



Hosted Voice

Quick Reference Guide

Last Updated June 2011

Quick Reference Card

My telephone number:

Administrator's phone number:

My extension:

Administrator's email address:

Hosted Voice login:

<http://voiceportal.megapath.com>

Conferencing phone number:

Hosted Voice Support:

<http://megapath.com/support/voice>

Conferencing access code:

Administrator's name:

Feature Access Codes

- | | |
|---------------------------------------------|-------------------------------------------------------------------|
| *50 Push to Talk | *93 Call Forwarding
No Answer – Deactivate |
| *55 Transfer to Voicemail | *67 Calling Line ID Delivery
Blocking per Call – Activate |
| *66 Last Number Redial | *65 Calling Line ID Delivery
Blocking per Call –
Deactivate |
| *69 Last Call Return | *78 Do Not Disturb – Activate |
| *68 Call Park | *79 Do Not Disturb – Deactivate |
| *88 Call Park Retrieve | *98 Call Pickup |
| *72 Call Forwarding Always –
Activate | *97 Directed Call Pickup
(extension specific) |
| *73 Call Forwarding Always –
Deactivate | *99 Clear Voice Message
Waiting Indicator |
| *90 Call Forwarding Busy –
Activate | |
| *91 Call Forwarding Busy –
Deactivate | |
| *92 Call Forwarding
No Answer – Activate | |

To access your voicemail:

Step 1

Press the **Voicemail** button on your phone OR

Dial your phone number/
extension from your phone OR

If calling from another phone,
dial your phone number/exten-
sion and press * to interrupt your
greeting.

Step 2

Enter your passcode (password),
followed by the # key.

Step 3

Choose the appropriate option
from the voicemail menu.

Voicemail menu options:

- 1 Access your voicemail box
 - 2 Change CommPilot Express
profile (Available: In Office,
Available: Out of Office, Busy,
or Unavailable)
 - 3 Record your name
 - 4 Change your call
forwarding Options
 - 10 Make a call
 - 13 Change your passcode
 - 14 Exit the system
- # Repeat menu

To change your passwords:

Step 1

Select **Passwords** from the Profile
menu in the Web Portal.

Step 2

To change your Web Portal
password, click **Set web access
password** OR

To change the password that lets
you access your voicemail via
phone, select **Set voice portal
password**

Step 3

Enter your current password.

Step 4

Enter your new password.

Step 5

You are required to confirm your
new password by typing it a
second time.

Step 6

Click **Save**.

NOTE: If you forget your password,
please request a password reset from
your administrator.

NOTE: When creating a new voice
portal password, be sure to use
only numeric digits as part of your
password. The change password utility
will accept alpha-numeric characters,
but your phone can only pass numeric
digits, potentially preventing you from
being able to access your voicemail.

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First Day Basics

Welcome to MegaPath

This Quick Reference Guide contains essential information about your MegaPath Hosted Voice service, including how to use your telephone and its features. Please contact your Administrator if you have any questions.

Calling Tips

- For outside calls, dial the 7-digit or 10-digit number you are calling.
- It is not necessary to dial '9' to get an outside line. This is important to remember, so you don't call 911 inadvertently.
- It is not necessary to dial '1' when placing domestic long distance calls.
- You must dial '011' to call international numbers (outside of the U.S. and Canada).
- When making an internal or external call, the system waits ten seconds before placing the call (to make sure you are finished dialing). To speed this up, press the # key to immediately execute the call.
- Be aware that if you wait too long to enter a complete number, the phone will dial the digits entered—most likely resulting in a busy signal/error message due to the number being invalid.
- Dial **911** to contact local emergency services.

Getting Started

To get up to speed quickly, MegaPath recommends the following:

Get to know your phone.

Identify which phone you are using, and flip to that section of this guide. You'll find a detailed diagram and step-by-step instructions for transferring calls, making 3-way conference calls, and using other calling features available through your phone.

Set up your voicemail.

The instructions on page 29 will get you started, and on pages 32–33, you'll learn how to retrieve messages.

Access the MegaPath Web Portal.

See page 35 to get acquainted with the online management tools of the MegaPath Web Portal and learn how to program exciting features like Simultaneous Ring and Voicemail as Email. The Web Portal also gives you access to Call Manager, a tool that allows you to make, receive, and manage all your calls through a web interface on your desktop.

More Helpful Tools

Once you've got the basics down, these sections of the guide show you how to take full advantage of your service.

Voice Communications Toolbar

This useful plug-in for Microsoft Outlook, Internet Explorer, and Firefox gives you the ability to click to dial contacts from within MS Outlook or highlight and dial text-based telephone numbers on a web page from within MS Internet Explorer and Firefox, as well as enable Remote Office, configure the four CommPilot Express profiles and much more. See page 53 for instructions on using the Voice Communications Toolbar.

Web and Audio Conferencing

See page 43 to find out how easy it is to set up, record, and participate in web and audio conferences. This functionality is completely integrated with your Hosted Voice service.

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Follow the instructions in each of these sections to begin taking advantage of the key features of MegaPath Hosted Voice.

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303G/504G/509G/525G

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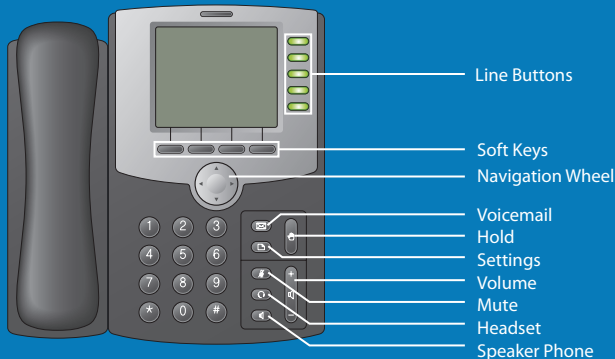
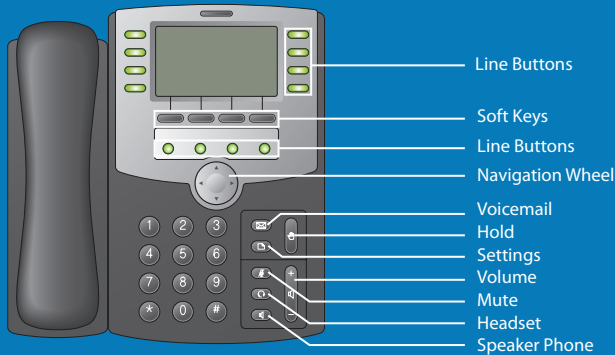
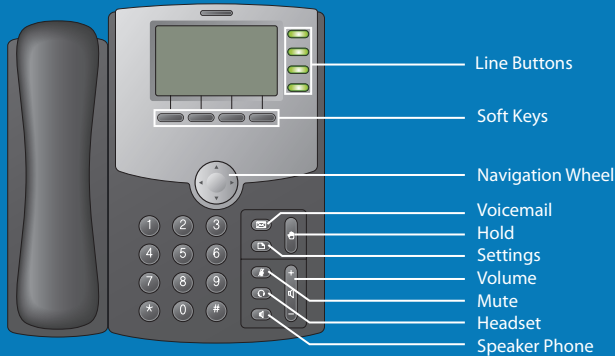
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Glossary of Terms



Cisco SPA 303G/504G/509G/525G

Using Your Phone

Be sure to read the important Calling Tips on page 3.

To place a call:

- Lift the handset, then dial the number OR
- Press the speaker button (if using speakerphone), then dial the number OR
- Press the headset button (if using a headset), then dial the number OR
- Press the desired line button, then dial the number.

To answer a call:

- Lift the handset OR
- Press the speaker button (if using speakerphone) OR
- Press the headset button (if using a headset) OR
- Press the desired line button (next to a blinking red light).

To end a call:

- Hang up the handset OR
- Press the speaker button (if speakerphone is in use) OR
- Press the headset button (if a headset is in use) OR
- Press the current line button (next to a solid red light).

*NOTE: The Cisco SPA 303G and 504G are identical with the exception of the 504G having four line keys, and the Cisco 303G three line keys.

Transfer a Call

When transferring a call, there are two types of transfers you may use. A **warm** (or supervised) transfer allows you to talk to the person receiving the call, allowing you to verify the recipient is available and relate any pertinent information before the transfer is complete. A **blind** (or unsupervised) transfer sends the call immediately upon dialing the number you wish to transfer the call to. To perform each transfer use the following instructions.

- Step 1** While on an active call, press the **xfer/Transfer** soft key for a warm transfer or the right arrow (▶) on the navigation wheel, followed by the **bxfer/BlindXfer** soft key for a blind transfer.
- Step 2** Dial the number to which you are transferring the call.
- Step 3** For a warm transfer, wait until the other party answers, then announce the call and press the **xfer/Transfer** soft key again to connect the call. For a blind transfer your call will be complete once the phone dials the new number.

Transfer a Call Directly to Voicemail

- Step 1** Initiate a **warm** transfer.
- Step 2** Dial ***55** and follow the recorded prompts.

Call Hold

Place a call on hold and answer it later.

- Step 1** Press the hold button (⏸) to put a call on hold.
- Step 2** Press the desired line button (available calls on hold will have a **slowly** blinking red line button) to resume a call on hold.

NOTE: If you pick up the handset before retrieving a call on hold, the phone will automatically select the first available line, provide dial tone, and prepare to make a new call. To end the new call and answer the call on hold, press the desired line button.

FIGURE 1:
The soft keys on your Cisco phone change as you use different features. This is how they look when you are on an active call.

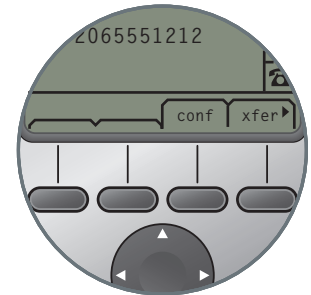


FIGURE 2:
When you're on a call, you can press the right arrow on the navigational wheel to see these additional soft key options. The **bxfer** soft key enables you to transfer a call quickly, rather than waiting to announce the call to the other party, as with the **xfer** soft key.



Call Park

Place a call on hold so another user can answer it using Call Park
Retrieve from another phone.

To park a call:

- Step 1** Initiate a **warm** transfer.
- Step 2** Dial ***68**.
- Step 3** Enter the extension where you want to park the call and press **#**. When the system announces that your call has been parked, you may hang up.

To retrieve a parked call:

- Step 1** Press the **NewCall** soft key and dial ***88**.
- Step 2** Enter the extension where the call is parked and press **#**.

N-Way Conferencing

Join three or more parties (max 15, including yourself) in an instant conference call.

To use N-way Conferencing:

- Step 1** While on an active call, press the **conf** soft key.
- Step 2** Dial the number of the next party you want to join the call.
- Step 3** When your party answers, press the **conf** soft key again to create a N-way conference call. When successful, all three parties will be able to talk to each other.
- Step 4** Repeat steps 1 through 3 for each additional party you want to join the call.
- Step 5** Hang up the handset to end the conference and drop all participants.

Temporarily Forward Calls to Another Number

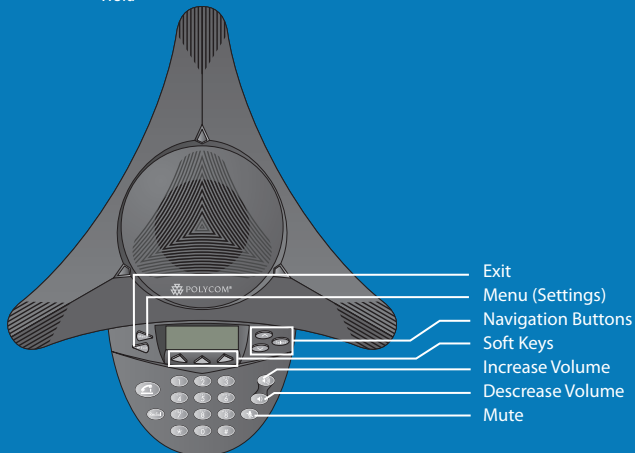
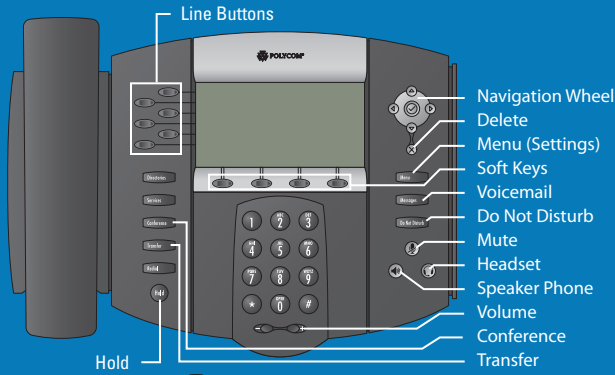
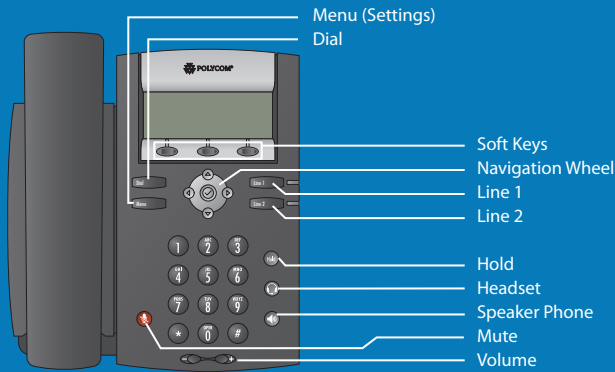
- Step 1** Dial ***72** from your phone.
- Step 2** Enter the phone number to forward to. When the system announces, "Your Call Forwarding Always service has been activated successfully," you may hang up.
- Step 3** To deactivate Call Forwarding, dial ***73** from your phone. When the system announces, "Your Call Forwarding Always service has been deactivated successfully," you may hang up.

NOTE: Additional call routing features are accessible through the Web Portal (see page 35) or by using the Voice Communications Toolbar (see page 53).

Reboot Your Phone

Rebooting may be necessary if your phone loses its connection. Rebooting is also recommended as a first step when troubleshooting connectivity issues.

To reboot a Cisco SPA 303G/504G/509G/525G phone, disconnect power from the phone (for phones using Power over Ethernet, you will need to disconnect the Ethernet cable), wait 30 seconds, then reconnect power.



Polycom SoundPoint IP 321/335/650/670 and SoundStation IP 6000

Using Your Phone

Be sure to read the important Calling Tips on page 3.

To place a call:

- Lift the handset and dial the number OR
- Press the speaker button (if using speakerphone), and dial the number OR
- Press the headset button (if using a headset) and dial the number OR
- Press the **New Call** soft key and dial the number

To answer a call:

- Lift the handset OR
- Press the speaker button (if using speakerphone) OR
- Press the headset button (if using a headset) OR
- Press the **Answer** soft key.

To send a call to voicemail without answering:

- **IP 321/335:** When a call is ringing, press the **More** soft key, followed by the **Reject** soft key. The call will be immediately transferred to voicemail.
- **IP 650/670/6000:** When a call is ringing, press the **Reject** soft key. The call will be immediately transferred to voicemail.

To end a call:

- Hang up the handset OR
- Press the **EndCall** soft key.

Transfer a Call

When transferring a call, there are two types of transfers you may use. A **warm** (or supervised) transfer allows you to talk to the person receiving the call, allowing you to verify the recipient is available and relate any pertinent information before the transfer is complete. A **blind** (or unsupervised) transfer sends the call immediately upon dialing the number you wish to transfer the call to. To perform each transfer use the following instructions.

- Step 1** While on a call, press the **Trans/Trnsfr** soft key. Your caller will be placed on hold and you will receive a new dialtone.
- Step 2** By default, the phone will prepare for a warm transfer. To change the transfer type to a blind transfer, press the **Blind** soft key.
- Step 3** Dial the number or extension to which you are transferring the call.
- Step 4** For a warm transfer, wait until the other party answers, announce the call and then press the **Trans/Trnsfr** soft key, again to connect the call. For a blind transfer, your call will be complete once the phone dials the new number.

NOTE: If you misdial the destination number/extension, you may delete and retype the incorrect digits before the call is sent. On the IP 321, IP 335 and IP 6000, press the << softkey. On the IP 650 and IP 670, press the X button to delete the incorrect digits, then finish entering the desired number/extension.

NOTE: Due to the ten second dialing rule explained in the Calling Tips on page 3, the incorrect number will automatically be dialed if you don't clear it out in time. If this happens during a warm transfer, press the **Cancel** soft key and start the transfer process over. If this happens during a blind transfer, the caller will need to call back.

Transfer a Call Directly to Voicemail

- Step 1** Initiate a **warm** transfer.
- Step 2** Dial ***55** and follow the recorded prompts.

NOTE: You may also enter ***55** + extension before pressing the Dial soft key to speed up processing of the direct to voicemail transfer function. In this situation, the system will only announce whether the call was successfully transferred.

Call Hold

Place a call on hold and answer it later.

- Step 1** Press the **Hold** button to put a call on hold.
- Step 2** Press the desired line button (available calls on hold will have a slowly blinking red line button) to resume a call on hold.

NOTE: For the SoundStation IP 6000 you may use the **Hold** and **Resume** soft keys to place and resume calls on hold.

Call Park

Place a call on hold, so another user can answer it using Call Park Retrieve from another phone.

To park a call:

- Step 1** Initiate a **warm** transfer.
- Step 2** Dial ***68**.
- Step 3** Enter the extension where you want to park the call or press **#** to park it at your own extension, then hang up.

NOTE: You may also enter ***68** + extension before pressing the dial soft key to speed up processing of the parking function. In this situation, the system will only announce whether the call was successfully parked.

To retrieve a parked call:

- Step 1** Press the **New Call** soft key and dial ***88**.
- Step 2** Enter the extension where the call is parked or press **#** to retrieve it from your own extension.

NOTE: You may also enter ***88** + extension before placing the call to speed up processing of the retrieve function. In this situation, the system will not announce anything and you will be instantly connected to the call parked at the extension you entered.

N-Way Conferencing

Join three or more parties (max 15, including yourself) in an instant conference call.

To use N-way Conferencing:

- Step 1** While on an active call, press the **Conf/Confrnc** soft key (or **Conference** button for IP 650/670 users).
- Step 2** Dial the number of the next party you want to join the call.
- Step 3** When your party answers, press the **Conf/Confrnc** soft key (or **Conference** button for IP 650/670 users) to create a 3-way conference call. When successful, all three parties will be able to talk to each other.
- Step 4** Repeat steps 1 through 3 for each additional party you want to join the call.
- Step 5** Hang up the handset or press the **End Call** soft key to end your conference and drop all participants.

Temporarily Forward Calls to Another Number

- Step 1** Dial ***72** from your phone.
- Step 2** Enter the phone number to forward to. When the system announces, "Your Call Forwarding Always service has been activated successfully," you may hang up.
- Step 3** To deactivate Call Forwarding, dial ***73** from your phone. When the system announces, "Your Call Forwarding Always service has been deactivated successfully," you may hang up.

NOTE: Additional call routing features are accessible through the Web Portal (see page 35) or by using the Voice Communications Toolbar (see page 53).

Reboot Your Phone

Rebooting may be necessary if your phone loses its connection. Rebooting is also recommended as a first step when troubleshooting connectivity issues. To reboot a Polycom SoundPoint IP 321, IP 335, IP 650, IP 670 or SoundStation IP 6000 phone, disconnect power from the phone (for phones using Power over Ethernet or a power injector, without a dedicated power cord, you will need to disconnect the Ethernet cable), wait 30 seconds, then reconnect power.

Analog Adapter (Phone/Fax)

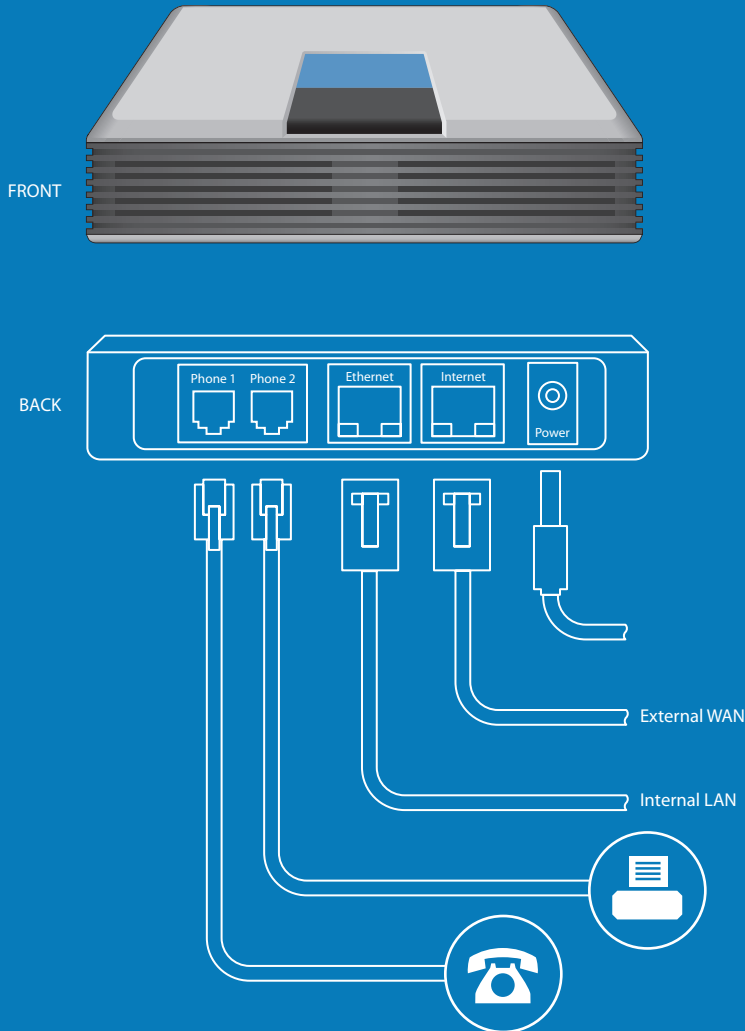
The Linksys SPA 2102 Analog Telephone Adapter (ATA) enables the use of an analog telephone or fax machine with MegaPath's Hosted Voice services.

Installing the Analog Adapter

The Linksys SPA 2102 Analog Telephone Adapter (ATA) is compatible with most analog phones and fax machines. Each ATA will support up to two analog devices, provided that both ports have been enabled by MegaPath with different phone numbers.

To install the ATA:

- Step 1** Connect the ATA to your phone network via a Cat 5 (or better) Ethernet cable plugged into the **Internet** port on the back of the ATA.
- Step 2** Connect the adapter to a power outlet, via the included (5V DC output) power adapter.
- Step 3** Wait for the status indicators on the back of the ATA to light up. When they do, your device is ready to use.
- Step 4** Connect your analog phone or fax machine to the Phone 1 or Phone 2 port in the back of the ATA via a standard telephone cable (RJ 11). Active phone ports configured by MegaPath will be indicated by a solid green status indicator light.



Using the Adapter with a Phone

Be sure to read the important Calling Tips on page 3.

With the Linksys SPA 2102 ATA installed, you can use your analog phone with MegaPath Hosted Voice service in much the same way as you would with traditional telephone service.

To take advantage of the many additional features available only with MegaPath Hosted Voice, such as advanced call routing capabilities, you can use the Web Portal (see page 35) or the Voice Communications toolbar (see page 53).

Call Hold

Place a call on hold and answer it later.

- Step 1** Depress and release the **Hook** button (see illustration below) of your phone to put a caller on hold
- Step 2** Depress and release the **Hook** button a second time to pick up a call on hold.



FIGURE 2:
This is the **hook button**. With some phones, you can use a labeled flash button instead.

Call Park

Place a call on hold, so another user can answer it using Call Park Retrieve from another phone.

To park a call:

- Step 1** Place the call on hold by depressing and releasing the hook button on your phone.
- Step 2** Dial ***68** and wait for the prompts.
- Step 3** At the prompt, enter the extension where you want to park the call or press **#** to park it at your own extension, then hang up.

To retrieve a call:

- Step 1** Dial ***88** and wait for the prompts.
- Step 2** Enter the extension where the call is parked or press **#** to retrieve it from your own extension. When successful, you will be able to begin speaking immediately.

Transfer a Call

- Step 1** While on a call, depress and release the **Hook** button of your phone to put the caller on hold.
- Step 2** Dial the number or extension to which you are transferring the caller, followed by the **#** key.
- Step 3** Wait until the other party answers, announce the call, then hang up.

Transfer a Call Directly to Voicemail

- Step 1** While on a call, depress and release the **Hook** button of your phone to put the caller on hold.
- Step 2** Dial ***55** and follow the recorded prompts.

3-Way Conferencing

Join two additional parties in a conference call.

To use 3-way Conferencing:

- Step 1** While on a call, depress and release the **Hook button** on your phone to place the other party on hold.
- Step 2** Dial the number of the next party you want to join the call, followed by the **#** key.
- Step 3** When your party answers, depress and release the **Hook button** again to create a 3-way conference call.

NOTE: If you hang up before the other parties on the 3-way conference call, the system will join the other callers as if you had transferred one to the other. To end the conference call for all parties, depress and release the Hook button to drop the last party added to the conference, then hang up.

Temporarily Forward Your Calls to Another Number

- Step 1** Dial ***72** from your phone.
- Step 2** Enter the phone number to forward to. When the system announces, "Your Call Forwarding Always service has been activated successfully," you may hang up.
- Step 3** To deactivate Call Forwarding, dial ***73** from your phone. When the system announces, "Your Call Forwarding Always service has been deactivated successfully," you may hang up.

NOTE: Additional call routing features are accessible through the Web Portal (see page 35) or by using the Voice Communications Toolbar (see page 53).

Using the Adapter with a Fax Machine

With the Linksys SPA 2102 ATA installed, you can use your analog fax machine with MegaPath Hosted Voice service in much the same way as with a traditional telephone line.

You will see the best results with the following settings on your fax machine:

- Fax speed set to 14.4 Kbps (also called v.17)
- Error Correction Mode (ECM) set to off (disabled)
- Resolution set to fine or medium

As explained in the Calling Tips on page 1, you do not need to dial a '9' to get an outside line or a '1' for domestic long-distance calls when sending an outbound fax via the MegaPath Hosted Voice network.

Reboot Your ATA

Rebooting may be necessary if your phone loses its connection. Rebooting is also recommended as a first step when troubleshooting connectivity issues.

To reboot, simply disconnect the power supply, wait 30 seconds, then reconnect the power supply.

Softphone

CounterPath™ eyeBeam™ 1.5

A softphone is a software-based phone that you can install on a laptop or desktop computer in order to access your MegaPath Hosted Voice service without a traditional phone. This is especially useful for mobile employees.

Although many different softphones may work with MegaPath Hosted Voice, MegaPath has certified the CounterPath eyeBeam 1.5 telephony client. This software must be purchased directly from CounterPath.

On the following pages, you will find instructions for installing and configuring this software, as well as some helpful usage tips. See your administrator for assistance.

IMPORTANT NOTE: MegaPath does not own or sell the eyeBeam softphone application and can only provide best effort support to customers who choose to use it with their MegaPath Hosted Voice service.

Purchase and Installation

- Step 1** Navigate to <http://www.counterpath.com>.
- Step 2** Find and purchase the eyeBeam v1.5 basic (no video) software package.
- Step 3** Run the eyeBeam setup executable file and follow the prompts in the install wizard.
- Step 4** At the final step of the wizard, select **Launch eyeBeam** to start using the softphone.
- Step 5** Click **Finish** to complete the installation.



Configure eyeBeam for Your MegaPath Service

NOTE: To set up your eyeBeam softphone, you will need your **Line/Port ID**, **SIP password** and the **Outbound Proxy Address**, as well as your ten-digit phone number (DID). Ask your Administrator for this information before following these instructions.

- Step 1** With the phone open, right click anywhere on the phone to get the menu and select **SIP Account Settings**.
- Step 2** Under **SIP Accounts**, click the **Add** button.
- Step 3** This will bring up a new window where you can fill out the fields as follows:
- **Display Name** can be any name but is usually your first and last name.
 - **Username** is your Line/Port ID.
 - **Password** is your SIP password.
 - **Authorization user name** is your 10 digit phone number (DID).
 - **Domain** is speakeasy.net
 - Under **Domain Proxy**, check the box for **Register with domain and receive incoming calls**, and select **proxy** under “Send outbound via.”
 - Next to **proxy**, in the **Address** field, enter the **outbound proxy address**.
- Step 4** Click **Apply**.
- Step 5** Ensure that the **Enable** box is checked next to the entry you just created in the SIP Accounts Main window and click **Close**. Your softphone will then register with the MegaPath network and be ready to use.

Softphone Usage Tips

- MegaPath strongly recommends that you use a USB headset with your softphone to ensure optimal audio quality and performance.
- If you experience DTMF recognition issues with touch-tone phone menus while using your softphone, try pressing the **Mute** button in the softphone before pressing the touch-tone keys on your softphone keypad.
- The following instructions will help you enable your softphone to “ring” through your computer speakers, even when you’re using a headset for all other audio.

Step 1 With the phone open, right click on the LED screen to get the menu and select **Options**.

Step 2 Click the **Devices** icon.

Step 3 Under **Ring Device**, select the sound device used by your external speakers and place a checkmark in the box next to “Ring PC speaker as well.”

Step 4 Click **Apply** to save your changes.
- An added benefit of the softphone is the ability to record a conversation. To do so, click the **Record** button at any time during an active call. Click **Record** again to stop recording. Your recording will be stored automatically in .wav format in your MyDocuments\eyeBeam directory.



>> Next-Generation Voice Messaging

Voicemail

Your MegaPath Hosted Voice service includes full-featured voicemail designed specifically for business communications.

Initial Setup

To set up your voicemail:

- Step 1** You can access the voicemail system in one of the following ways:
- Press the **Voicemail** button on your phone OR
 - Dial your phone number/extension from your phone OR
 - If calling from another phone, dial your phone number/extension and press * to interrupt your greeting.
- Step 2** Enter the Voice Portal passcode (password) provided by your Administrator, followed by the # key.
- Step 3** Enter a new passcode at the prompt and press #.
- NOTE: Your passcode may be four to eight digits in length. For enhanced security, we recommend using an eight digit passcode that would be difficult to guess.
- Step 4** Re-enter your passcode at the prompt and press #.
- Step 5** Record your name at the prompt and press #.
- To return to the main menu, press *
 - To re-record your name, press 1
 - To listen to your name recording, press 2
 - To repeat the menu, press #.

Record Greetings

To finish setting up your voicemail, you will need to record two greetings. Callers will hear the busy greeting if all available lines are busy or if you have Do Not Disturb enabled. Callers will hear the no answer greeting if you do not answer your phone or if you ignore a Call Waiting notification.

To record your busy greeting:

Step 1 Connect to the voicemail system in one of the following ways:

- Press the **Voicemail** button on your phone OR
- Dial your phone number/extension from your phone OR
- If calling from another phone, dial your phone number/extension and press * to interrupt your greeting.

Step 2 Enter your passcode (password), followed by the # key.

Step 3 Choose **Option 1** to access your voice mailbox.

Step 4 Press **2** to change your mailbox busy greeting.

- To record a new busy greeting, press **1**
- To hear the current busy greeting, press **2**
- To revert to the default system busy greeting, press **3**
- To go back to the previous menu, press *
- To repeat the menu, press #

To record your no answer greeting:

Step 1 Connect to the voicemail system in one of the following ways:

- Press the **Voicemail** button on your phone OR
- Dial your phone number/extension from your phone OR
- If calling from another phone, dial your phone number/extension and press * to interrupt your greeting.

Step 2 Enter your passcode (password), followed by the # key.

Step 3 Choose **Option 1** to access your voice mailbox.

Step 4 Press **3** to change your mailbox no answer greeting.

- To record a new no answer greeting, press **1**
- To play the current no answer greeting, press **2**
- To revert to the default system no answer greeting, press **3**
- To go back to the previous menu, press *
- To repeat the menu, press #

Retrieve Messages

To retrieve your voicemail messages by phone:

- Step 1** Connect to the voicemail system in one of the following ways:
- Press the **Voicemail** button on your phone OR
 - Dial your phone number/extension from your phone OR
 - If calling from another phone, dial your phone number/extension and press * to interrupt your greeting.
- Step 2** Enter your passcode (password), followed by the # key.
- Step 3** Once you access the system, choose the appropriate option from the system menu.

Voice Portal Menu Options

When accessing your voice mailbox, the system will announce what options are available to you for your current menu. You may enter your desired option at any time and do not need to wait for the announcements to finish. We have listed the most common options below for your convenience.

- 1 Access your voice mailbox
 - 2 Change your CommPilot Express profile (Available: In Office, Available; Out of Office, Busy, or Unavailable)
 - 3 Record your name
 - 4 Change your call forwarding options
 - 6 Make a call
 - 8 Change your passcode
 - 9 Exit the system
 - # Repeat menu
- While in your voice mailbox, you can choose from the following menu options:
- 1 Play messages
 - 2 Busy greeting menu
 - 3 No answer greeting menu
 - 5 Compose message menu
 - 7 Delete all messages
 - * Return to main menu
 - # Repeat menu

→ While playing messages, you can choose from the following menu options:

- # Save message
- 2 Play/repeat message or skip envelope information
- 4 Return to previous message
- 5 Play message envelope
- 6 Move to next message
- 7 Delete message
- 8 Call message sender
- 9 Hear additional options
- * Return to main menu

→ After choosing option 2 (play/ repeat message), you can use the following commands:

- 1 Skip backward 3 seconds
- 2 Pause playback
- 3 Skip forward 3 seconds
- 4 Skip to beginning of message
- 6 Skip to end of message

→ Additional options include:

- 1 Reply to current message
- 2 Forward the current message
- * Go back to the previous menu
- # Repeat this menu

NOTE: Your voicemail box will hold up to 30 minutes of messages.

Web Portal and Call Manager

The Web Portal and Call Manager enable you to manage the enhanced features of your MegaPath Hosted Voice phone from any location with internet access.

How to Log In

- Step 1** Open your browser and navigate to:
http://voiceportal.megapath.com
- Step 2** Click the link in the Customer Login section to access the Web Portal Login screen.
- Step 3** Enter your username (your 10-digit phone number).
- Step 4** Enter your password.
- Step 5** Click Login.

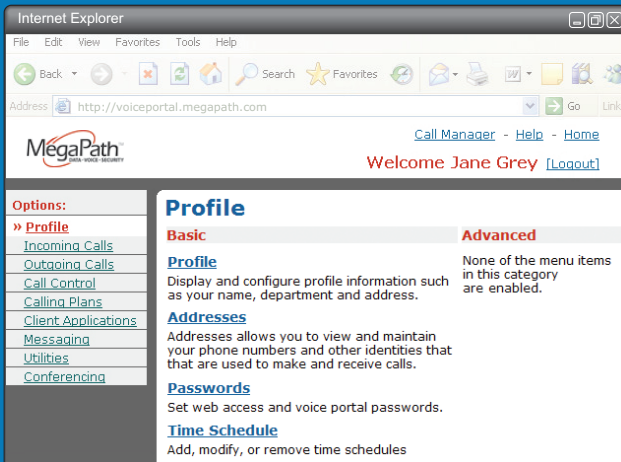
Change Passwords

To change your password (Web Portal or voicemail):

- Step 1** Select **Passwords** from the **Profile** menu in the Web Portal.
- Step 2** To change your Web Portal password, click **Set web access password** OR
To change the password that lets you access your voicemail via phone, click **Set voice portal password**.
- Step 3** Enter your current password.
- Step 4** Enter your new password.
- Step 5** You are required to confirm your new password by typing it a second time.
- Step 6** Click **Save**.

NOTE: If you forget your password, please request a password reset from your administrator.

NOTE: When creating a new voice portal password, be sure to use only numeric digits as part of your password. The change password utility will accept alpha-numeric characters, but your phone can only pass numeric digits, potentially preventing you from being able to access your voicemail.



>> Easy, online management tools
for all phone features

Send Voicemail to Email

To send your voicemail messages to an email address of your choice:

- Step 1** Go to the **Messaging** menu in the Web Portal.
- Step 2** Click on **Voice Management**.
- Step 3** Check the **E-mail a carbon copy of the message to** checkbox and enter your email address in the text box.
- Step 4** Click **OK** to save your changes and return to the main menu.
- Step 5** You will now receive an email message with a .wav file attachment every time you receive a new voicemail message. You will still need to go into the voicemail system to delete the original message.

NOTE: To play the voicemail messages through your email client, you must have files with the extension .wav associated with a media player program such as Windows Media Player.

Create a Time Schedule

Time schedules make it easy to set up features and call treatments that make sense for the way you work. For example, you can create a time schedule for your standard office hours and then set the Simultaneous Ring feature (page 39) so that any calls received during business hours ring to both your cell phone and your desk phone.

To create a Time Schedule:

- Step 1** Go to the **Profile** menu in the Web Portal.
- Step 2** Click on **Time Schedule**.
- Step 3** Click the **Add** button.
- Step 4** Specify a description for your new time schedule and specify the time frames that it will include. The time **between** the days and hours you specify here is when any features using your time schedule will be in effect.
- Step 5** Click **OK** to save your changes and return to the main menu.

Sequential Ring

Set up a number of devices to ring in sequential order so that you don't miss important calls.

To set up Sequential Ring:

- Step 1** Go to the **Incoming Calls** menu of the Web Portal.
- Step 2** Click on **Sequential Ring** (under **Advanced**, near the bottom of the list).
- Step 3** Click the Add button. This will take you to the **Sequential Ring Add** page.
- Step 4** Specify a description for the Sequential Ring treatment and select a time schedule during which you would like it to apply.

NOTE: Sequential Ring will only be active between the days and times specified in your selected Time Schedule. The default time schedule is Every Day All Day. See page 36 to learn about creating new time schedules.

- Step 5** Specify whether you would like this Sequential Ring treatment to apply to **Any phone number** (all incoming calls) or the **Following phone numbers**. If you select the **Following phone numbers**, then you can specify up to 12 ten digit telephone numbers for callers that you want to use this Sequential Ring treatment in the 12 available text boxes as well as include any callers with either a private or unavailable number by placing a check in the corresponding checkbox.
- Step 6** Click the **OK** button to save your changes and return to the Sequential Ring page.
- Step 7** Place a checkmark in the checkbox next to **Use Base Location first** and select the number of rings you would like your desk phone to ring each time a call comes in to have your desk phone included in the search process.
- Step 8** Place a checkmark in the checkbox next to **Continue the search process if the base location is busy** to have the system ring your additional phones even when you are already on a call.

- Step 9** Enter up to 5 additional phone numbers to which you would like your calls to ring, in the **Phone Number / SIP-URI** text boxes and select the your desired number of rings for each.
- Step 10** Activate each Sequential Ring profile you would like to use by checking the box next to the desired profile and clicking **Apply**.
- Step 11** Click **OK** to save your changes and return to the main menu.

Simultaneous Ring

Ring multiple devices at the same time when you receive incoming calls.

To set up Simultaneous Ring:

- Step 1** Go to the **Incoming Calls** menu of the Web Portal.
- Step 2** Click on **Simultaneous Ring Personal**.
- Step 3** Click the **On** button.
- Step 4** Enter a phone number and click **Add** for each device that you want to ring simultaneously.
- Step 5** Click **OK** to save your changes and return to the main menu.

Call Forwarding

Forward your incoming calls to a different location.

To set up Call Forwarding:

- Step 1** Go to the **Incoming Calls** menu of the Web Portal.
- Step 2** Select **Call Forwarding Always** (transfer all calls) OR **Call Forwarding Busy** (transfer calls if all of your lines are busy or Do Not Disturb is active) OR **Call Forwarding No Answer** (transfer calls if you do not answer the phone or ignore the Call Waiting notification).
- Step 3** Click the **On** button.
- Step 4** Enter the number to which you want to forward calls.
- Step 5** Click **OK** to save your changes and return to the main menu.

NOTE: When you use Call Forwarding, it is recommended that you also select the **Play Ring Reminder when a call is forwarded** check box. This will cause your phone to play a short ring burst to remind you that your calls are being forwarded by the system. Otherwise, your phone will not ring at all.

Call Forwarding Selective

Forward specific calls matching your pre-defined criteria to a different phone number. Use this service to forward calls from your manager, a family member, or an important customer to your cell phone, alternate business phone, home phone, or other phone.

To set up Call Forwarding Selective:

- Step 1** Go to the **Incoming Calls** menu.
- Step 2** Click on **Call Forwarding Selective** (under **Advanced**).
- Step 3** Enter a default call forwarding number and select **Apply** to save this number.
- Step 4** Click the **Add** button. This will take you to the **Call Forwarding Selective Add** page.
- Step 5** Specify a description for your new Call Forwarding Selective treatment and select a time schedule during which you would like it to apply.

NOTE: Call Forwarding Selective will only be active between the days and times specified in your selected Time Schedule. The default time schedule is Every Day All Day. See page 36 to learn about creating new time schedules.
- Step 6** If you would like to forward calls to a number other than your default forwarding number, click the appropriate box and specify an alternative forwarding number.
- Step 7** Specify the phone numbers from which you would like to forward calls.
- Step 8** Click the **OK** button to save your changes and return to the **Call Forwarding Selective** menu.
- Step 9** Once you have created a Call Forwarding Selective profile, you may activate it (turn it on) by checking the box next to the profile you wish to use.
- Step 10** Click the **OK** button again to save your changes and return to the main menu.

NOTE: All criteria for an entry must be satisfied for a call to be forwarded using this feature (phone number, day of week, and time of day). If the criteria are not properly satisfied, the call may not be forwarded as desired.

Remote Office

Use any phone as your business phone. When you make a call through the Call Manager with Remote Office active, the system first calls the telephone number you have defined for your remote office and then places the call after you pick up the ringing phone. Calls appear on caller ID to be coming from your business phone and will be billed to your business. Also, all incoming calls to your business phone ring on the remote office phone when Remote Office is active.

To activate Remote Office:

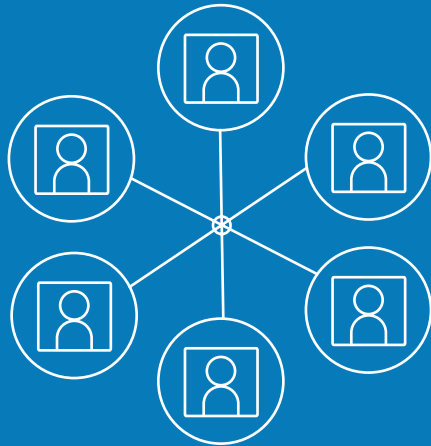
- Step 1** Go to the Call Control menu of the Web Portal.
- Step 2** Click on **Remote Office**.
- Step 3** Click the **On** button.
- Step 4** Enter the phone number you want to use for Remote Office.
- Step 5** Click the **OK** button to save your changes and return to the main menu.

Call Manager

Call Manager enables you to place, receive and manage your calls through a web interface. To access your Call Manager, click the **Call Manager** link in the upper right-hand corner of any page in the Web Portal.

Online Help

To access context-sensitive online help, click the **Help** link in the upper right-hand corner of any screen in the Web Portal.



>> It's easy to schedule and join voice and web conferences

Web and Audio Conferencing

MegaPath Hosted Voice conferencing enables anytime access to audio and web conferencing.

Set Up a New Conference

- Step 1** Go to the **Conferencing** menu of the Web Portal.
- Step 2** Under **Basic**, click on **Conferences**. This will take you to a list of conference sessions owned by you.
- Step 3** Click the **Add** button to go to the **Conferences Add** page.
- Step 4** Select an available **Conference Bridge** (established for you by your Administrator) from the **Bridge Name** drop-down list.
- Step 5** Enter a short description of the conference in the **Title** box.
- Step 6** Select the type of conference you would like to set up: **One-time**, **Recurring** or **Reservationless**. Depending on the type of conference you select, you will be presented with different options in the **Schedule** section (Start Date, End Date, Duration, Recurrence) which you will need to fill in according to your preferences.
- Step 7** If you would like to require that a leader be present for the conference to occur, check the box next to **Leader Required**.
- Step 8** If you would like to have the system announce each caller as they enter the conference, check the box next to **Announce Callers**.
- Step 9** If you would like the system to automatically drop all conference participants when the conference leader logs out, check the box next to **Drop all participants on leader log out**.

Step 10 To apply a project billing code to the conference, enter a billing code into the **Project Billing Code** box at the bottom of the page.

Step 11 When you have entered all your conference preferences, click the **OK** button to save your changes and return to the Conferences page. You should now see your conference listed under the **Current** tab (if it is scheduled to be available now) or under the **Future** tab (if it is scheduled to be available in the future). Once the effective time you scheduled for your conference has passed, it will be listed in the **Expired** tab.

Step 12 To cancel your conference, click the **Cancel** button.

NOTE: You may need to talk with your system administrator to be granted access to set up conferences.

Upload Documents

When a conference is first created, it is treated as an audio conference only. To share documents over the internet during the conference, you will need to first upload your documents using the following instructions.

Step 1 Go to the **Conferencing** menu of the Web Portal.

Step 2 Under **Basic**, click **Conferences**.

Step 3 Click on the conference for which you wish to upload documents. Valid conferences may be listed under the **Current** tab or **Future** tab, depending on their scheduled availability. Selecting a conference will take you to the **Conferences Modify** page.

Step 4 Click the **Documents** link. This will take you to the **Conferences Modify Documents** page.

Step 5 Click the **Browse** button in the **Presentation Documents** section. This will open a new window in which you can select the document you wish to upload from your hard drive. Once selected, the path to the document will appear in the **Document File Name** box.

Step 6 To add an encryption password to prevent unauthorized participants from downloading and opening your documents during the conference, you may enter a password in the **Encryption Password** box.

Step 7 Click the **Apply** button to upload the document and apply any encryption password you entered.

NOTE: Only Word, Excel, and PowerPoint files may be uploaded. Furthermore, any animations, macros, or scripts should be removed before upload to prevent upload errors.

Send E-mail Invitations

Once a conference is created, you may send email invitations for the conference through the Web Portal.

- Step 1** Go to the **Conferencing** menu of the Web Portal.
- Step 2** Under **Basic**, click **Conferences**.
- Step 3** Click on the conference for which you wish to send invitations. Valid conferences may be listed under the **Current** tab or **Future** tab, depending on their scheduled availability. Selecting a conference will take you to the **Conferences Modify** page.
- Step 4** To send an email message to the conference leader, click the **e-mail Invitation** button under the **Leader Access** section. To send an email invitation to a participant(s), click the **e-mail Invitation** button under the **Participant Access** section. This will open a new window, using your default mail client (e.g. Outlook).
- Step 5** Instructions for joining the conference will appear automatically in the body of the message. Enter recipient email addresses, message subject, and any additional instructions before sending the message through your mail client. If you do not wish to use your default mail client, you may copy and paste the instructions into another mail client.

Send a Calendar Appointment

Once a conference is created, you may also send calendar appointments in the form of .ics files that are compatible with many calendar programs (such as MS Outlook) for the conference through the Web Portal.

- Step 1** Go to the **Conferencing** menu of the Web Portal.
- Step 2** Under **Basic**, click **Conferences**.
- Step 3** Click on the conference for which you wish to send invitations. Valid conferences may be listed under the **Current** tab or **Future** tab, depending on their scheduled availability. Selecting a conference will take you to the **Conferences Modify** page.
- Step 4** To send a meeting request to the conference leader, click the **Calendar Appointment** button under the **Leader Access** section. To send a meeting request to a participant(s), click the **Calendar Appointment** button under the **Participant Access** section. Either choice will open a new window, using your default meeting/appointment client (e.g. Outlook).

NOTE: If a new window does not open up, you may hold down the **Ctrl** (control) key on your keyboard while clicking the appropriate **Calendar Appointment** button to force the .ics file to download. You will then be presented with the options of opening the file, saving the file to disk, or closing the dialog box. Choosing the Open option will open the correct window and allow you to continue with your meeting invitation.

- Step 5** The appropriate time and date, as well as instructions for joining the conference, will be pre-populated in the calendar appointment window. Enter the recipient e-mail addresses, the message subject, and any additional instructions before sending the meeting request through your meeting/appointment client.

NOTE: If you do not wish to use your default client, you may copy and paste the instructions into another meeting/appointment client.

Leading a Conference

To Begin a Conference:

- Step 1** Go to the **Conferencing** menu of the Web Portal.
- Step 2** Under **Basic**, click **Conferences**.
- Step 3** Click on the conference you wish to lead. This will take you to the **Conferences Modify** page.
- Step 4** **Audio:** Dial the 10-digit telephone number listed under **Leader Access** and enter the associated Access Code when prompted.

Web: Click the link next to **Presentation URL** in the **Leader Access** section. This will open a new window in which your conference will automatically begin as soon as the page finishes loading.

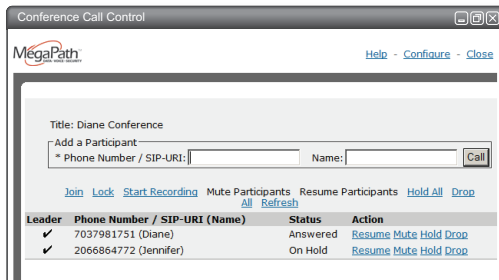
To End a Conference:

Audio: Click **Drop All** from the Call Control window.

Web: Click the **End Presentation** link in the upper right corner of your browser window.

To Manage a Conference using the Call Control window:

From the **Conferences** page in the Web Portal, click on the conference you wish to lead. This will take you to the **Conferences Modify** page for that conference. Click the **Call Control** link in the upper right of the page. A new window will open.



From the Call Control window, you can:

Join – Click this link to join the conference yourself. The system will call you at your default phone number.

Add a Participant – Enter a participant's phone number and name, then click the Call button to bring the participant into the conference.

Lock – Click this link to prevent additional participants from joining the conference.

Unlock - Click this link, which appears whenever a conference is locked, to reopen the conference to new participants.

Start Recording – Click this link to begin recording a conference. Conference participants will hear the announcement, "This conference is being recorded."

Pause Recording – Click this link, which appears whenever a recording is in progress, to pause a conference recording. Once paused, click the Resume Recording link to resume recording of the conference.

Stop Recording – Click this link to end a conference recording. Conference participants will hear the announcement, "This conference is no longer being recorded."

Mute Participants – Click this link to mute all participants. You may also mute individual participants by clicking the **Mute** link next to their name.

Hold All – Click this link to put all conference participants on hold. You may also place individual participants on hold by clicking the **Hold** link next to their name.

Drop All – Click this link to drop all participants from the conference, ending the conference. You may also drop individual participants by clicking the **Drop** link next to their name. Dropping individual participants will not end your conference, as long as the leader remains in the conference.

Refresh – Click this link to update the participant list with any recent changes.

Participating in a Conference

To Join a Conference:

Audio: Dial the ten-digit telephone number provided to you through an e-mail invitation or calendar appointment. The system will ask you for your Access Code. Enter the correct Access Code from the same source as the phone number.

Web: Click the URL included in your email invitation or calendar appointment, and follow the directions using the Access Code from the same source.

To Leave a Conference:

Audio: To leave an audio conference, hang up.

Web: To leave a web conference, close your browser window.

Conference Recordings

To View or Listen to Conference Recordings:

- Step 1** Go to the **Conferencing** menu of the Web Portal.
- Step 2** Under **Basic**, click **Conferences**.
- Step 3** Click on the recorded conference you wish to review. This will take you to the **Conferences Modify** page.
- Step 4** Click the **Recordings** link in the upper right of the page. This will take you to the **Conferences Modify Recordings** page where all the recordings for that conference will be listed by date and time.
- Step 5** Click on the recording you would like to view/hear. This will take you to the **Conference Modify Recordings Playback** page, where you may choose to:
 - Play** a recording back in your browser
 - Save** the recording on your desktop
 - Call** a telephone number and play the recording to the listener
 - Access** the recording via the conference number and a special recording access code
 - Click** the specialized **Recording Playback URL** or copy this URL to send to others.

NOTE: To create a conference recording, please use the recording options in the Call Control menu, described on page 49.

Voice Communications Toolbar

The Voice Communications toolbar plug-in allows users to access MegaPath Hosted Voice features directly from Microsoft® Outlook®, Internet Explorer® and Firefox®.

Installation


Install the toolbar on your computer by following these steps:


- Step 1** Open a new browser window and go to <http://megapath.com/support/voice>.
- Step 2** Click on the **Voice Communications Toolbar** in the **Downloads** section.
- Step 3** Follow the instructions on the screen to install the toolbar.


NOTE: You will need local Administrative rights for your computer in order to install the toolbar.

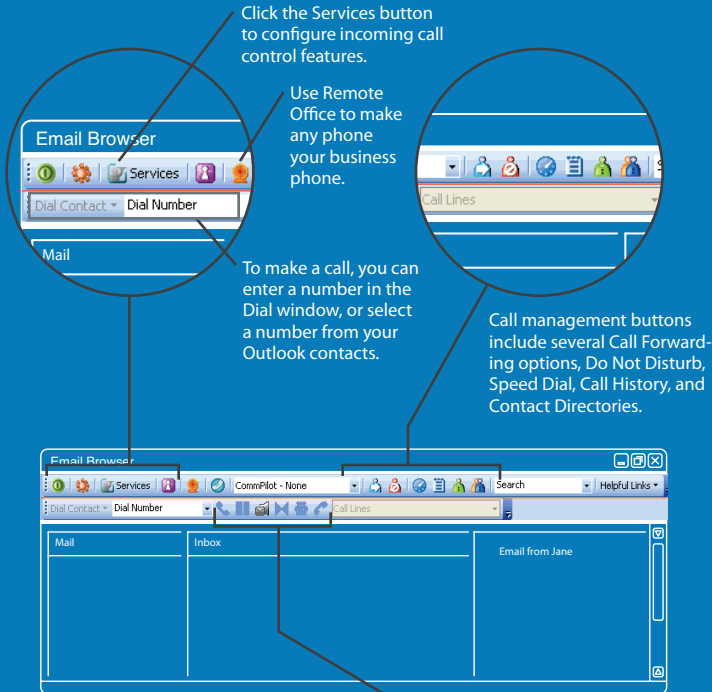
Using the Toolbar

To log in to the toolbar:

- Step 1** Open Outlook, Internet Explorer or Firefox.
- Step 2** Click on the **Login** button  in the toolbar.
- Step 3** Enter your username (your 10-digit phone number) and MegaPath Hosted Voice Web Portal password.
- Step 4** Check **Save Username** if you want the system to remember your username and **Save Password** if you want the system to remember your password.

NOTE: This menu will only appear the first time you use the toolbar. To change your username or password in the future, you may use the **Options**  menu.

- Step 5** Click **OK**.
- Step 6** Once you are logged in, all buttons in the toolbar are enabled and the **Login** button  is green.

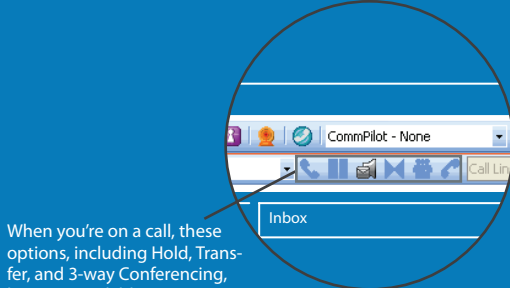


Click the Services button to configure incoming call control features.

Use Remote Office to make any phone your business phone.

To make a call, you can enter a number in the Dial window, or select a number from your Outlook contacts.

Call management buttons include several Call Forwarding options, Do Not Disturb, Speed Dial, Call History, and Contact Directories.



When you're on a call, these options, including Hold, Transfer, and 3-way Conferencing, become available.

>> Integrate MegaPath Business VoIP with Outlook and Internet Explorer

Dial a Number

To dial a number from the toolbar, enter the number into the **Dial a Number** text box (manually or via cut/paste) and press **Enter**. You can also select a number to call by clicking on the drop-down arrow and choosing from the list of the last ten numbers you called.


Dial a Contact (Microsoft® Outlook)

When using the toolbar with Microsoft Outlook, you may dial any of the contacts in your Outlook Contacts directory by first highlighting the contact, then clicking on the **Dial Contact** button and selecting the phone number (Business, Home, or Mobile) you would like to call.

Dial from a Web Page (Internet Explorer and Firefox)

When using Internet Explorer or Firefox, you may dial any text based telephone number published on the Internet by highlighting the desired phone number, right-clicking the selection, and then clicking **Dial** from the menu.

Options

The **Options** button  allows you to manage your settings for connecting the toolbar to your Hosted Voice service, including saving your username and password on your computer for easy login and even changing your password, directly from the toolbar.

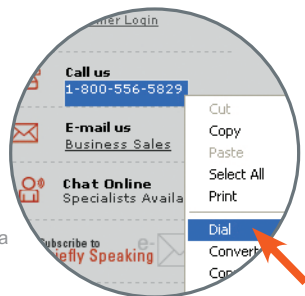



FIGURE 1:
With the Voice Communications
Toolbar active, you can right-click on a
phone number in Internet Explorer or
Firefox and select Dial to make a call.


Portal Auto-Login


The **Portal Auto-Login**  button allows you to automatically login to the Web Portal in one-click and without needing to re-enter your username and password.

Services

The **Services** button allows you to configure your incoming call control features, like Call Forwarding, Do Not Disturb, Simultaneous Ring, and Remote Office. You can activate and deactivate these features by clicking the shortcut buttons on the toolbar.

Remote Office

Remote Office allows you to use any phone as your business phone. The **Remote Office** button  turns this feature on and off.

When Remote Office is active, the button will be highlighted  and calls to your Hosted Voice phone number will be automatically forwarded to the number you have specified as your Remote Office number (cell phone, hotel phone, home phone, etc.).

When you make an outbound call through the toolbar with Remote Office active, the system first calls the telephone number you have defined as your remote office phone and then places the call after you pick up the ringing phone. Calls will appear on Caller ID to be coming from your business phone and will be billed to your business.

To enter or change the number that you would like to use for Remote Office:

- Step 1** Click the **Services** button in the toolbar.
- Step 2** Under **Call Control**, select **Remote Office**.
- Step 3** Select **On** and enter any direct dial phone number within the continental United States.

CommPilot Express

The **CommPilot Express Profiles** drop-down list allows you to use pre-configured profiles to control incoming calls.

CommPilot Express Profiles

In Office – use when you are working at or near your phone's location. Options include simultaneous ring on one other phone and voicemail or call forwarding if you are unable to answer.

Out of Office – use when you are working away from your desk for an extended period of time. Options include voicemail or call forwarding and email notification for all calls.

Busy – use when you are temporarily unavailable to take calls, in a meeting for instance. Options include email notification and voicemail for all calls except those from up to three callers, which may be forwarded to an alternate number.

Unavailable – use outside of business hours, or when you are on vacation. Options include voicemail for all calls except for those from up to three callers, which may be forwarded to an alternate number.

To configure CommPilot Express profiles using the toolbar:


- Step 1** Click the **Services** button in the toolbar.
- Step 2** Under **Incoming Calls**, select **CommPilot Express**.
- Step 3** Select the CommPilot Express Profile you would like to configure in the **Current Profile** drop-down menu.
- Step 4** Click **OK** to activate your selected profile. The profile must be active to be configured using the toolbar.
- Step 5** Under **Incoming Calls** and **CommPilot Express**, select the profile you want to configure (the one you just activated).
- Step 6** Specify your call routing preferences for that profile.
- Step 7** Click **Apply**. Then click **OK** to close the window.
- Step 8** If you do not want the newly configured profile to remain active, select your desired profile (or **None**) from the CommPilot drop-down menu on the toolbar.
- Step 9** Repeat these instructions for each CommPilot profile you want to configure.

To activate a CommPilot profile:


- Select the desired profile from the drop-down list on the toolbar.
- Pre-configured profiles can also be selected and activated by phone. Connect to the voicemail system (see page 32). Immediately after entering your passcode, press **2** and follow the prompts to activate your desired CommPilot Express profile.

NOTE: When a CommPilot Express profile is active, it will take precedence over some of your other service settings associated with processing incoming calls.


Call Forwarding Always

The blue  button turns on and off the ability to forward all incoming calls to a specified phone number.



Do Not Disturb

The red  button turns on and off the ability to send all incoming calls directly to voicemail.

Call History


The  button allows you to view your missed, dialed and received calls in reverse-chronological order. You can dial a specific number in your call history by clicking the telephone number in the **Call History** window.

Contact Directories


To view your company-wide “Group” directory, click the  button. To view your Personal phone directory, click the  button. To dial a contact from the group or personal directory, click the desired contact’s phone number.

NOTE: These directories are based on information in the Web Portal. To dial your Outlook Contacts, see page 54.



Call Transfer

When two or more calls are active, the **Transfer** button  is enabled. Use this button to transfer calls to another telephone number or extension.

N-Way Conference

When two or more calls are active, the **Conference** button  is enabled. Use this button to join two or more active calls so that you can talk with all parties at once.

Call Notification Windows

The toolbar displays a pop-up notification window when you receive or place a call. Call notification windows automatically close after being displayed for five seconds. Redirect an incoming call directly to voicemail by clicking the  in the top-left corner of the pop-up window. Silence ringing by clicking the  in the top right of the call notification window.

Glossary of Terms

Hosted Voice Knowledge Base

A user-friendly knowledgebase where you can sign up for live, instructor-led online training and access useful resources such as step by step guides, frequently asked questions, and flash based training videos.

Soft Key

A context-sensitive button that changes in function based on the activity in which you are currently engaged with your phone.

Voice Portal

A phone-based portal where you may go to check your voicemail.

VoIP

Voice over Internet Protocol (or VoIP)

A technology that allows voice calls to travel over computer networks, instead of traditional phone lines. VoIP is the underlying technology that powers MegaPath Hosted Voice.

Web Portal

A user-friendly web interface that allows you to change your phone settings from any computer that has internet access.

Hosted Voice Feature Access Codes

- *50 Push to Talk
- *55 Transfer to Voicemail
- *66 Last Number Redial
- *69 Last Call Return
- *68 Call Park
- *88 Call Park Retrieve
- *72 Call Forwarding Always – Activate
- *73 Call Forwarding Always – Deactivate
- *90 Call Forwarding Busy – Activate
- *91 Call Forwarding Busy – Deactivate
- *92 Call Forwarding No Answer – Activate
- *93 Call Forwarding No Answer – Deactivate
- *67 Calling Line ID Delivery Blocking per Call – Activate
- *65 Calling Line ID Delivery Blocking per Call – Deactivate
- *78 Do Not Disturb – Activate
- *79 Do Not Disturb – Deactivate
- *98 Call Pickup
- *97 Directed Call Pickup (extension specific)
- *99 Clear Voice Message Waiting Indicator