

Integrated Centrex

User Guide for Web-based Management

1-08-08

Integrated Centrex provides the flexibility of managing many of your features via a web interface or simple-to-use access codes through your phone. The provided website allows activation, deactivation, and customization of your own services, including modifications to speed dial numbers, changes to passwords, and updates to your profile. The services available to you are dependent upon the services purchased by your company or organization.

Go to www.ntelos.com/myaccount and under My Services select **Integrated Voice Services:**

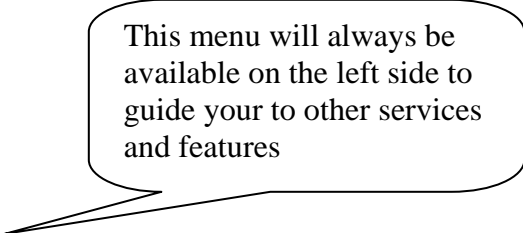
User ID is your ten digit telephone number.

Your temporary **password will be the same ten digit telephone number.**

When you login for the first time, you will be prompted to change your password. **For security reasons, we strongly encourage you to use a password that is not easily replicated and includes a number and some upper and lower case letters.**

Account Profile

When you first sign-in you will always be brought to the Profile page.



This menu will always be available on the left side to guide your to other services and features

The screenshot shows the 'Profile' page in the Ntelos system. On the left is a navigation menu under 'Options:' with links for Profile, Incoming Calls, Outgoing Calls, Call Control, Calling Plans, Client Applications, Messaging, and Utilities. The main content area is titled 'Profile' and has two tabs: 'Basic' and 'Advanced'. Under the 'Basic' tab, there are three sections: 'Profile' (with a description: 'Display and configure profile information such as your name, number, extension, address, department, and device.'), 'Passwords' (with a description: 'Set web access and voice portal passwords.'), and 'Time Schedule' (with a description: 'Add, modify, or remove time schedules'). Under the 'Advanced' tab, a message states: 'None of the menu items in this category are enabled.' Two callout boxes are present: one pointing to the 'Profile', 'Passwords', and 'Time Schedule' sections with the text 'Click on any of these options to change your profile, password or time schedules.', and another pointing to the 'Advanced' tab with the text 'This area will contain specific features or options.'

Editing and Updating your Profile

You may want to update your profile so other members in your group will see who is calling since this information would be available in the group directory. Some information will need to be modified by your administrator.

Profile

Profile allows you to view and maintain your profile information. The information filled in specifies your primary phone number, extension, and device that are used for handling calls. Filling in 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 of this information can only be modified by your administrator.

OKApplyCancel

Service Provider ID: Ntelos Centrex	Group: 639
User ID: 5409999999	
* Last Name: <input type="text" value="INC"/>	* First Name: <input type="text" value="Ntelos"/>
Phone Number: 5409999999	Extension: 3592
Calling Line ID Last Name:	Calling Line ID First Name: Ntelos
Department:	Language: <input type="text" value="English"/>
Time Zone: <input type="text" value="(GMT-05:00) (US) Eastern Time"/>	

Aliases: sip:
sip:
sip:
sip:

Set Up IP Phone

IP Phone:

Line/Port:

Additional Information

Title: <input type="text"/>	Mobile: <input type="text"/>
Pager: <input type="text"/>	YahooID: <input type="text"/>
E-mail: <input type="text"/>	
Location: <input type="text"/>	
Address: <input type="text"/>	
City: <input type="text"/>	State/Province: <input type="text" value="-- Select --"/>
Zip/Postal Code: <input type="text"/>	Country: <input type="text"/>

OKApplyCancel

Make your changes and be sure to click **Apply** to save your changes. Clicking **OK** will also save your changes and take you back to the previous page.

Changing your Password

Update or change your password on a regular basis by using the easy to use portal.

Passwords

Passwords allows you configure your passwords for the web portal and/or voice portal.

OK Apply Cancel

Set web access password:

Reset Password

* Type current password:

* Type new password:

* Re-type new password:

OK Apply Cancel

Features

Features will be grouped under **Incoming Calls**, **Outgoing Calls** or **Call Control** according to the type of feature it is and how it is used. Only services your company has requested for your line will be available on these screens. Features may work differently depending on the phone equipment that has been purchased.

Incoming Calls

Options:

- Profile
- Incoming Calls**
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Utilities

Incoming Calls

Basic	Advanced
<p>Anonymous Rejection - Off Prevent a caller from reaching you when the caller has explicitly restricted his/her number.</p> <p>Calling Name Retrieval - Off Provide a caller's name by retrieving the calling name from the network.</p> <p>Call Forwarding Always - Off Automatically forward all your incoming calls to a different phone number.</p> <p>Call Forwarding Busy - On Automatically forward your calls to a different phone number when your phone is busy.</p> <p>Call Forwarding No Answer - On Automatically forward your calls to a different phone number when you do not answer your phone after a certain number of rings.</p> <p>Do Not Disturb - Off Automatically forward your calls to your voice messaging service, if configured, otherwise the caller hears a busy tone.</p> <p>External Calling Line ID Delivery - On Provides Calling Line ID information of an external caller.</p> <p>Internal Calling Line ID Delivery - On Provide Calling Line ID information of group member when called.</p>	<p>Alternate Numbers Allow up to ten additional phone numbers and extensions, with each number having a distinctive ringing pattern.</p> <p>Call Forwarding Selective - Off 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.</p> <p>Priority Alert - Off Ring your phone with a distinctive ring when pre-defined criteria, such as phone number, time of day or day of week, are met.</p> <p>Selective Rejection - Off Reject calls when pre-defined criteria, such as phone number, time of day or day of week, are met.</p> <p>Simultaneous Ring Personal - Off Ring multiple phones simultaneously when calls are received.</p>

Simply click on the feature you want to access and instructions and information will be displayed. For example, Call Forwarding Busy has been selected. Normally for this service, the default number will be the pilot number for voicemail, but you can redirect callers to a

different number by simply changing the number and clicking Apply or OK to save changes. Your changes will stay in effect until you change them back.



Options:
[Profile](#)
[Incoming Calls](#)
▶ [Outgoing Calls](#)
[Call Control](#)
[Calling Plans](#)
[Client Applications](#)
[Messaging](#)
[Utilities](#)

Call Forwarding Busy

Call Forwarding Busy allows you to forward all your incoming calls to a different phone number or SIP-URI if your phone is currently busy. Use this service when you would rather have a secretary or co-worker receive the call instead of the caller being sent to your voice messaging box. Note that the address (phone number or SIP-URI) you forward your calls to must be permitted by your outgoing calling plan. You can also set the phone number or SIP-URI to forward to using the feature access code.

Call Forwarding Busy: On Off

* Calls Forward to phone number / SIP-URI:

Outgoing Calls

Outgoing Call features are more limited and include Line ID Blocking (Per Line Blocking) which will prevent your number from being displayed on a caller id. Remember that if the person you are calling has privacy block turned on, you will not be able to complete your call.



Options:
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[Incoming Calls](#)
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Outgoing Calls

Basic	Advanced
Call Return Return a call to the last party that called you, whether or not the call was answered.	Personal Phone List Configure a list of numbers to allow quick dialing from your CommPilot Call Manager.
Last Number Redial Call the last number that you dialed.	
Line ID Blocking - Off Prevent your phone number from being displayed when calling other numbers.	
Speed Dial 100 Dial a pre-defined number by dialing a Speed Dial 100 prefix and two digits.	

Call Control

Call Control includes features such as Call Waiting, Three Way Calling and Call Transfer. Some services can be turned on or off, while others can not.

Options:
[Profile](#)
[Incoming Calls](#)
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▶ **Call Control**
[Calling Plans](#)
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Call Control

Basic

Barge-in Exempt - On
Block barge-in attempts from other users with Directed Call Pickup with Barge-in

Call Waiting - On
Answer a call while already on another call.

Customer Originated Trace
Issue a trace to your service provider for your last incoming call by using a feature access code.

Call Transfer
Transfer a call to another phone.

Three-Way Call
Start a conference call

Music/Video On Hold - On
Play audio (music) or video when the remote party is held or parked.

Advanced

Push to Talk
Make and selectively receive Push to Talk calls.

Remote Office - Off
Use the full CommPilot Call Manager functionality from another phone.

Shared Call Appearance
Display alternate calling devices or lines assigned to you.

[Call Manager](#) - [Help](#) - [Home](#)
Welcome Ntelos INC [\[Logout\]](#)

Calling Plans

The Calling Plans screen simply displays the types of number you can call. Nothing can be changed on these options.

Options:
[Profile](#)
[Incoming Calls](#)
[Outgoing Calls](#)
[Call Control](#)
▶ **Calling Plans**
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Calling Plans

Incoming Plan
None of the menu items in this category are enabled.

Outgoing Plan

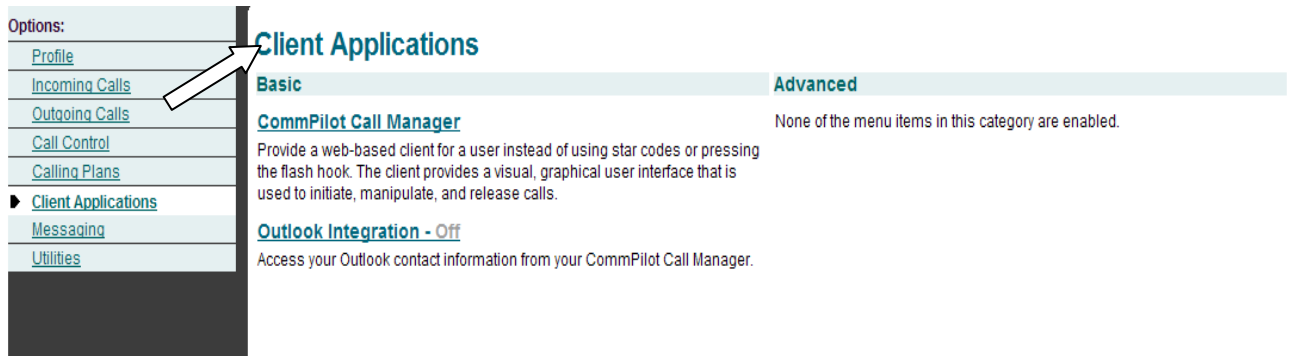
Outgoing Calling Plan
Display the type of phone numbers you can call.

Outgoing Digit Plan
Display the special type of phone numbers you can call.

[Call Manager](#) - [Help](#) - [Home](#)
Welcome Ntelos INC [\[Logout\]](#)

Client Applications

Client Applications include two important services – CommPilot Call Manager and Outlook Integration.

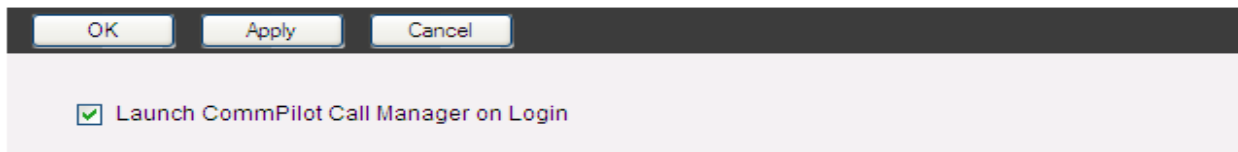


CommPilot Call Manager

To turn on your Call Manager, go to Client Applications and the CommPilot Call Manager. Click on “Launch CommPilot Call Manager on Login”.

CommPilot Call Manager provides a web-based tool you use to customize your services. To activate the tool, click on the *Call Manager* link at the top of the page. This opens the CommPilot Call Manager which allows you to initiate, manipulate and receive calls, as well as access your user directories including Microsoft Outlook.

The Call Manager uses Microsoft Active/X components to access your directories and to store preferences so be sure you accept the downloads when prompted so that the CommPilot Call Manager functions correctly. Also, the CommPilot Call Manager may be logged out if you lose network connectivity or your PC hibernates.

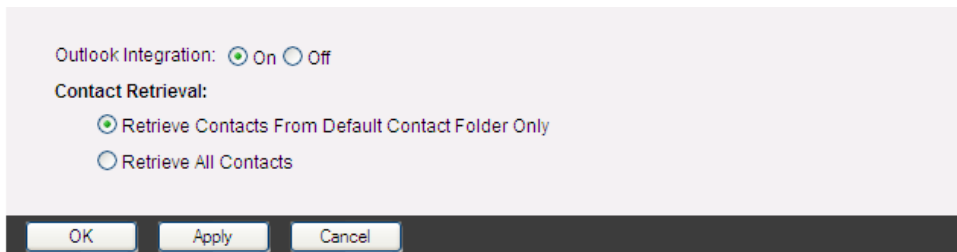


The Call Manager will open up automatically when you log into the web portal. If you use pop-up blockers, it will prevent the CommPilot Manager from opening. You can use the Call Manager to make phone calls and see who is calling. To make a call, simply enter the phone number and click the Dial button - your phone will begin to ring. Pick up the phone and your call will be placed. (see display on next page)



Outlook Integration

If you use Outlook, you can utilize your contacts and other information by going to Client Applications and clicking on Outlook Integration.



When activated, a tool bar will appear on the bottom of your CommPilot Manager screen (see arrow above). When you click on OUTLOOK, it will bring up your contacts that can be searched and then called.

Click on the contact number and then click on the DIAL button (on your Call Manager screen). Your phone will ring. Pick up your phone and your call will be placed.

If you have any questions, please call 611 or 1-877-468-3567 and take the business services prompt then 6 for IP Voice Instructional Support.