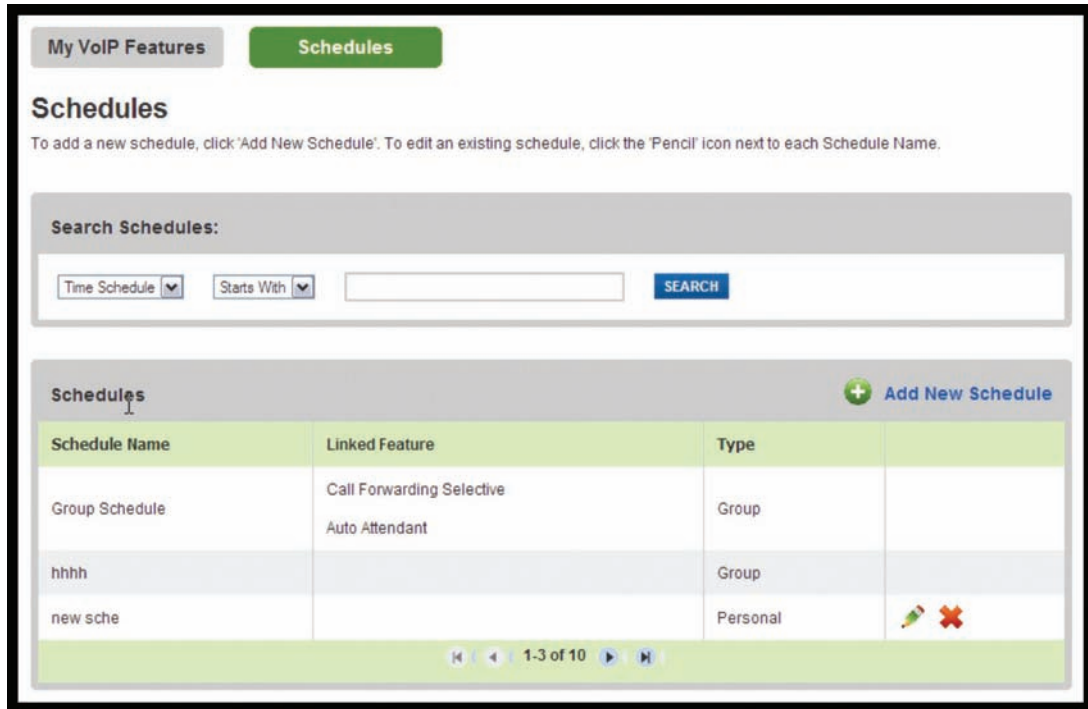
This part of the interface will allow you to create a new, modify, or delete schedules.

Adding a New Schedule

To create a new Schedule, select **Add New Schedule**.
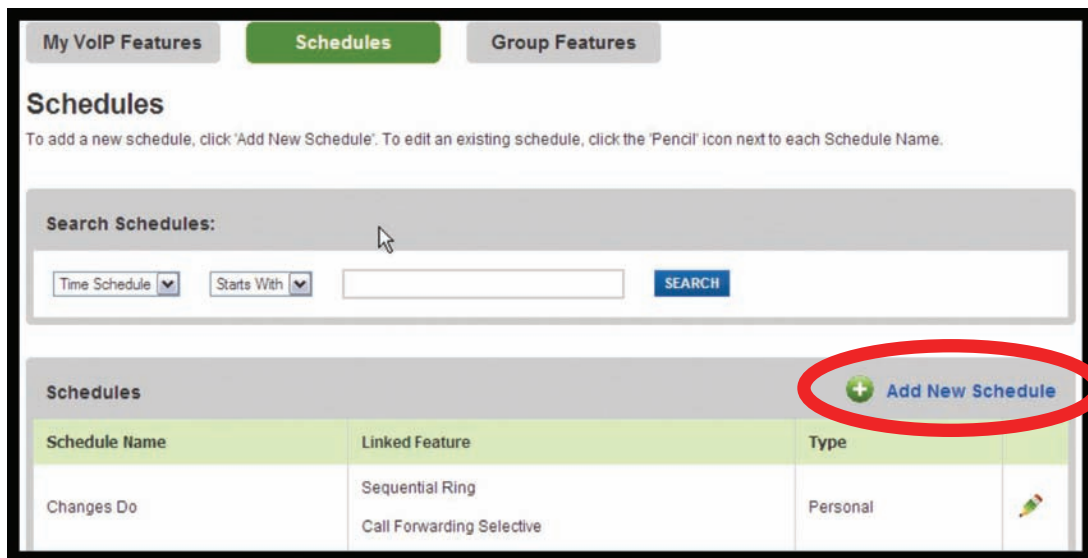
To create a new schedule, complete the following information.

01 Enter the name of the schedule

02 Choose the day and time you want to start the schedule

03 Choose the day and time you want the schedule to end

04 Click **Submit** to save your new schedule
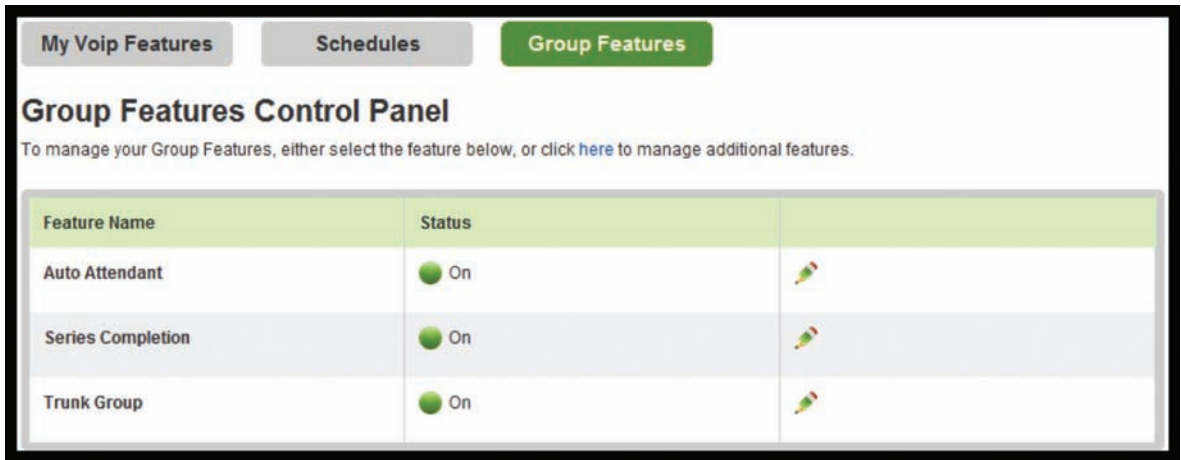
Group Features

Only the VoIP Administrators (Enterprise and Group) will see the Group Features tab.

The Group features tab will allow the VoIP Administrators (Enterprise and Group) to control **Auto Attendant, Series Completion,** and **Trunk Group** at the group level.

- Auto Attendant is a chargeable feature and therefore has to be created by Windstream

    - Once a feature is on the account, VoIP Administrators (Enterprise and Group) can manage changes

- The VoIP Administrators (Enterprise and Group) can create or edit Series Completion groups

- Trunk Groups are created at the time of service installation

    - Cannot be created or deleted via the interface

    - VoIP Administrators (Enterprise and Group) can modify an existing Trunk Group

To manage your Group Features and make configuration changes, click the **Pencil** 🖊 icon.

Feature Name	Status	
Auto Attendant	● On	🖊
Series Completion	● On	🖊
Trunk Group	● On	🖊

Group Features Control Panel
To manage your Group Features, either select the feature below, or click here to manage additional features.

My Voip Features   Schedules   Group Features

Auto Attendant

To manage your Auto Attendant, click the check box to activate, or the **Pencil** 🖊 icon to make configuration changes.

Active	Name	Location	
☑	Auto Attendant 2cadie	Progressions Companies - Main Loc	🖊
☑	AutoTestDemo33	Progressions Companies	🖊
☑	AAA	Progressions Companies	🖊
		◄◄ ◄ 1/1 ► ►►	

Edit Auto Attendant

The VoIP Administrators (Enterprise and Group) can edit the following:

- Auto Attendant ID: This is the name you will select when you want to edit the Auto Attendant from the previous screen

- Calling Line ID: This will be displayed as the outbound caller ID

- Language

- Time Zone

- Select Schedule: Time Schedule is how you indicate when you want to switch between business hours and after hours routing

Edit During Business Hours

VoIP Administrators (Enterprise and Group) can setup the business hours rules by:

- Selecting the **Key** you want the callers to press

- Adding a **Description**

- Selecting the **Action**

- Adding the **Phone Number**

Edit After Business Hours

VoIP Administrators (Enterprise and Group) can setup the after business hours rules by:

- Selecting the **Key** you want the callers to press

- Adding a **Description**

- Selecting the **Action**

- Adding the **Phone Number**

Series Completion

VoIP Administrators (Enterprise and Group) can edit an existing Series Completion Group by clicking the **Pencil** 🖊 icon. To create a new group, click **Add New Group**.

Create a Series Completion Group

After creating the new Series Completion Group, the VoIP Administrator (Enterprise or Group) is required to:

01 Create a Group **Name**

02 **Select Group** from the dropdown

03 Select **Available Users** to add to the Series Completion Group

- VoIP Administrators (Enterprise and Group) can also **Search Users** to add to the Series Completion Group by typing in the search field and then clicking **Search**

Edit a Series Completion Group

When editing a Series Completion Group, the VoIP Administrator (Enterprise or Group) can:

01 Edit the **Group Name**

02 Select users to add to or remove from the Series Completion Group

- ▪ VoIP Administrators (Enterprise and Group) can also **Search Users** to add to the Series Completion Group by typing in the search field and then clicking **Search**

Trunk Group

VoIP Administrators (Enterprise and Group) can edit existing Trunk Groups by clicking the **Pencil** 🖊 icon.
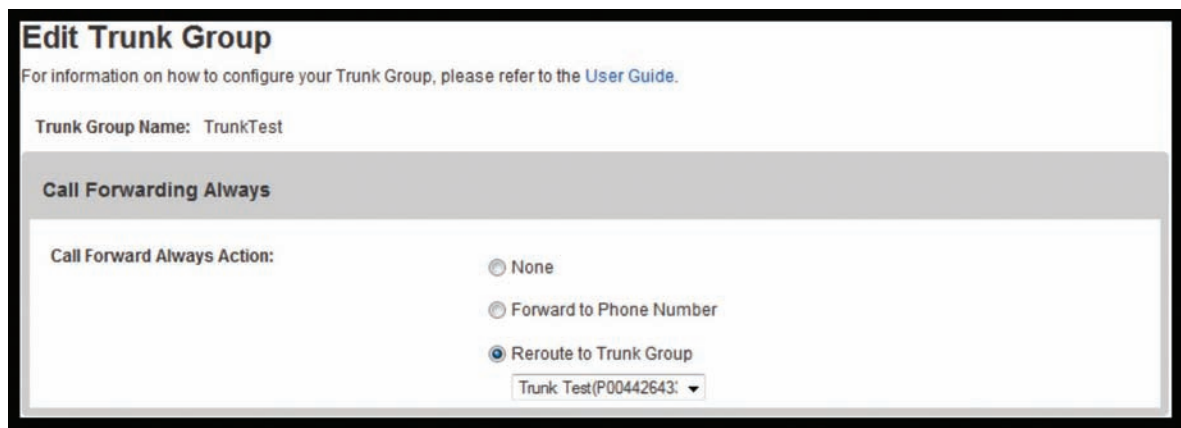
Edit a Trunk Group – Call Forward Always

VoIP Administrators (Enterprise and Group) can edit the Call Forwarding Always Action, by selecting from the following:

- **None**

- **Forward to Phone Number/SIP-URI** and then enter the number in the text box

- **Reroute to Trunk Group** and then select the trunk group from the drop-down list

*NOTE: The current trunk group should not be in the Reroute to Trunk Group drop-down list. If the group belongs to an enterprise, the Reroute to Trunk Group drop-down list includes all trunk groups in the enterprise. Also, when the trunk group is in a different group, the group ID of the trunk group is provided in parentheses "( )".

Edit a Trunk Group – Capacity Management

VoIP Administrators (Enterprise and Group) can configure the maximum, bursting capacity and capacity exceeded parameters for the trunk group.

For Incoming Capacity Exceeded Action, select from the following:

- **None**

- **Forward to Phone Number/SIP-URI** and then enter the number or URI in the text box

- **Reroute to Trunk Group** and select the trunk group from the pull-down list

*NOTE: The current trunk group should not be in the Reroute to Trunk Group drop-down list. If the group belongs to an enterprise, the Reroute to Trunk Group drop-down list includes all trunk groups in the enterprise. Also, when the trunk group is in a different group, the group ID of the trunk group is provided in parentheses "( )".

- Capacity Exceeded Initial Value is configured by Windstream

- Capacity Exceeded Offset Value is configured by Windstream

Capacity Management

Income Capacity Exceeded Action:	⦿ None
	○ Forward to Phone Number
	○ Reroute to Trunk Group
Capacity Exceeded Initial Value:	0
Capacity Exceeded Offset Value:	0

Edit a Trunk Group – Unreachable Destination

VoIP Administrators (Enterprise and Group) can configure the unreachable destination parameters for the Trunk Group.

Select the time from the Unreachable Destination Timeout drop-down list. The default value for it is 6 seconds.

For Unreachable Destination Action, select from the following:

- **None**

- **Forward to Phone Number/SIP-URI** and enter the number in the text box

- **Reroute to Trunk Group** and select the trunk group from the drop-down list

NOTE: The current trunk group should not be in the Reroute to Trunk Group drop-down list. If the group belongs to an enterprise, the Reroute to Trunk Group drop-down list includes all trunk groups in the enterprise. Also, when the trunk group is in a different group, the group ID of the trunk group is provided in parentheses "( )".

- Unreachable Destination Exceeded Initial Value is configured by Windstream

- Unreachable Destination Exceeded Offset Value is configured by Windstream

Unreachable Destination

Unreachable Destination Timeout:	6
Unreachable Destination Action:	⦿ None
	○ Forward to Phone Number
	○ Reroute to Trunk Group
Unreachable Destination Exceeded Initial Value:	0
Unreachable Destination Exceeded Offset Value:	0

CANCEL   SUBMIT

User Administration

The **User Administration** functionality will allow VoIP Administrators (Enterprise and Group) the following functionalities without leaving Windstream Online.

01 Search for phone numbers and existing users

02 Make changes to users' features

03 Create users and assign phone numbers

04 Ability to manage phone numbers and users

Search & Filter Functions

Utilize the User Administration section to assist in finding users or lines.

Users Tab – Search

From the **Users** tab, select **First Name, Last Name,** or **Phone Number** from the **Search By** field.
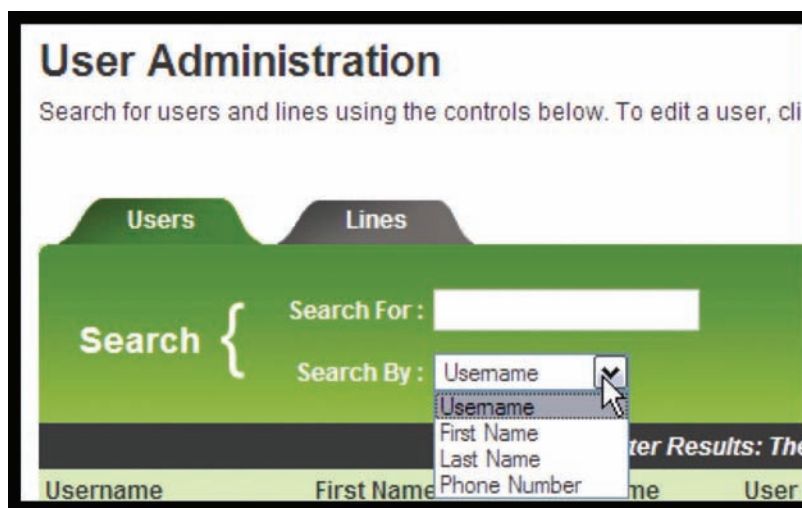
Users Tab – Filter

From the **Users** tab, select **User Type, Location,** or **User Pack** to filter the data.

User Type ▾	Location ▾	User Pack ▾
Enterprise	R Equal Main Location	Professional
Enterprise	R Equal Main Location	Reception

Filtered Data will appear as shown below.

Lines Tab – Search

From the **Lines** tab you can search by **Phone Number**.

Some information provided on this page differs slightly from that on the Users tab. From the Lines Tab, you can view **User Details, Phone Number, Location, User Pack, Phone,** or **Product**.

User Details	Phone Number	Location	User Pack	Phone	Product
👤	289-765-0007	R Equal Main Location	Professional	Polycom Soundpoint IP 550	HOSTED
👤	289-765-0050	R Equal Main Location	Office	Polycom Soundpoint IP 550	HOSTED
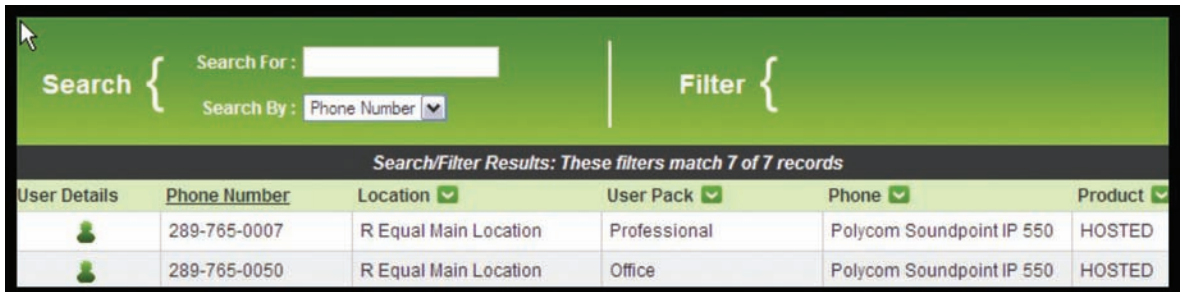
Lines Tab – Filter

From the **Lines** tab, select **Location, User Pack, Phone,** or **Product** to filter the data.

User Type	Location	User Pack
Enterprise	R Equal Main Location	Professional
Enterprise	R Equal Main Location	Reception

Filtered Data will appear as shown below.

Managing Other Users

Utilize the User Administration section to manage other users. Click on the user to determine what specific options are available.
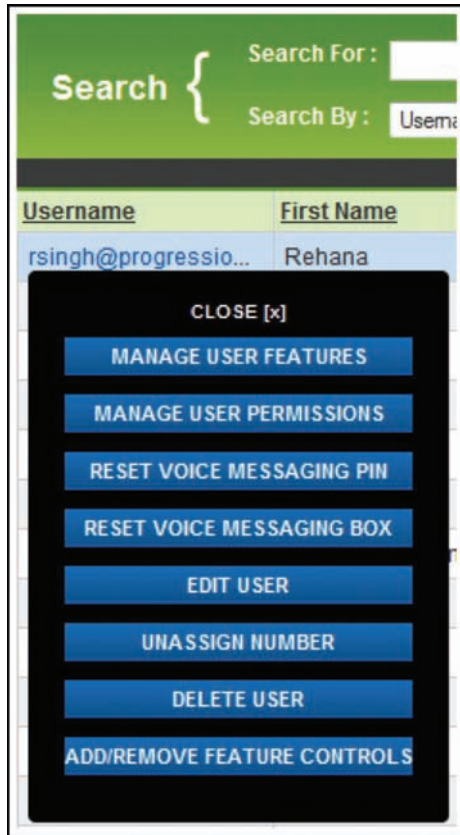
Manage User Features

This option will allow VoIP Administrators to make changes to other users' features. By selecting **Manage User Features**, you will be taken to the My VoIP Features page. You will know you are making changes on another user's phone by the box at the top of the page.
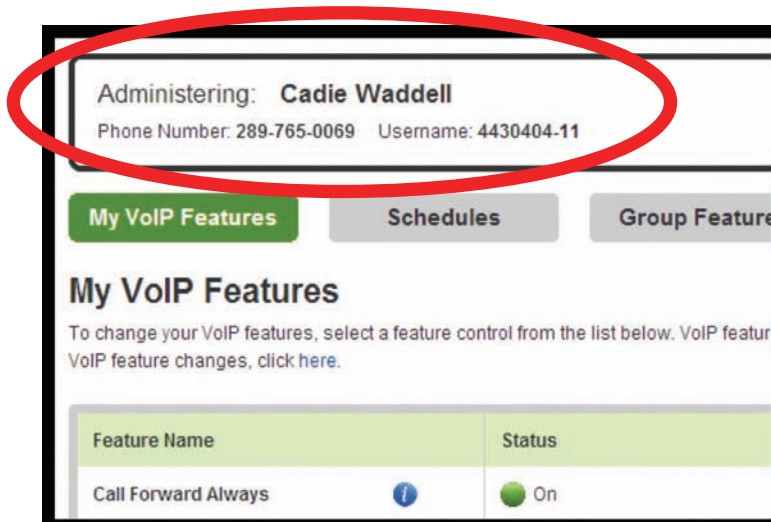
Manage User Permissions

To change the user permissions for the VoIP Interface, select **Manage User Permissions**.

Manage User Permissions

To change the user permissions for this user, select a user permission from the form below, then click 'Save'.

Cadie Waddell - 4430404-11

User Permissions:
- ⦿ VoIP Administrator(Enterprise)
- ○ VoIP Administrator(Group)
- ○ VoIP User(ANI)

To manage other PAETEC Online user permissions, visit Administer Account Users.

Reset Voice Messaging PIN

To reset the Voice Messaging PIN for a user, select **Reset Voice Messaging PIN**. Confirmation will be required.

Confirmation

Are you sure you want to reset the voice messaging PIN for this user (4430404-11)?

NO   YES

Reset Voice Messaging Box

To reset the Voice Messaging Box for a user, select **Reset Voice Messaging Box**. Confirmation will be required as this action cannot be changed once completed.

Confirmation

Are you sure you want to reset the voice messaging box for this user (4430404-11)?

Resetting the voice messaging box will:

- Reset the PIN to system default

- Delete all new and saved voice messages

- Reset the personal greeting to system defaults

Once modified, this action cannot be undone.

NO   YES

Edit User

VoIP Administrators (Enterprise and Group) can edit existing user information.

User Information

E-mail Address:	testtest@TEST.COM	
	☐ Use E-mail as Username	
Username:	testtest123	
Password:	••••••••	
Confirm Password:	••••••••	
First Name:	test	
Last Name:	test	

All fields required.

User Permissions

EXPAND   COLLAPSE

☐ Select All

➕ ☑ Manage My Services
➕ ☐ My Account
➕ ☐ Online Trouble Ticketing
➕ ☐ My Network Utilization

CANCEL   SUBMIT

Unassign Number

To remove a phone number from a user, select **Unassign Number**. Confirmation will be required.

Confirmation

Are you sure you want to remove the phone number (289-765-0069) for this user (4430404-11)? By doing so, you will also remove this user's phone and VoIP features.

NO   YES

Delete User

To delete a user from the VoIP Interface and Windstream Online, select **Delete User**. Confirmation will be required.

Confirmation

Are you sure you want to delete this user (4430404-11)? By doing so, you will remove this user's access to all PAETEC Online services (including, but not limited to, VoIP). This action cannot be undone.

NO   YES
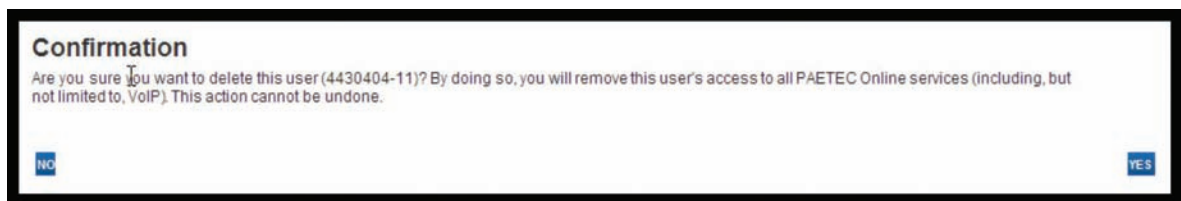
Add / Remove Feature Controls

VoIP Administrators (Enterprise and Group) can modify assigned features to a user by clicking on the feature and then on the corresponding < > icon that will either add or remove it from the Assigned Features list.

Modify Assigned Features

Move features to the right list box to assign them to the user.

Available Features

Customer Originated Trace
Calling Line ID Delivery Blocking
Voice Mobility 1

Move All Features

<<   >>

Move Selected Features

<   >

Assigned Features

External Calling Line ID Delivery
Do Not Disturb
Last Number Redial
Speed Dial 100
Three-Way Call
Automatic Hold/Retrieve
Busy Lamp Field
Call Forwarding Selective
Priority Alert
Selective Call Acceptance
Selective Call Rejection
Sequential Ring
Call Forwarding Always
Call Forwarding Busy

CANCEL   SUBMIT

***NOTE**: Some features such as Voice Mobility 1 and Voice Mail are actually feature groups that contain other features. If you add or remove the feature group, you will affect all features in the feature group.

If you select a feature group, you will see the list of the features contained in the group at the bottom of the window as shown below.

Creating / Administering User Accounts

In order for users to configure the services on their specific telephone number, each user needs to have a Windstream OnlineUsername and Password created by the Account Administrator.

The VoIP Administrator can create users in Windstream Onlineby selecting **User Administration**.

From this page, VoIP Administrators may add, delete, or edit user permissions.

To create a new user, follow these steps:

01 Create **New User** and then click the **arrow**

02 Complete information

User Information

E-mail Address: [   ] ℹ

☑ Use E-mail as Username

Username: [   ] ℹ

Password: [   ] ℹ

Confirm Password: [   ]

First Name: [   ]

Last Name: [   ]

☐ Account Administrator

All fields required.

User Permissions

[EXPAND] [COLLAPSE]

☐ Select All

✚ ☐ Manage My Services
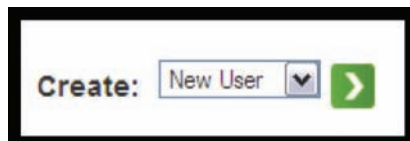✚ ☐ My Account
✚ ☐ Online Trouble Ticketing
✚ ☐ My Network Utilization

*NOTE: The Username defaults to the e-mail address of the user. This may be changed by selecting a Username that is unique within all of Windstream Online.

03 You will need to create a Password that meets the security requirements. Hover your mouse over the ℹ to see the Password Rules.

Password: [•••••••••••] ℹ

Confirm Password: [•••••••••••]

First Name: Clint

Last Name: Test

☐ Account Adminis

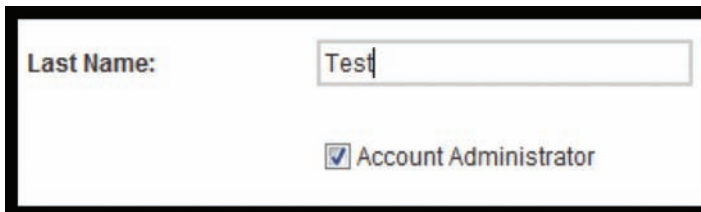*All fields required.*

[CANCEL]

PASSWORD RULE

Password Rules:
- Your password must be 6 to 15 characters in length.
- Your password must contain at least one capital letter, one lowercase letter and one number.
- Your password must contain only letters and numbers.
- Your password cannot be the same as your username.
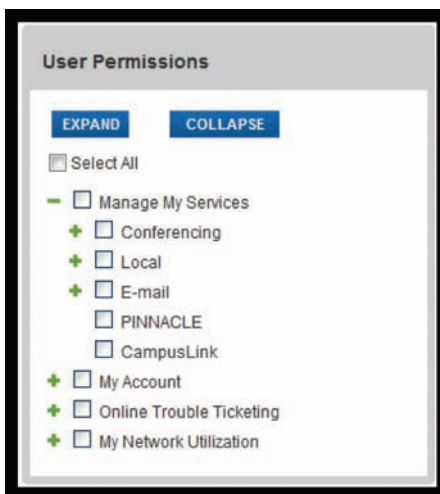- Your password may be changed once selected.

There are three options for User Permissions

- OPTION 1

  - Create a VoIP Administrator (Group or Enterprise)

  - Select **Account Administrator** by putting a check in the box just below the field for the last name

  - This option will also provide full account administrator rights for all other functions within Windstream Online

- OPTION 2

  - Create a VoIP User with Windstream OnlineAdministrator rights

  - Do not select the Account Administrator box

  - Under **User Permissions**, select the options you want the user to have right over by putting a check in the desired boxes


- OPTION 3

  - Create a VoIP User without Windstream OnlineAdministrator rights

  - Do not select the Account Administrator box

  - Do not select any options under User Permissions

04 Once you have completed the information for a new user, select **Create**. You will receive a confirmation message when you have successfully created a new user and the option to **Assign Phone Number** to that user.
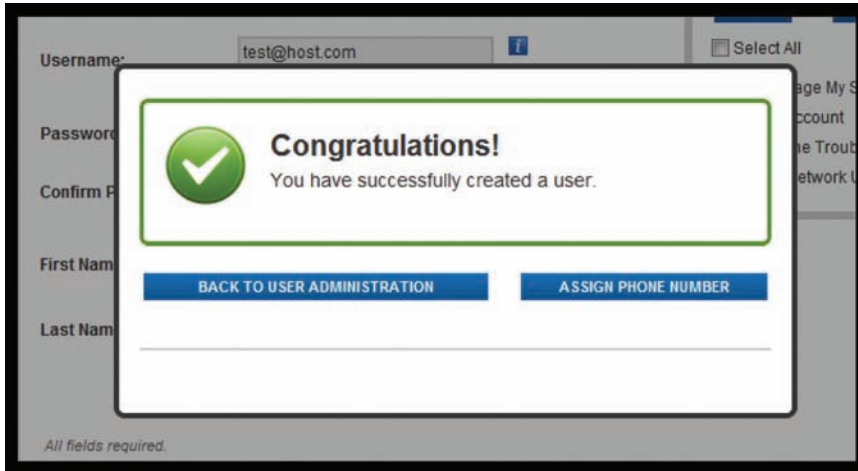
05 If you chose **Assign Phone Number**, you will be brought back into the User Administration section to select a phone number for the user.

06 The 🖉 indicates that the number is available to be assigned. Click the 🖉 beside the phone number you want to assign to the user. Confirm the number assignment by selecting **Yes**.
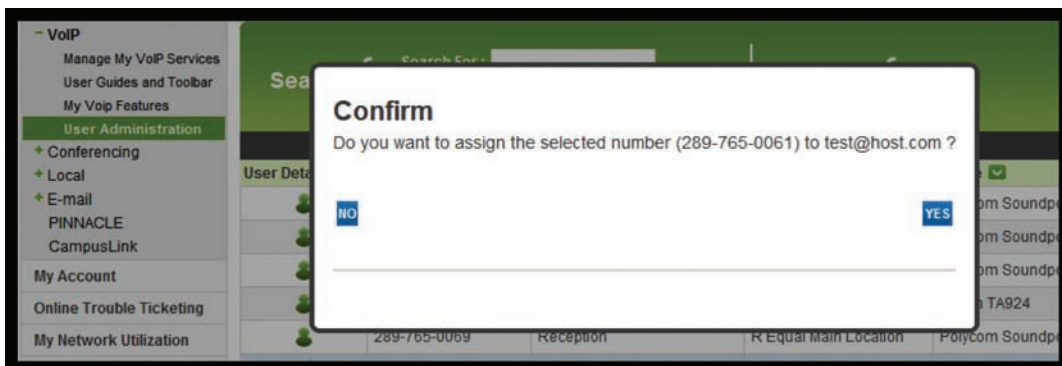
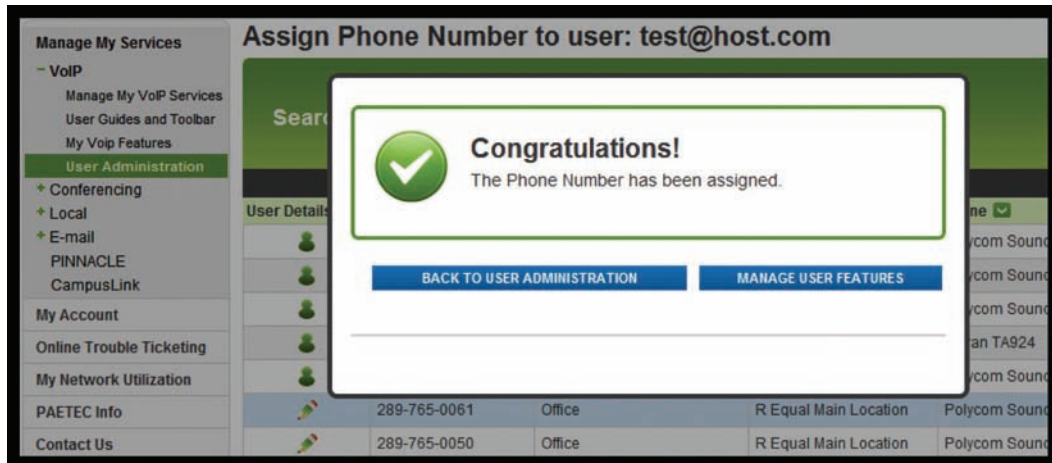**07** After confirming the addition of a phone number to a user, you will receive a confirmation message when you have successfully assigned the phone number and the option to **Manage User Features** for that user.

08 If you chose, **Manage User Features**, you will be directed to the **My VoIP Features** page. From this page, you can do the following:

- User Features (see **My VoIP Features** in the next section of this document)

- Schedules

- Group Features (this will only be visible for VoIP Administrators)

Additional Features / Functionalities

At this time, the features control access allows you to make changes to some of the most common user features. If there is a change that needs to be made that is not available in the Enhanced VoIP Interface, you can access the Primary VoIP Interface in the following ways.

01 From **Manage My VoIP Services**, there is an option to move to the **Primary VoIP Interface**.

02 From **My VoIP Features**, there is an option to move to the **Primary VoIP Interface**.
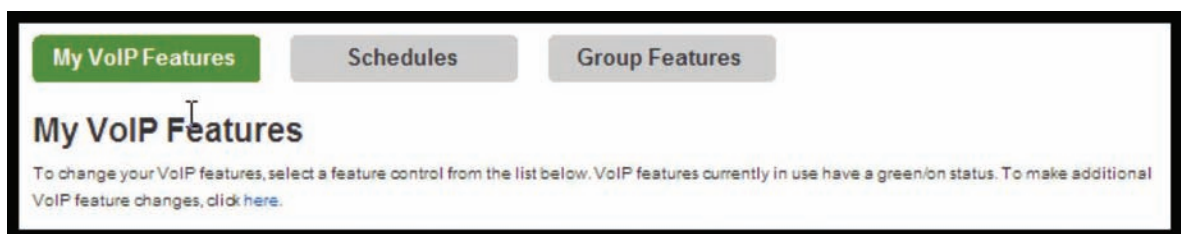
Primary VoIP Interface

The following section will define the features and functionalities within the primary VoIP interface.

VoIP Interface Online Help

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

To use the Help tool, simply click on **Help** in the upper right hand corner of the page.
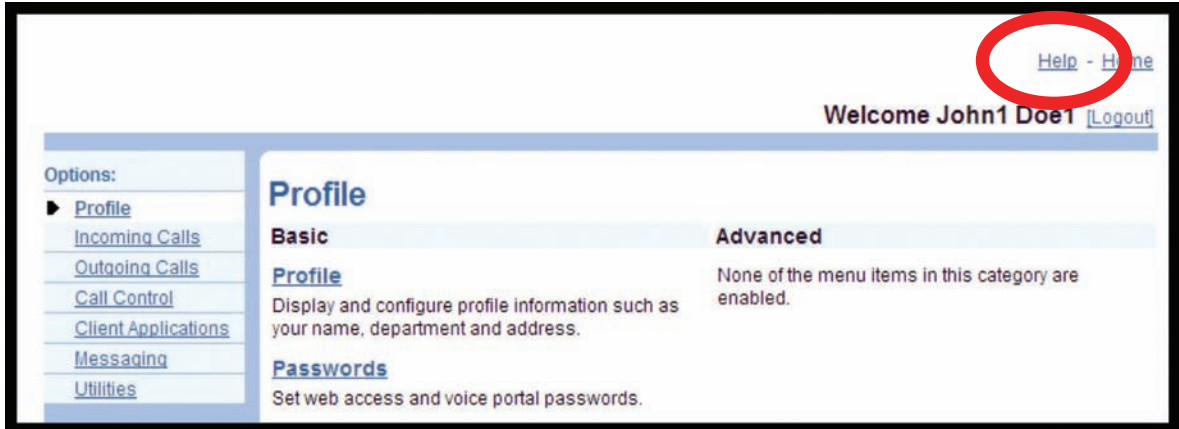
A page appears with additional instructions and/or information.
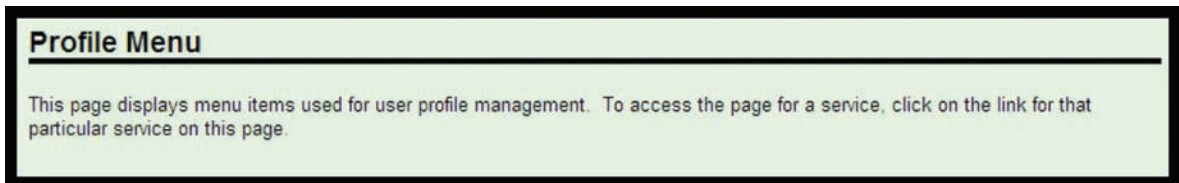
Search

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

Group Level

Select **Groups**.
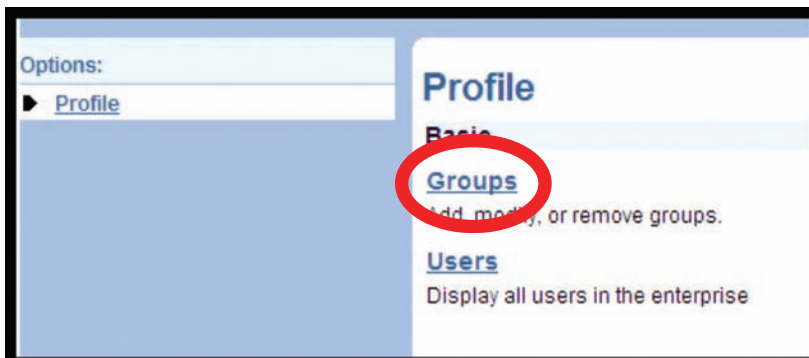
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If the search criteria used needs to be narrowed, additional criteria can be added by clicking the (+) button.
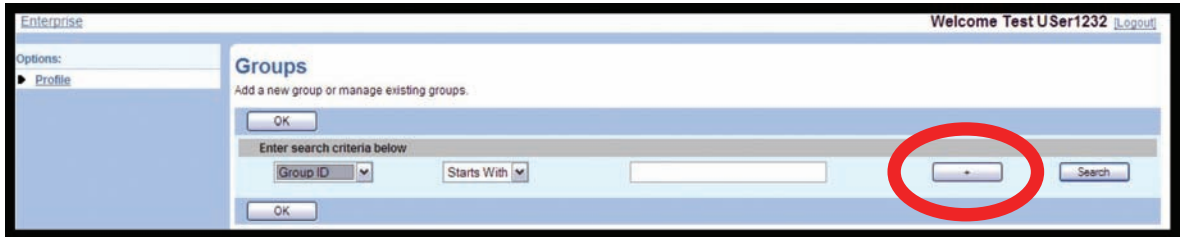
Select **Group ID** or **Group Name**.

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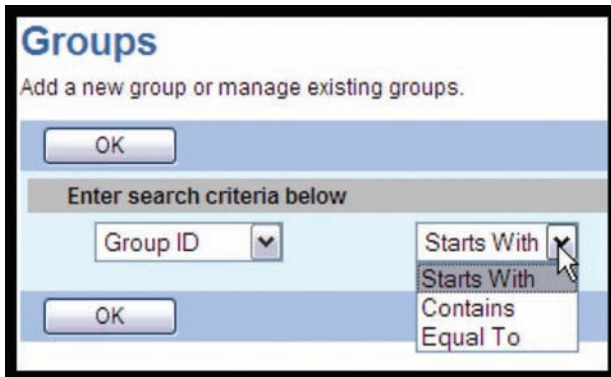
User Level

Select **Users**.
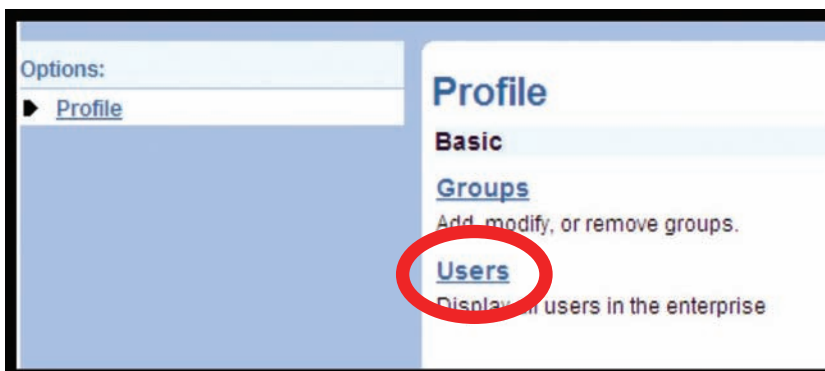
If the search criteria used needs to be narrowed, additional criteria can be added by clicking the **(+)** button.
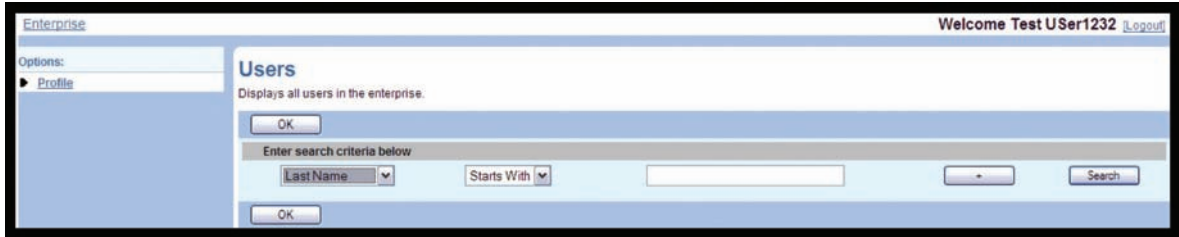
Select **Last Name, First Name, Phone Number, E-mail Address,** or **Trunk Group**.
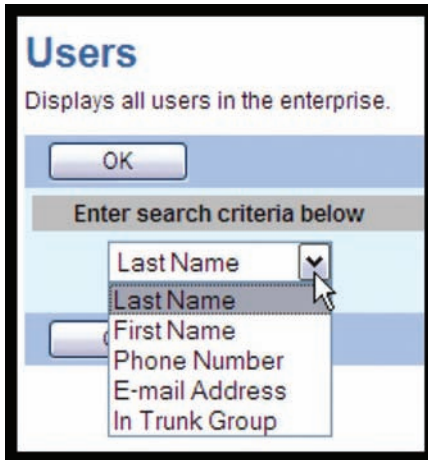
Select **Starts With, Contains,** or **Equal To**.
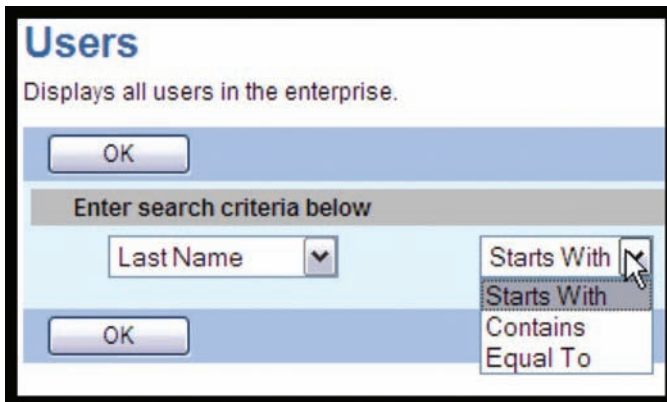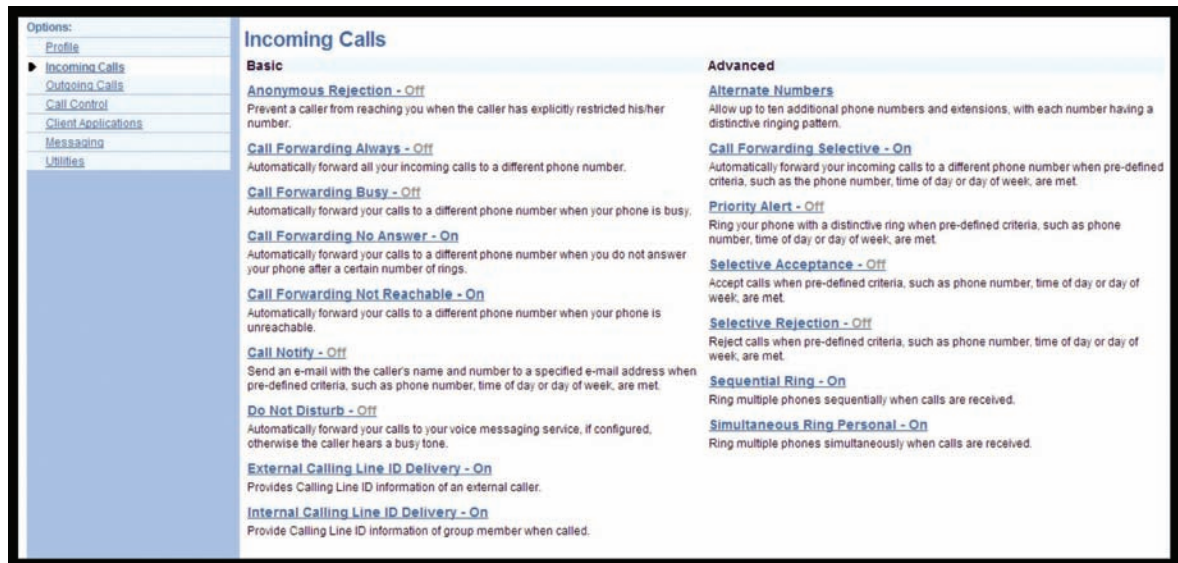
Only 20 users are displayed per page. Please note there are **Next** or **Last** options at the bottom of each page as shown below.

Incoming Call Features

These features can be controlled by the VoIP Administrator (Enterprise or Group). If the Administrator permits control by individual users, the VoIP User interface will also show the following options* below.

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

Anonymous Call Rejection

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

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

Select **Anonymous Rejection**.

Select **On/Off**.

Select **Apply** and then **OK** to submit the changes.
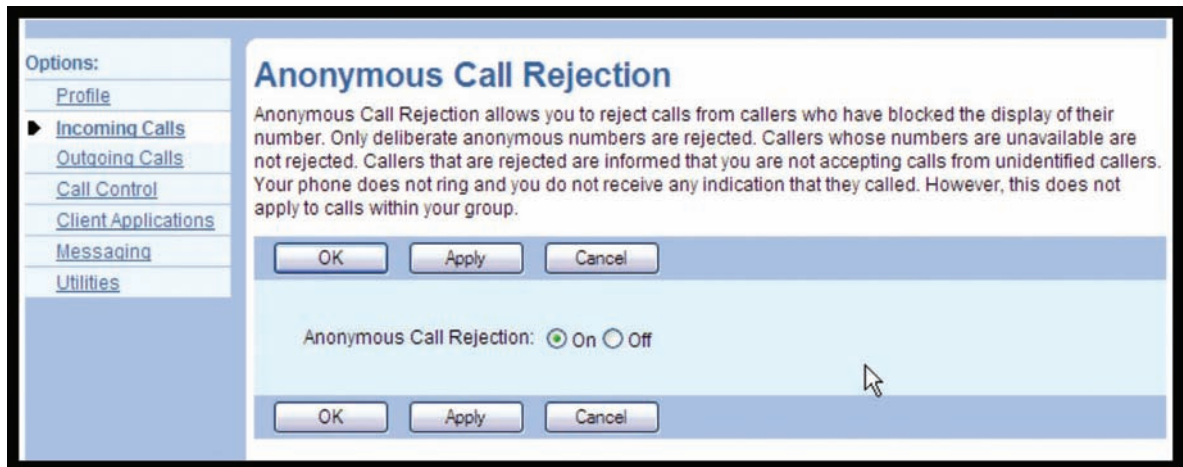
Call Forwarding Always

Call Forward Always enables users to automatically forward all incoming calls to a different phone number.

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

Select **Call Forwarding Always**.
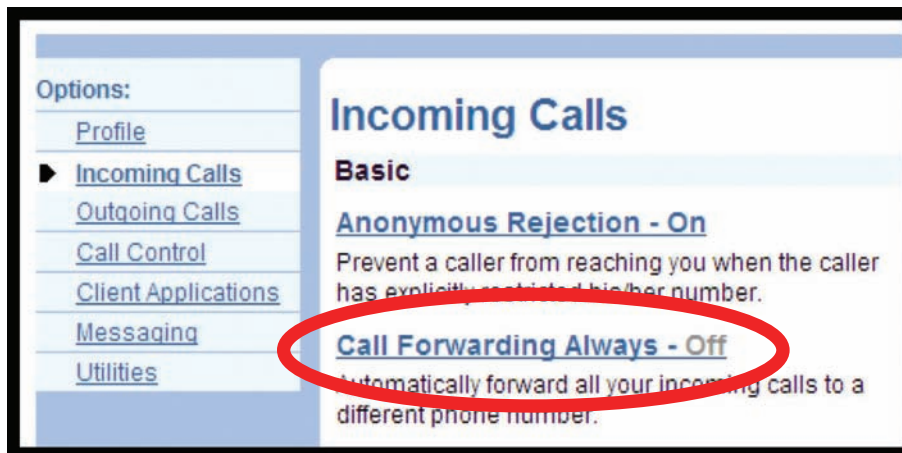
Select the **On/Off**.

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

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

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

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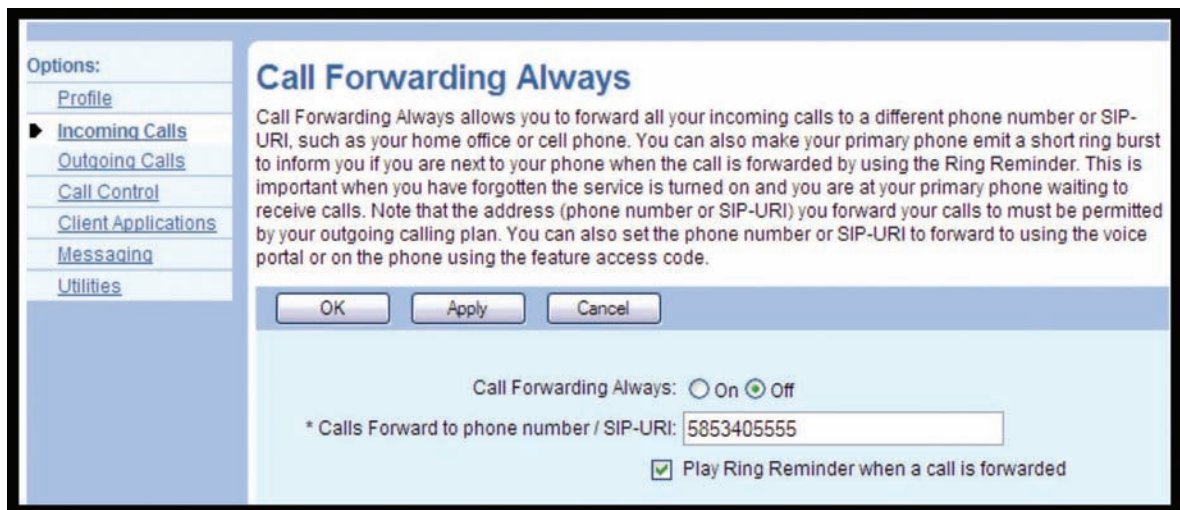
Call Forwarding Always – From Your Telephone

- Pick up the receiver and dial *72

- Listen for a message prompt and then enter the number to which calls will be forwarded followed by the # key (Include a "1" at the beginning of the number if forwarding to a telephone number that is a long distance call from your phone)

- You can also press the # key to forward calls to the phone number that was previously used

- A confirmation message will indicate activation

- To deactivate, pick up the receiver and dial *73

- A confirmation message will indicate deactivation

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

Call Forwarding Busy

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

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

Select **Call Forwarding Busy**.
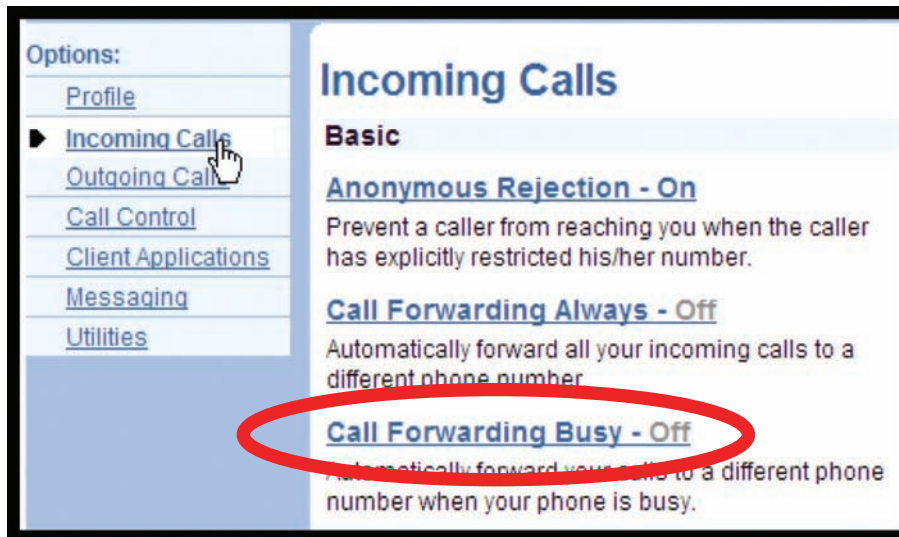
Select the **On/Off**.

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

Select **Apply** and then **OK** to submit the changes.
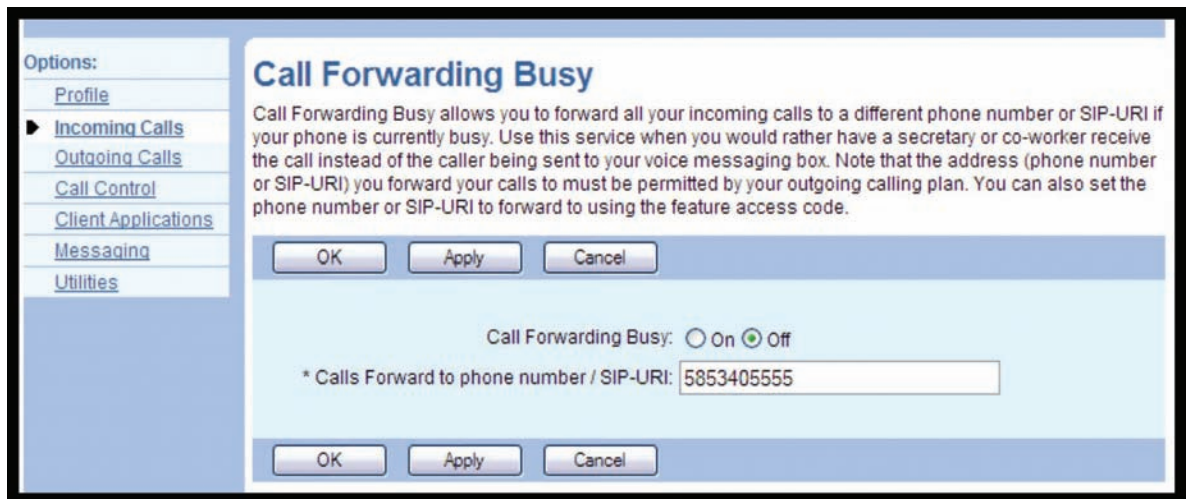
Call Forwarding Busy – From Your Telephone

▪ Pick up the receiver and dial *90

▪ Listen for a message prompt and then enter the number to which calls will be forwarded followed by the # key (Include a "1" at the beginning of the number if forwarding to a telephone number that is a long distance call from your phone)

▪ You can also press the # key to forward calls to the phone number that was previously used

▪ A confirmation message will indicate activation

▪ To deactivate, pick up the receiver and dial *91

▪ A confirmation message will indicate deactivation

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

Call Forwarding No Answer

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

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

Select **Call Forwarding No Answer**.
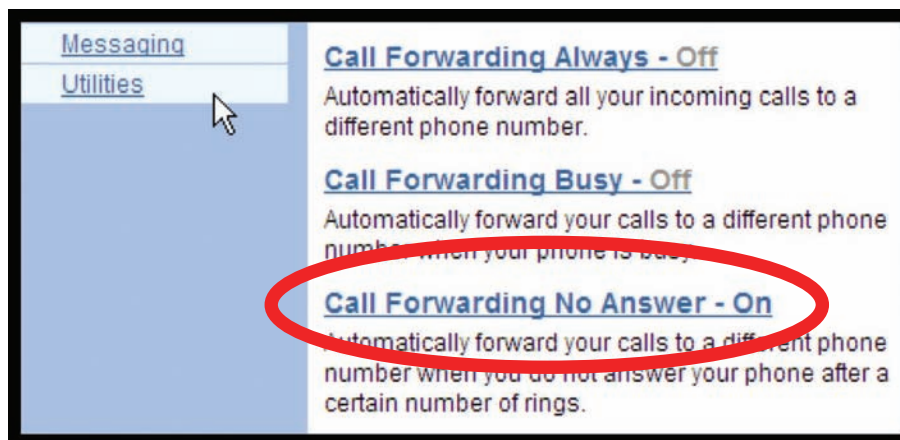
Select the **On/Off**.
If selecting **On**, enter the phone number to forward all calls to in the **Calls Forward To** box. Include a "1" at the beginning of the number if forwarding to a telephone number that is a long distance call from the user's phone. Long Distance charges will apply to calls forwarded outside Local Calling Area.

If selecting **On**, enter a number in the **Number of rings before forwarding** section.
Select **Apply** and then **OK** to submit the changes.
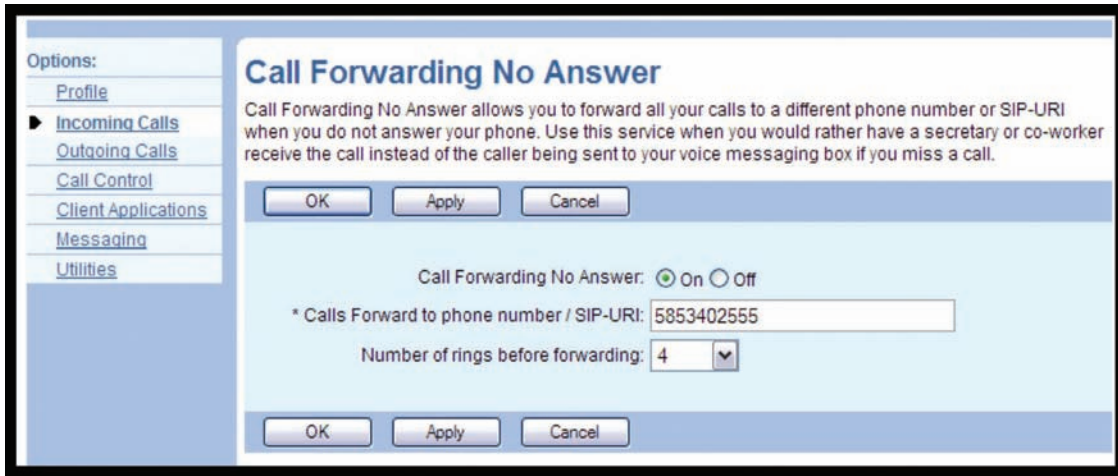
Call Forwarding No Answer – From Your Telephone

▪ Pick up the receiver and dial *92

▪ Listen for a message prompt and then enter the number to which calls will be forwarded followed by the # key (Include a "1" at the beginning of the number if forwarding to a telephone number that is a long distance call from your phone)

▪ You can also press the # key to forward calls to the phone number that was previously used

▪ A confirmation message will indicate activation

▪ To deactivate, pick up the receiver and dial *93

▪ A confirmation message will indicate deactivation

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

Do Not Disturb

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

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

Select **Do Not Disturb**.
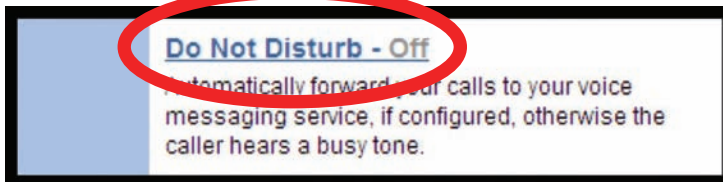
Select the **On/Off**.

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

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

External Calling Line ID Delivery

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

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

Select **External Calling Line ID Delivery**.
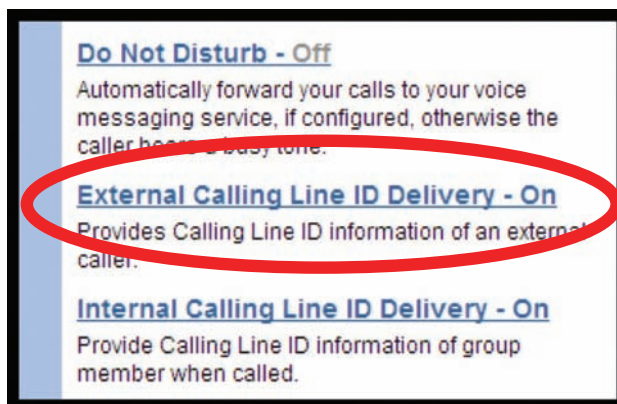
Select the **On/Off**.

Select **Apply** and then **OK** to submit the changes.
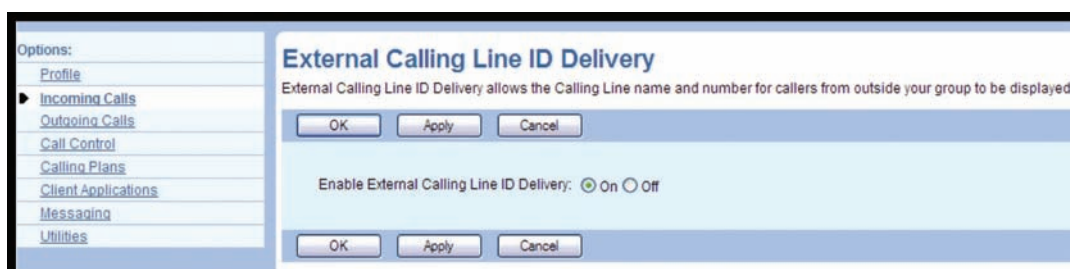
Internal Calling Line ID Delivery

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

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

Select **Internal Calling Line ID Delivery**.
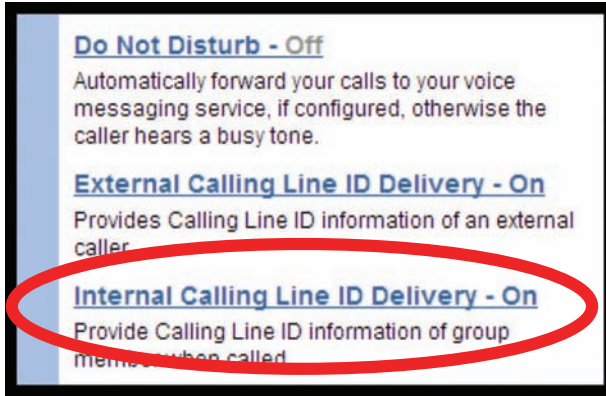
Select the **On/Off**.

Select **Apply** and then **OK** to submit the changes.
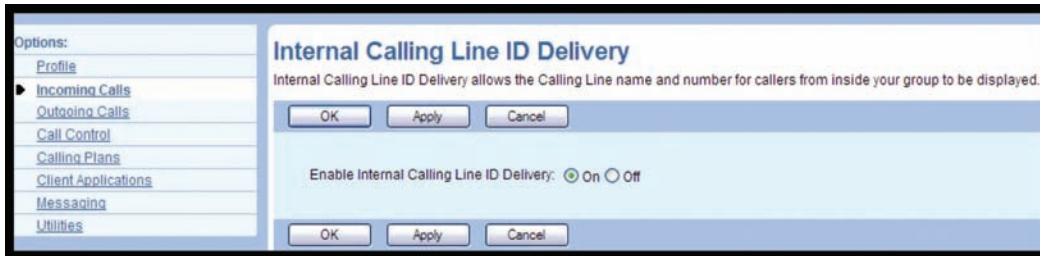
Group Features

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

Assigning Group Features

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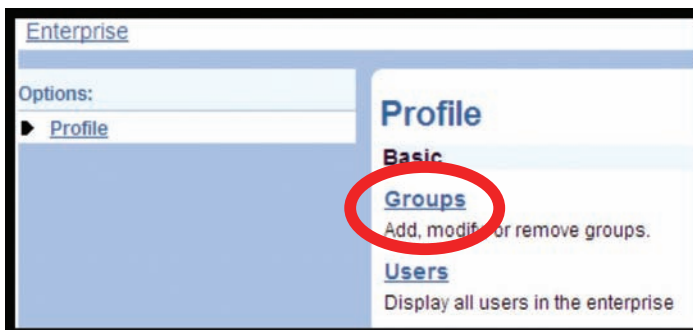
Select **Groups**.

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Select **Search**.

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

Select **Resources**.
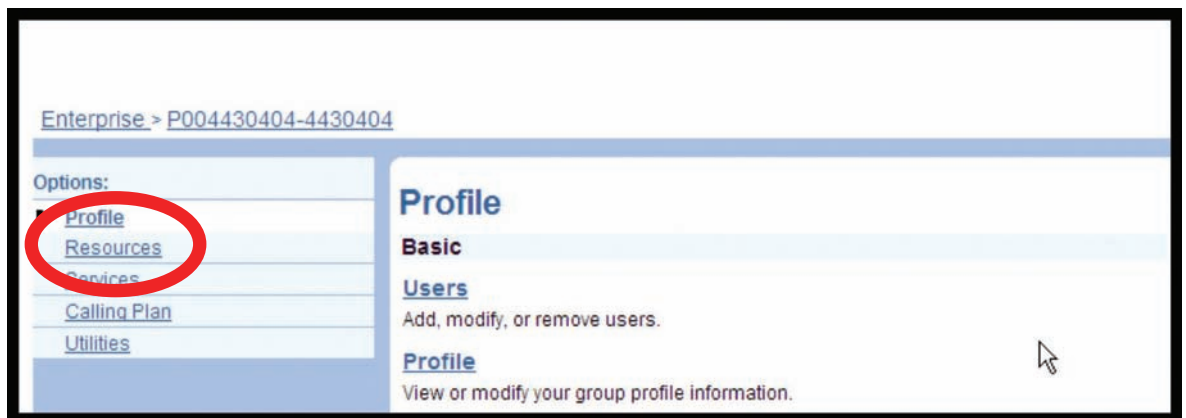
Select **Assign Group Services** to view the services currently available and assigned to your group account.
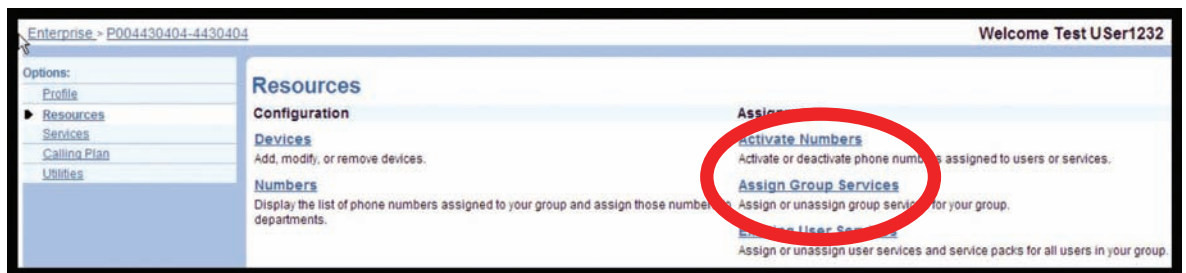
Click the **Add** button to insert the features in the **Assigned Services** box on the right.

Select **Apply** and then **OK** to submit the changes.
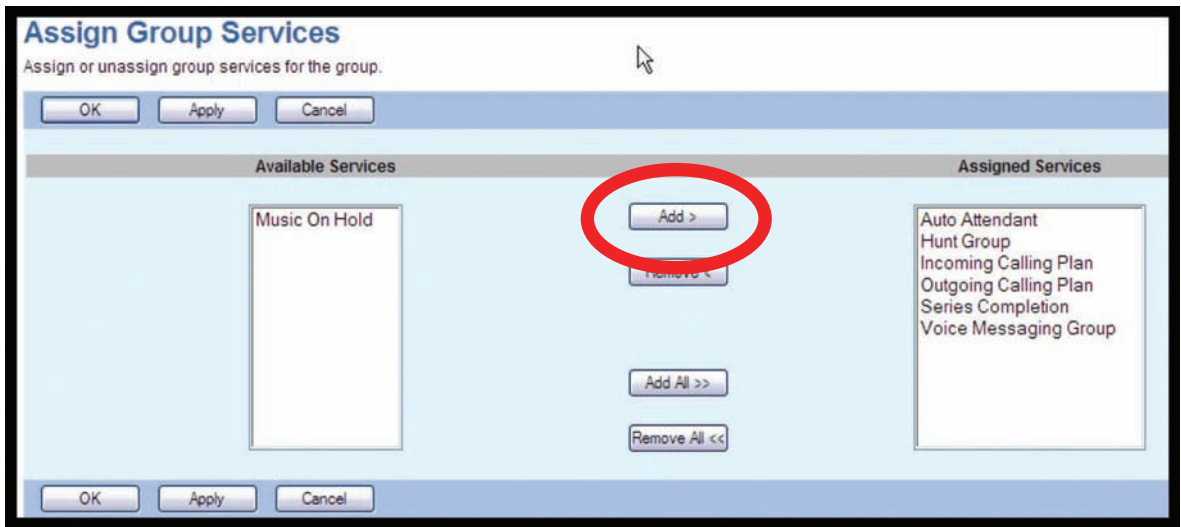
Removing Group Features

Select the feature you wish to remove from **Available Services** box.
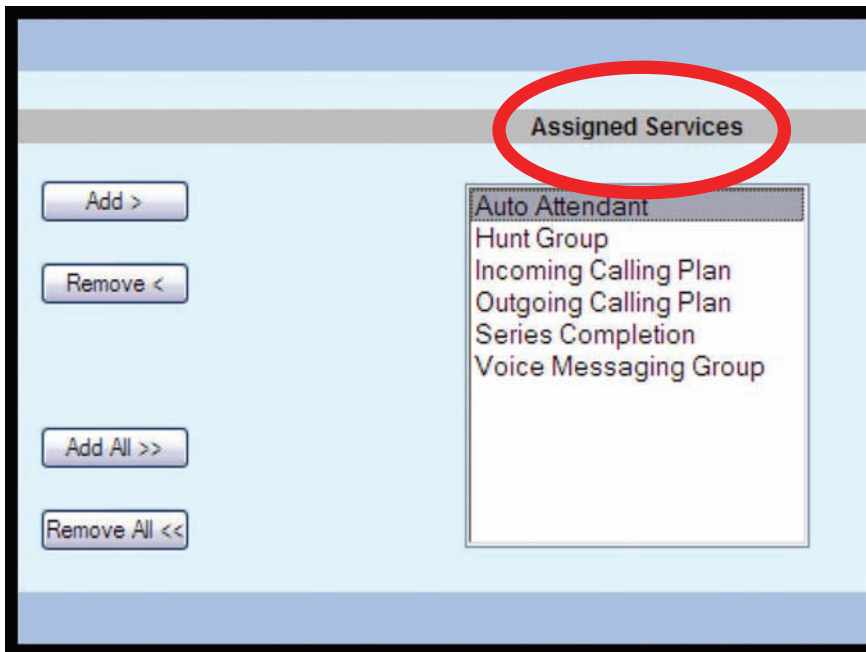
Click the **Remove** button.

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

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

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Activating Group Features

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

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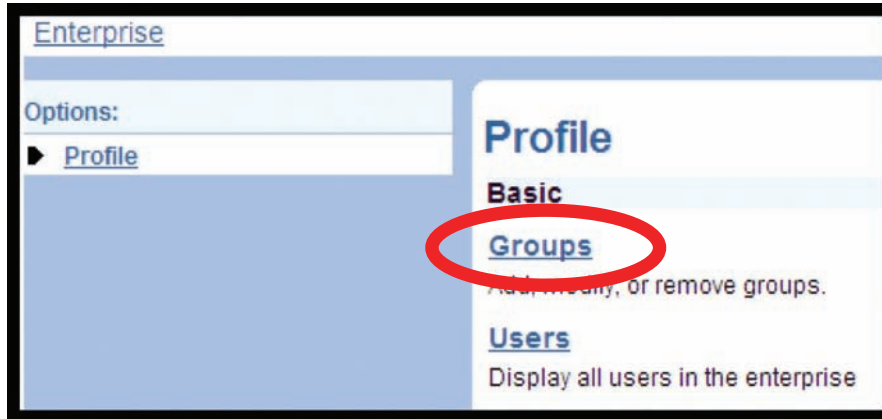
Select **Groups**.

Select Search.
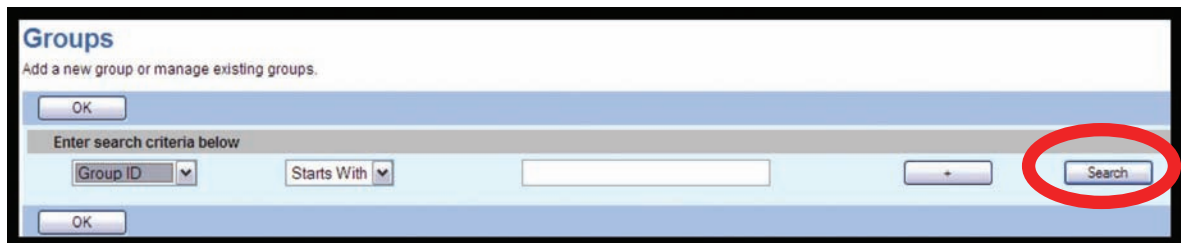
Under the **Group Name** column, click the Group (location) you wish to assign group services to.
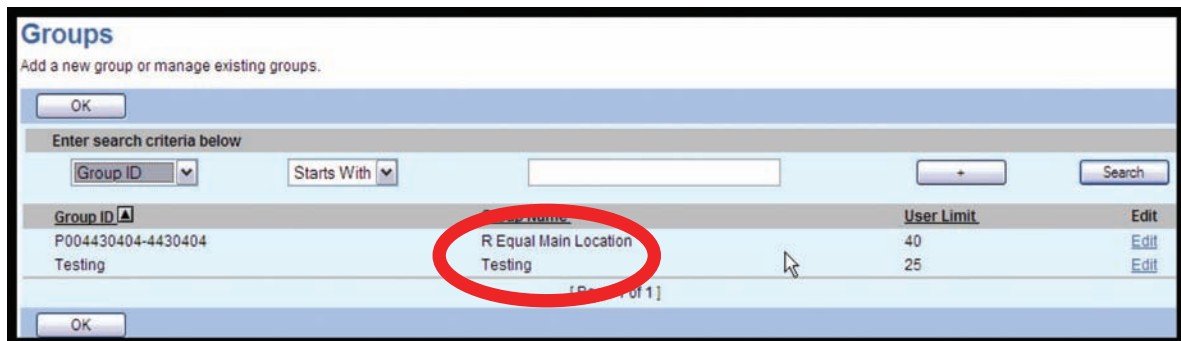
Select **Utilities**.
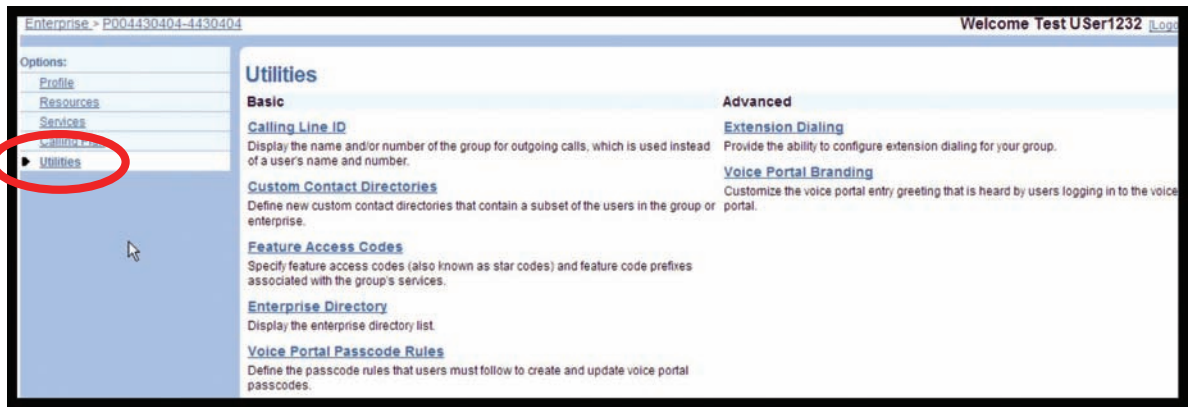
Calling Line ID

Display the name and/or number of the group for outgoing calls, which is used instead of a user's name and number.

From the Utilities screen, select **Calling Line ID**.
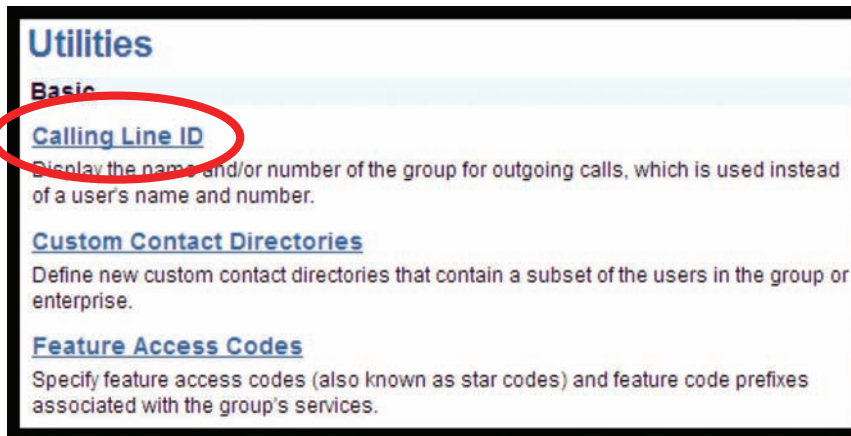
This section will allow you to configure the Group Calling Line ID and the group name for outgoing calls. It is important to remember the group settings override any user settings.

For users without telephone numbers, to be able to make calls, the Group Calling Line ID must be set.

▪ Select **None** or the **Group Number** in the drop down box

▪ Click the first box – **Use the group number, instead of the user number, in the outgoing Calling Line ID**

▪ Click the second box - **Use the group name, instead of the user name, in the outgoing Calling Line ID**

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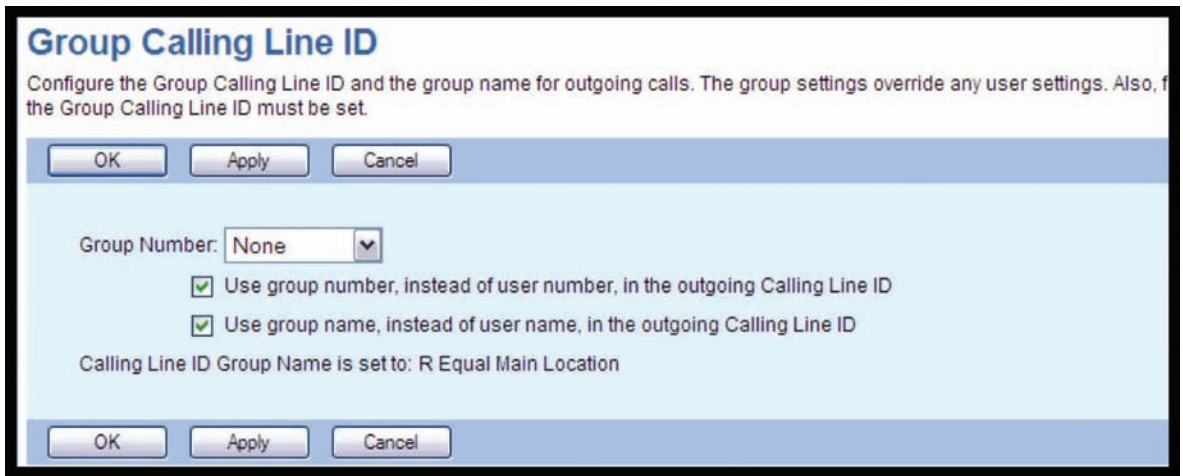
*NOTE: The Calling Line ID Group Name displayed is configured on the **Profile** page for that **Group**.

Assigning User Features by User

Select **Users**.
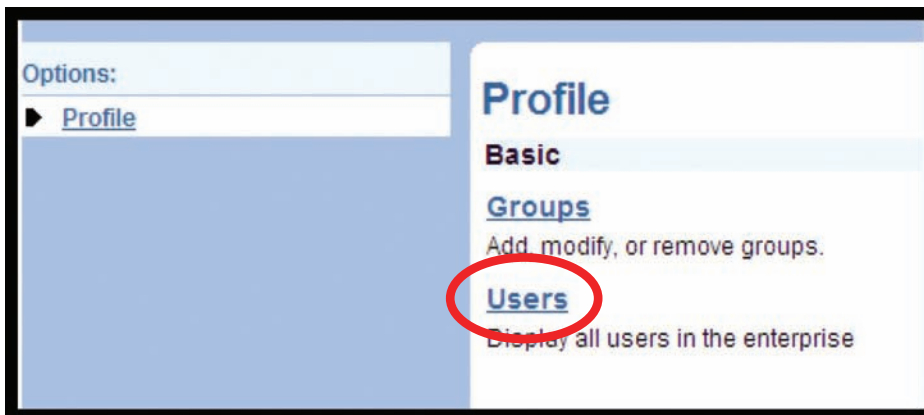
Click on **Search**.

Under the **Phone Number** column, click the telephone number you wish to assign features to.
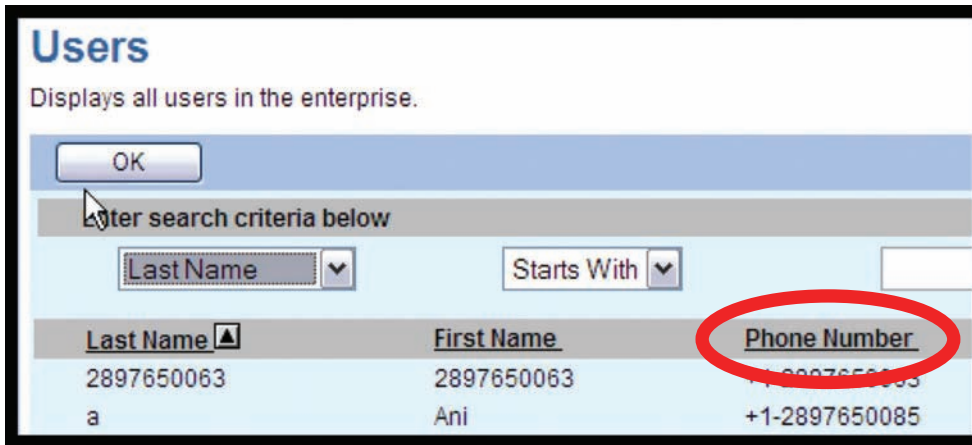
From the new screen, select **Assign Services**.
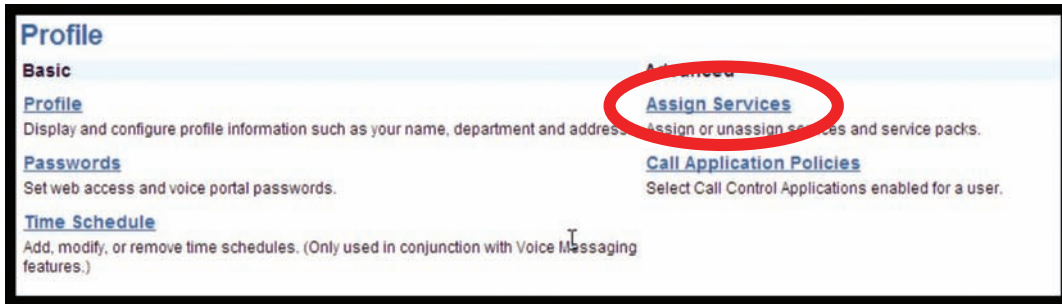
This will display the features that are currently available and assigned to the user.
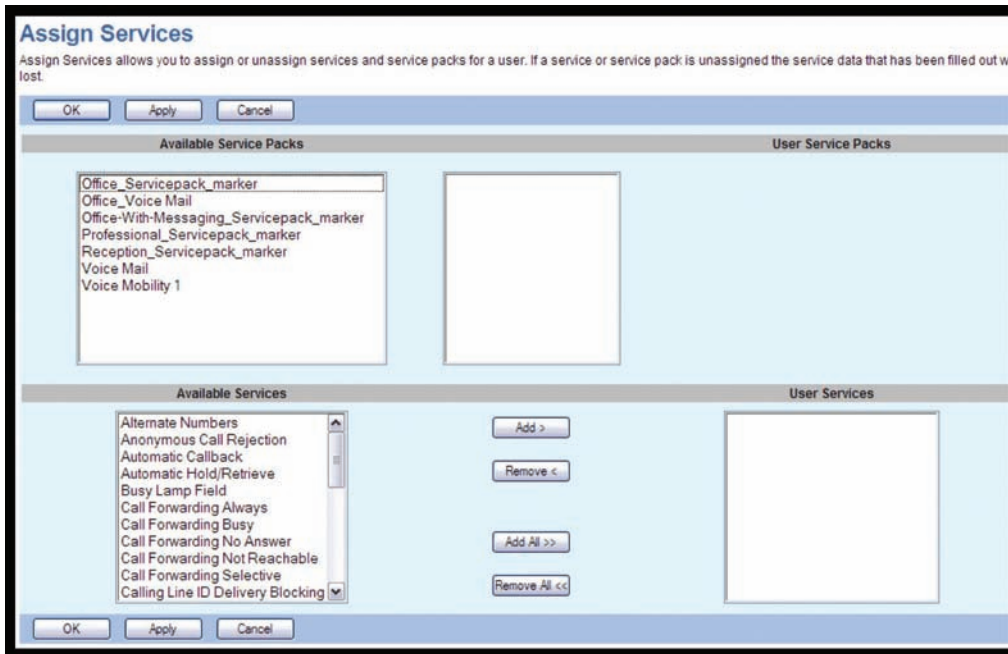
Highlight the desired feature in the **Available Services** box.

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

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

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Hunt Groups

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

Series Completion Hunt Group

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

Add a Series Completion Group

Select **Profile**.

Select **Groups**.

Click on **Search**.

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

Select **Services**.

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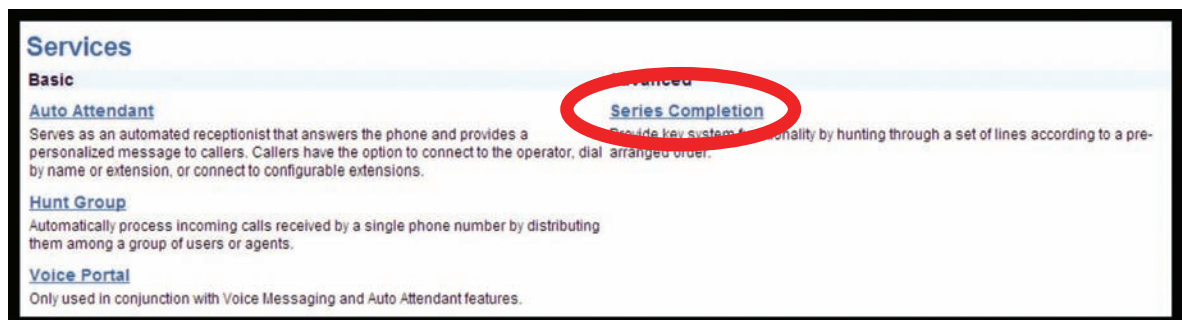
*NOTE: More than one basic hunt group can exist per Group Account, but a phone number/individual user can only be a member of one hunt group at a time.

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

Enter a name to be assigned to the hunt group in the **Group Name** box.
Click on **Search**.

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

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

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

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

Modify an Existing Series Completion Group

Select **Search**.

Select the hunt group from the list.

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

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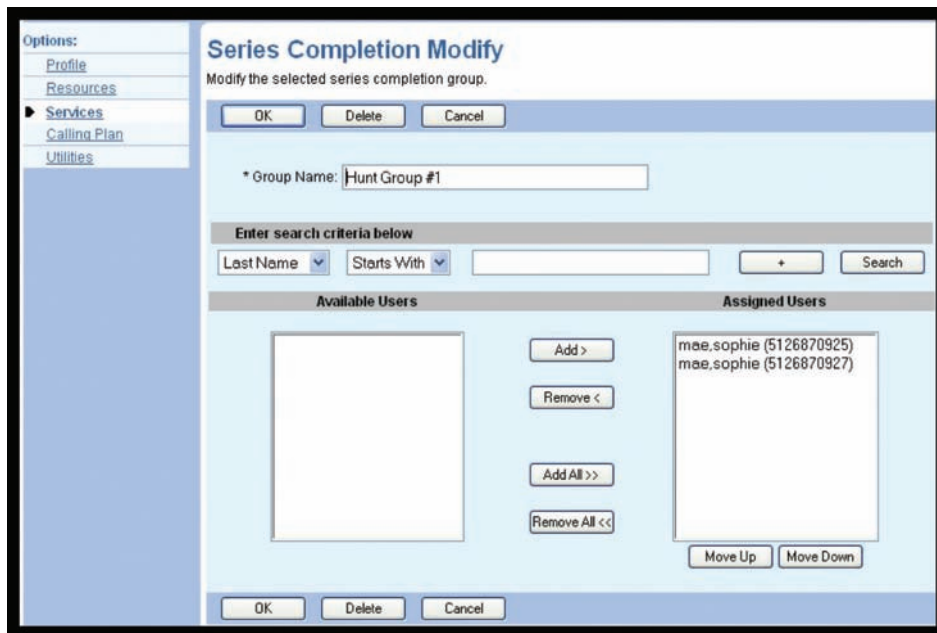
Delete a Series Completion Group

Select **Search**.

Select the hunt group from the list.

Click **Delete**.

Click **OK**.

Circular Hunting

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

Assign a Series Completion to your group account by following the steps in the **Series Completion** section.

The last user in the hunt group will need to have the **Call Forward Busy** and **Call Forward No Answer** features added to their phone number.

To complete this action, set up the Series Completion Group as described above.

Restricting Certain Incoming or Outgoing Calls

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

Calling Plan

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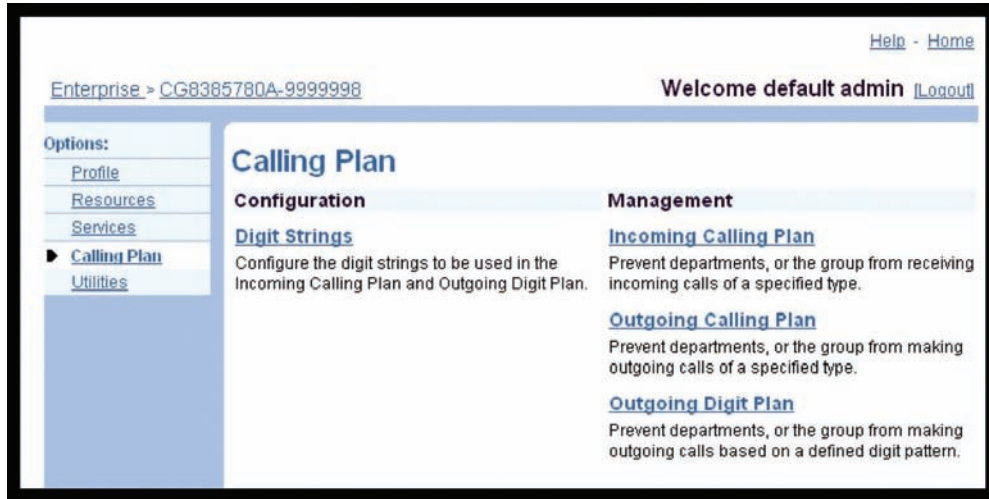
Incoming Calling Plan

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

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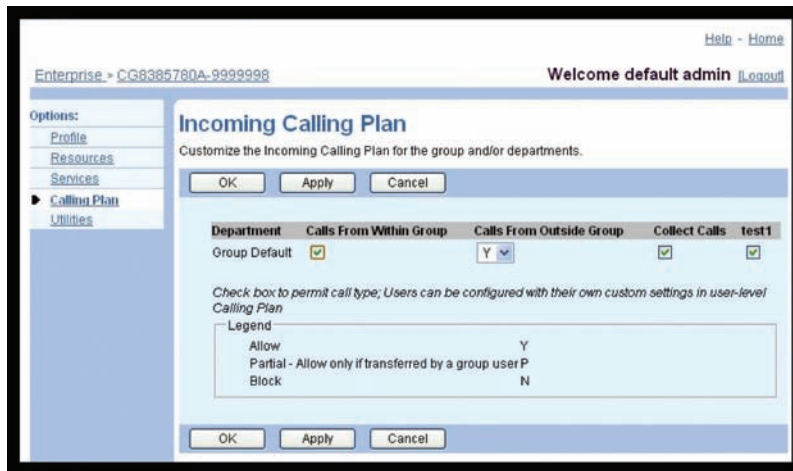
Setting Up an Incoming Calling Plan for a Group

Select **Calling Plan**.

Select **Incoming Calling Plan**.

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

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

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

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

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

Click **OK** to complete the process.
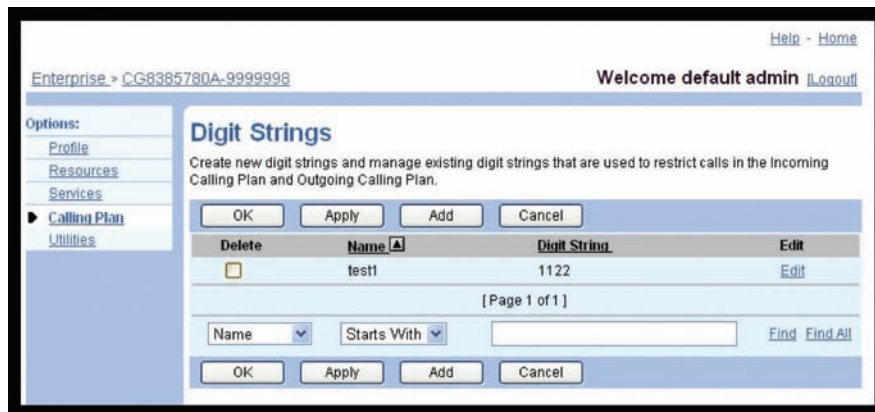
Outgoing Calling Plan

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

Outgoing Calling Plan Call Types

Call Type	Description	Digit Map *
Casual Calls	Used to select other long distance carriers.	101xxxx
Casual Calls	Used to select other long distance carriers.	101xxxx.
Chargeable Directory Assistance		1xxx5551212
Chargeable Directory Assistance		xxx5551212
International		01
Local		Xxxxxxx
Local		Xxxxxxxxxx
Operator Assisted		0
Operator Assisted		00
Operator Assisted		0xxxxxxxxxx
Special Services I		411
Special Services I		1411
Special Services I		5551212
Special Services I		15551212
Special Services I		950xxxx
Special Services I		1950xxxx
Special Services I		500xxxxxxx
Special Services I		1500xxxxxxx
Special Services I		700xxxxxxx
Special Services I		1700xxxxxxx
Premium Services I		900xxxxxxx
Premium Services I		1900xxxxxxx
Premium Services I		xxx976xxxx
Premium Services I		1xxx976xxxx
Premium Services I		966xxxxxxx
Premium Services I		1966xxxxxxx
Premium Services I		676xxxxxxx
Premium Services I		1676xxxxxxx
Toll		1xxxxxxxxxx
Toll Free		800xxxxxxx
Toll Free		1800xxxxxxx
Toll Free		855xxxxxxx
Toll Free		1855xxxxxxx
Toll Free		866xxxxxxx
Toll Free		1866xxxxxxx
Toll Free		877xxxxxxx
Toll Free		1877xxxxxxx
Toll Free		888xxxxxxx
Toll Free		1888xxxxxxx

Wildcard Digits:

X = a single digit placeholder

* = multiple digit placeholder

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Set Up an Outgoing Calling Plan (Group Account)

Select **Calling Plan**.

Select **Outgoing Calling Plan**.

Select from the following tabs to edit:

- Originating

- Initiating Call Forwards/Transfers

- Being Forwarded/Transferred

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

Click **Apply**.

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

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

Click **OK**.

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

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

Outgoing Digit Plan

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

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

Select **Calling Plan**.

Select **Outgoing Digit Plan**.

Select from the following tabs to edit:

- Originating

- Initiating Call Forwards/Transfers

- Being Forwarded/Transferred

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

Click **Apply**.

Outgoing Digit Plan
Customize the Outgoing Digit Calling Plan for the group and/or departments.

| OK | Apply | Cancel |

| Originating | Initiating Call Forwards/Transfers |

Department	test1
Group Default	☑

Check box to permit call type; Users can be configured with their own custom settings in user-level Calling Plan

| OK | Apply | Cancel |
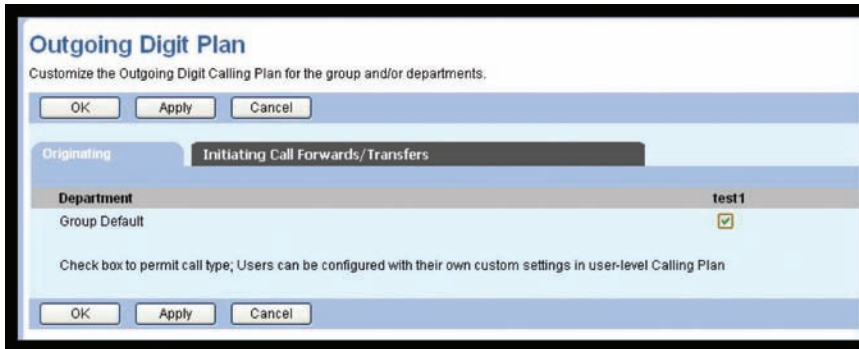
Click **OK**.

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

Digit Strings

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

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

- **(*)** – This wildcard can only be used as the last character of the digits string and matches any number of trailing digits

  - Example: 1809* – this example prevents all calls to the 809 area code

- **(?)** – This wildcard can be used anywhere in the string and matches any single digit

  - Example: 1319790622? – this example prevents calls to a call to 319 790 6220 through 319 790 6229

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

Set Up Custom Digits Strings

Select **Calling Plan**.

Select **Digit Strings**.

Click **Add**.

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

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

Click **OK**.

Changing Profile Information

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

Enterprise Profile Changes

Select **Profile**.

Select **Groups**.

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

Group Profile Changes

Select **Profile**.

Select **Users**.

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

User Profile Changes

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

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

To edit a user profile:

Select **Users**.

Select the **User Account**.

Select **Profile**.

Additional information:

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

Speed Dial 100

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

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

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

Select **Outgoing Calls**.

Select **Speed Dial 100**.
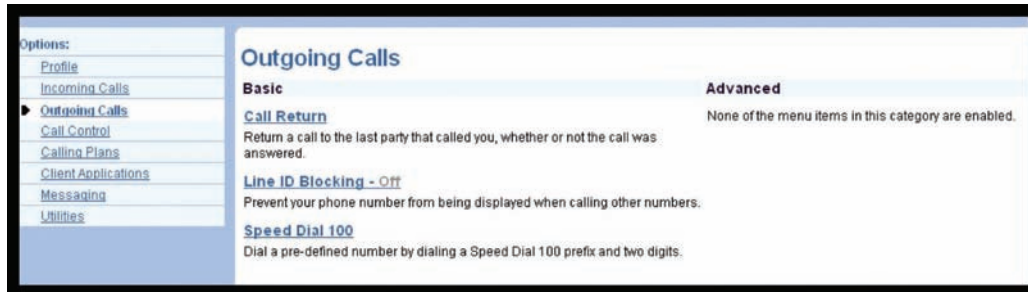
Select **Add** to insert a new speed call entry.

Select a speed code number from the drop down.

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

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

Click **OK**.

Dynamic IP & Hosted IP

Speed Dial 100 – From Your Phone

- Pick up the receiver and dial *75

- Listen for 3 quick beeps followed by dial tone

- Enter the two-digit speed code

- Enter the phone number to be dialed when the speed code is entered. Include a "1" at the beginning of the number if the call is long distance. If 1+ dialing is required, long distance toll charges will apply.
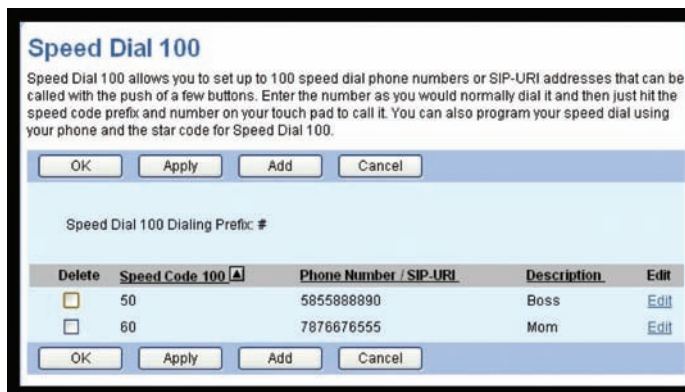
- Press the # key to end, wait for a confirmation message to be played

Abbreviated Dialing

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

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

Voice VPN

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

Select **Profile**.

Select **Voice VPN**.

All locations configured within the Voice VPN will be displayed.

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

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

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

When you click on Find on the right side of the screen (whether you define search criteria or not), it will return the locations that meet the specified criteria. To again view all locations in the Voice VPN, click on Find All.
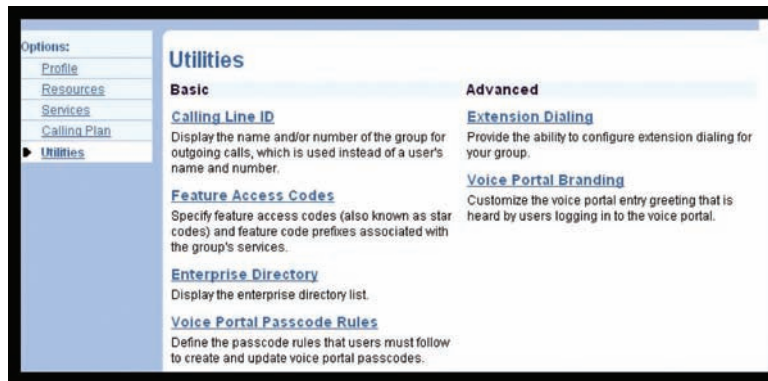
*NOTE: If you have only one location in your Enterprise account or you have multiple locations that are not associated with the same Enterprise account, you will not have Voice VPN capability.

Extension Dialing

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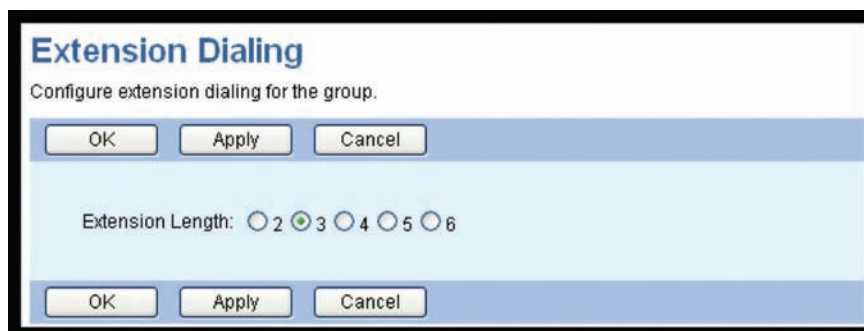
Select **Utilities**.

Select **Extension Dialing**.
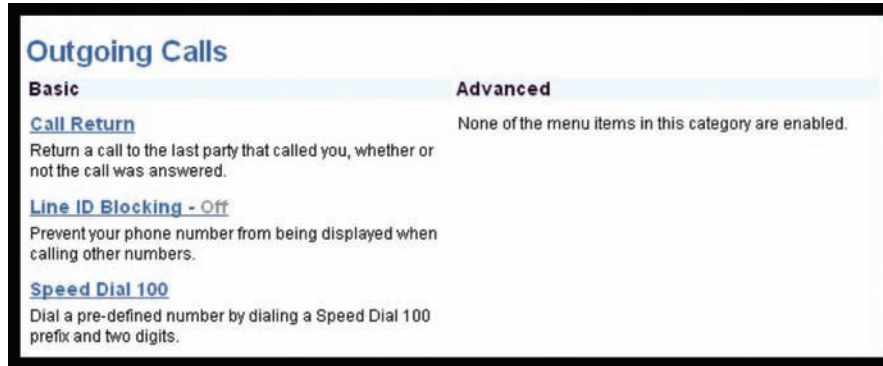

Select the Extension Length.

Click **Apply**.

Click **OK**.

Outgoing Calls

This section controls display features for outgoing calls.

Call Return

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

Line ID Blocking
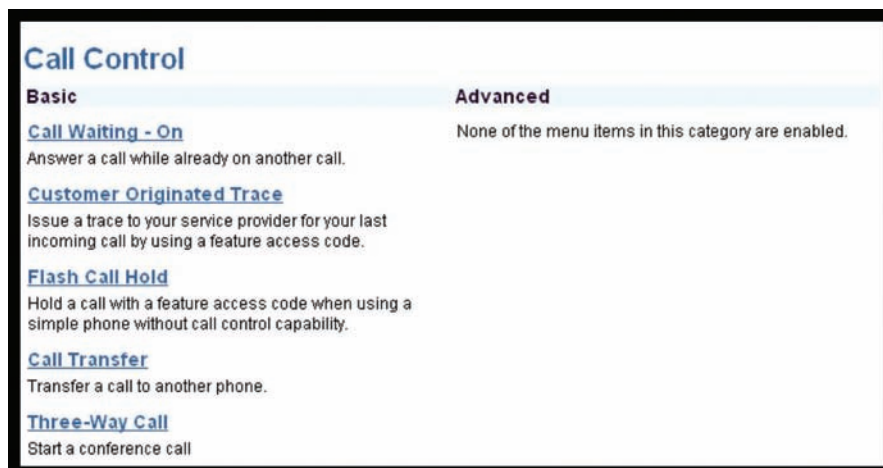
Calling Line ID Delivery Blocking allows you to block your number from being shown when calling other numbers. Members of your group can still see your number when they are called. You have the choice of turning it on or off for all calls and then selectively turning it back on or off using the feature access codes.

Speed Dial 8

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

Call Control

Displays features for Call Controls.

Call Waiting

Call Waiting allows you to receive another call while you are on the phone. You can turn it on or off for all calls and then selectively turn it back on or off using the feature access codes.

Flash Call Hold

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

Call Transfer

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

Three-Way Call

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

Utilities

Displays feature access codes, see detail below.

Feature Access Codes

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

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

Additional Help

For available features for your telephone number, contact your administrator.

For all other questions, please contact Customer Care 877-340-2600.

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