### Find-Me (Follow-Me)

Find-Me enables your callers to locate you at a pre-defined group of numbers when you are away from your phone. Find-Me is a Ring No Answer condition that occurs when you fail to answer an inbound call at your designated telephone. You can define one or more Find-Me profiles for use by different callers or at different times of day.

**To Define a Find-Me Profile**

- Click the Call Management tab.
- Click the Find-Me tab.
- Click Add.
- Click Options.
- In the Find-Me List Name field, enter a descriptive name for the Find-Me profile.
- Select either Sequential, Ring All, or Simultaneous Ring as the Find-Me Strategy. Sequential means that each destination will be tried in order. Ring All means that all of the destinations will ring simultaneously until one of the destinations answers.
- Enable the Caller ID checkbox to show the original caller's Caller ID information at each Find-Me destination as opposed to showing the Caller ID information for your phone.
- Click Save.
- Add One or More Find-Me Locations to the profile
  - Click Add.
  - In the Name field, enter a descriptive name for the destination (e.g., home, cell, etc.).
  - In the Phone Number field, enter the telephone number for the destination.
  - Using the No Answer Timeout drop-down menu, set the number of seconds that the system will ring the destination. This is often used to limit the call attempt at a location to prevent an alternate voice mail system from answering the call.
  - Using the Menu Timeout drop-down menu, set the number of seconds that the system will wait for the user to respond to the menu system after the call is answered. The menu response is used to avoid completing the call when the phone is answered by a voice mail system or answering machine.
  - Click Save.
- If you selected Sequential as the Find-Me strategy, adjust the order of the destinations using the up/down arrow function icons.

Note: After defining one or more Find-Me profiles, you must activate Find-Me by assigning Find-Me as either a Default Call Treatment or as a Call Screening Treatment. See Call Treatments for further information.

### Call Treatments

Call Treatments allow you to specify how inbound calls are treated. You can define a default call treatment that handles all inbound calls. You can also define custom call treatments for specific callers to handle these calls in a different manner than the default. For example, you might configure your default treatment to route calls normally during the day and to use Find-Me in the evening. Calls from more important callers can be forwarded to your cell phone for personal handling at any time of day.

**To Define the Default Call Treatment**

- Click the Call Management tab.
- Click the Call Treatment tab.
- Click the Edit functions icon associated with the Default Forwarding entry.
- You can configure either a Basic Default Treatment which handles all calls the same regardless of the day of week and/or time of day, or an Advanced Default Treatment which can handle calls differently based upon day of week and/or time of day.
- To configure a Basic Default Treatment:
  - Select a default call treatment using the Default Action drop-down menu.
  - Disabled will ring your phone normally and route unanswered calls to your voice mail.
  - Find-Me will ring your phone normally and route unanswered calls according to a Find-Me profile.
  - Simultaneous Ring will ring all of your phones at the same time, including your VoIP phone.
  - Forward to Number will unconditionally forward all calls to an alternate extension or number.
  - Forward When Busy/No Answer will ring your phone normally and will forward unanswered calls to a specified extension or number.
  - Click Save.
- To configure an Advanced Default Treatment
  - Click Advanced.
  - You can define special call treatments for up to three different time periods using Time of Day Action 1, Time of Day Action 2 and Time of Day Action 3.
  - For each, select the Call Treatment Action from the drop-down menu and specify the days of the week and times of day that the action should be followed.
  - Using the Default Action drop-down menu, select an action for calls received during any periods of time that aren't covered by Action 1, Action 2 or Action 3.
  - Click Save.

**To Define a Custom Call Screening Treatment**

- Click the Call Management tab.
- Click the Call Treatment tab.
- Click Add.
- In the Name field, enter a name for the call screening treatment.
- In the Incoming Number field, enter the telephone number for the caller from which calls should be screened.
- If desired, configure up to three different actions for calls received from the caller at different times. Do this by selecting the Time of Day Action used during the period and defining the day of week/time of day period the action is active.
- Using the Default Action drop-down menu, select an action for calls received from the caller during any periods of time that aren't covered by Action 1, Action 2 or Action 3.
- Click Save.

**Configuring your Out of Service Forwarding Number**

In the event that your phone loses connectivity or power, your inbound calls are automatically routed to your voice mail. You can define an alternative Out of Service destination to have your calls forwarded in the event of an outage.

- Click the Call Management tab.
- Click the Call Treatment tab.
- Click Options.
- In the OOS Forwarding Number field, enter an alternate number where calls should be routed in the event of a loss of power or connectivity.

**Configuring Call Treatment Delay**

The Call Treatment Delay determines how long your phone will ring before a No Answer condition is determined. By adjusting this value, you can change how long your phone will ring before calls are forwarded to voice mail or an alternate Ring No Answer condition is followed. (Each ring is approximately 5 seconds.)

- Click the Call Management tab.
- Click the Call Treatment tab.
- Click Options.
- Using the Call Treatment Delay drop-down menu, select the number of seconds before a Ring No Answer condition is determined.

### Speed Dials

Depending upon the type of phone you have, you may be able to configure the speed dial buttons of your phone using the Web Portal.

**To Create a New Speed Dial Button**

- Click the Call Management tab.
- Click the Speed Dials tab.
- Click Set Speed Dial Button.
- Your phone will go off-hook. Follow the voice prompts to define the new speed dial button.

**To Modify an Existing Speed Dial Button**

- Click the Call Management tab.
- Click the Speed Dials tab.
- Click the Edit functions icon associated with the Speed Dial Button you wish to modify.
- In the Name field, enter new descriptive text for the button (e.g., Dial Jason).
- In the Number field, enter the new telephone number for the button. For external numbers, be sure to include the Outside Access Digit before the area code or number.

**To Delete an Existing Speed Dial Button**

- Click the Call Management tab.
- Click the Speed Dials tab.
- Click the Delete functions icon associated with the Speed Dial Button you wish to delete.

TouchTone communications

# VoIP Web Portal

## Quick Reference User Guide

## Logging Into the Web Portal

- Open your web browser application. We recommend Internet Explorer.
- In the address field, enter **http://voip.touchtone.net.**
- Click Go.
- In the Phone Number field, enter your complete telephone number.
- In the Password field, enter your password.
- If your PC is secure and you are the only user, you can bypass the login process in the future by checking the Remember Me checkbox.
- Click OK.

## Logging Out of the Web Portal

- If you have not enabled Remember Me, you can log out of the Web Portal by clicking the Log Out button or by simply closing the browser window.
- If you have enabled Remember Me and want the system to remember you the next time you access the Web Portal, simply close the browser window.
- If you have enabled Remember Me and want the system to forget your credentials and require the next person to log in, click the Log Out button.

## Configuring the Web Portal

The first time you access your Web Portal, you'll want to configure it for optimal use. You only need to configure the Web Portal once, but can change the configuration at any time.

- Click the Options tab.
- Click the Profile tab.
- Using the Home Page drop-down, select which tab should be your default home page.
- In the Rows Per Page Field, enter the number of rows of information you would like visible within each data table page (e.g., directories, call logs, voice mail, etc.).
- Enable the Click-To-Call checkbox to allow Click-To-Dial functionality.
- Click Submit.

## Directories

The Personal Directory enables you to manage and use your own private directory of contacts.

### Creating a Personal Contact

- Click the Directory tab.
- Click the Personal tab.
- Click Add.
- Enter the relevant contact information.
- Click Save.

### Navigating Contacts

Contacts are listed in tables. Tables may span multiple pages depending upon the number of contacts and the number of rows per table configured in your profile.

### To Sort Contacts

- Click on any of the underlined field headings (e.g., Last Name, First Name, Title, Phone Numbers) to sort the contacts by that field. An arrow icon will indicate which field is being sorted and in what direction (e.g., ascending or descending). To change the sort direction, click the heading again.

### To Browse Contacts

- Click First to skip to the first page of the table.
- Click Next to skip to the next page.
- Click Previous to skip to the previous page.
- Click Last to skip to the last page.
- Enter a page number into the Page field and press the Enter key on your keyboard to skip to a specific page.

### To Search Contacts

- Using the Search By drop-down menu, select the field you would like to search.
- Enter the first few letters or numbers of the search criteria.
- Click "Go." The search function will open the page on which the first match appears.

### Deleting a Contact

- Click the Directory tab.
- Navigate to the desired contact.
- Enable the Select checkbox next to the desired contact.
- Click Delete.

### Modifying a Contact

- Click the Directory tab.
- Navigate to the desired contact.
- Click the Edit Function icon for the contact.
- Change the relevant contact information.
- Click Save.

### Click-To-Dial a Contact

You can Click-To-Dial any telephone number associated with a personal or corporate contact.

- Click the Directory tab.
- Navigate to the desired contact.
- Click the appropriate telephone number (e.g., office, home, fax, cell, etc.). Depending upon your device, your phone will either go off-hook and dial the number, or it will ring.
- Unless configured otherwise, Click-To-Dial establishes calls between the phone associated with your Web Portal account and the desired contact. To use Click-To-Dial from a remote location (e.g., your home phone or cell phone), see Remote Phone.
- In order to use this capability, you must have enabled the Click-To-Dial checkbox during login.

Note: You may be prevented from dialing certain numbers due to toll-restrictions/call-restrictions.

### Conferencing in a Contact

You can create a conference call by adding one or more parties to an existing call.

- Click the Directory tab.
- Navigate to the desired contact.
- Click the Conference In function icon.

## Voice Mail (if available)

### Managing Messages

- Click the Voice Mail tab.
- Click either the Inbox tab or the Saved tab depending upon which messages you wish to hear.
- Navigate to the desired message.
- To hear the message through the speaker on your PC, click the Play to Speaker function icon (only available in Internet Explorer). Using the playback controls on the Voice Mail Player, you can Play, Pause/Resume, Stop, Skip Back, Skip Ahead, Rewind, and Fast Forward. You can also Save the Message to a file on your PC for archiving or future retrieval.
- To hear the message through your telephone, click the Play to Phone function icon. You can control playback of the message using the standard message controls. Refer to the Voice Mail Quick Reference User Guide for further information.
- To delete a message, enable the select checkbox for the relevant message and click Delete.
- To move messages from your Inbox into your Saved Messages folder, enable the select checkbox for the relevant message and click Move to Saved.
- To forward a message within the voice mail system:
  - Click the Forward function icon.
  - To add one or more distribution groups to the destination list, click Add Distribution Groups. Select one or more Distribution Groups and click Save.
  - To add one or more individual extensions to the destination list, click Add Extensions. Select one or more extensions and click Save.
  - Click Forward.
- To forward a message as an attachment to an e-mail:
  - Click the Forward to E-mail function icon.
  - In the E-mail Address field, enter the recipient's e-mail address.
  - Click Forward.

### Configuring Voice Mail Paging Notification

Voice Mail Paging Notifications can notify you when you receive certain types of voice mail messages.

### To Configure Voice Mail Paging

- Click the Voice Mail tab.
- Click the Paging tab.
- Using the Notification For drop-down, select whether you want to be notified for Urgent Messages Only, All Messages or No Messages.
- Using the Pager Type drop-down, select whether you want to be notified using a numeric pager, an e-mail or a voice call.
- Configure the Notification Parameters for the appropriate Pager Type:
  - For a numeric pager, enter the pager number and the numeric code to be sent to the pager.
  - For a voice call, enter the phone number where you wish to be notified.
  - For an e-mail, enter the e-mail address and the text for the e-mail message body.
- Click Save.

Note: The E-mail Pager Type can also be used with many alphanumeric pagers and with many cellular providers' Short Messaging Service (SMS) text messages.

### Changing Your Voice Mail Password

- Click the Voice Mail tab.
- Click the Password tab.
- In the Current Password field, enter your current password.
- In the New Password field, enter your new password.
- In the Confirm Password field, enter your new password again.
- Click Submit.

### Configuring E-mail Forwarding

E-mail Forwarding automatically sends copies of every new voice mail message to a pre-specified e-mail address.

### To Enable E-mail Forwarding

- Click the Voice Mail tab.
- Click the Options tab.
- Check the E-mail Forwarding checkbox.
- In the E-mail Address field, enter the e-mail address where messages should be archived.
- Click Submit.

### Configuring Voice Mail Playback Order

- Click the Voice Mail tab.
- Click the Options tab.
- Check the Listen Newest Messages First checkbox to hear newer messages before older messages.
- Check the Priority Messages First checkbox to hear urgent messages before lower priority messages.
- Check the Unheard Messages First checkbox to hear new messages before messages that you have already heard.
- Click Submit.

## Call Management

### Accessing Call Logs

Call Logs provide a historical record of recent inbound, outbound and missed calls.

- Click the Call Management tab.
- Click the Logs tab.

### Navigating Call Log Entries

Call Logs are listed in tables. Tables may span multiple pages depending upon the number of log entries and the number of rows per table configured in your profile.

### To Sort Call Log Entries

- Click on any of the underlined field headings (e.g., Direction, Phone Number, Name, Date/Time, or Length) to sort the log entries by that field. An arrow icon will indicate which field is being used for sort. An arrow icon indicates the sort direction (e.g., ascending or descending). To change the sort direction, click the heading again.

### To Browse Call Log Entries

- Click First to skip to the first page of the table.
- Click Next to skip to the next page.
- Click Previous to skip to the previous page.
- Click Last to skip to the last page.
- Enter a page number into the Page field and press the Enter key on your keyboard to skip to a specific page.

### Exporting Call Log Entries

You can export your call logs into a "Comma Separated Value (CSV)" file format that can be used by many spreadsheet applications.

### To Export Call Log Entries

- Click the Call Management tab.
- Click the Logs tab.
- Click Export to CSV File.
- In the File Download dialog, click Save, select a destination folder, enter a filename and click Save again.