

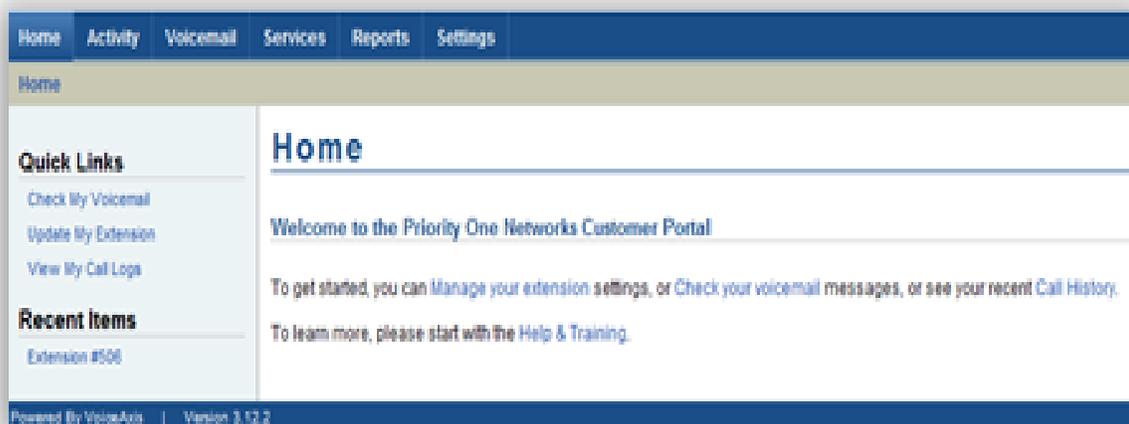
Managing your Phone- From the Web

ACCESSING YOUR PHONE ACCOUNT

Navigate to <https://voip.ancero.com> and log in to your Ancero Utility VoIP portal account. If you would like your web browser to keep you logged in when you navigate away from the page, check the *Remember Me* box. You will be welcomed by the Home screen of the portal once logged in.



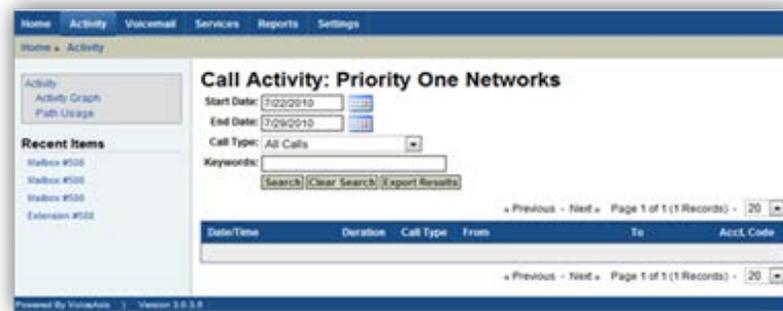
The screenshot shows the login page of the Ancero VoIP portal. It features a blue header with the word "Login" in white. Below the header, there is a white box containing the login form. The form includes fields for "Username:" and "Password:", a "Remember Me" checkbox, a "Log in" button, and a "Forgot Password?" link. At the bottom of the page, it says "Powered By VoiceAxis | Version 3.0.3.5".



The screenshot shows the home page of the Ancero VoIP portal. It features a blue header with navigation tabs: "Home", "Activity", "Voicemail", "Services", "Reports", and "Settings". Below the header, there is a white box containing the home page content. The content includes a "Quick Links" section with links for "Check My Voicemail", "Update My Extension", and "View My Call Logs". There is also a "Recent Items" section with "Extension #508". The main content area says "Home" and "Welcome to the Priority One Networks Customer Portal". It also includes instructions: "To get started, you can Manage your extension settings, or Check your voicemail messages, or see your recent Call History." and "To learn more, please start with the Help & Training." At the bottom of the page, it says "Powered By VoiceAxis | Version 3.12.2".

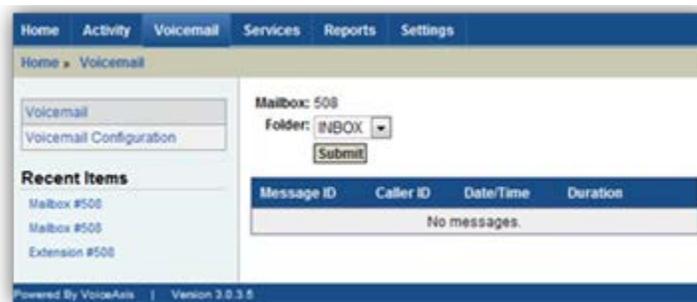
CHECKING ACCOUNT ACTIVITY

After logging in to <https://voip.ancero.com> account activity can be accessed by clicking on the **Activity** tab. This will bring you to the Activity screen. This screen shows call activity for the selected customer. It is searchable by date, call type, extension, or phone number. Select a start and end date, call type (incoming, outgoing, or both), an extension or phone number, and then click **Search**. You will be presented with a list of all calls matching your search criteria.



CHECKING VOICEMAILS

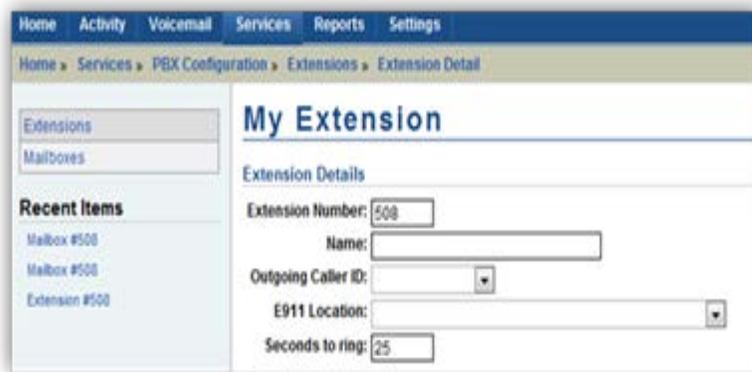
Vocemails can be accessed by clicking on the **Vocicemail** tab at the top of the screen. The voicemail screen shows the list of voicemail messages currently in your voice mailbox. Each message can be downloaded for listening or deleted. To view the contents of your mailbox, select a folder, and click **Submit**. You will be presented with a list of messages. To listen to or download the message, click the *Listen* link for the message you wish to hear. To delete the message from the mailbox, click the *Delete* button.



MANAGING EXTENSIONS

Extension configuration can be accessed by clicking on the **Services** tab. The Extension Configuration screen shows the settings of your extension and phone. You can modify the mailbox associated with your extension, your E911 information, caller ID and forwarding settings, and other settings. Below are the listed options and accompanying descriptions.

- **Name:** presented to all users in your organization when you make calls within the PBX system.
- **Voice Mailbox:** select an existing mailbox to send the caller to if you are unable to answer your phone.
- **Outgoing Caller ID:** select a phone number to be presented on the Caller ID display of phones you call outside the PBX.
- **E911 Location:** select the address at which your phone will be located. If the address is not available in the menu, please contact your system administrator for assistance. This is a required field.



The screenshot displays the 'My Extension' configuration interface. At the top, there are navigation tabs: Home, Activity, Voicemail, Services, Reports, and Settings. Below these, a breadcrumb trail reads: Home > Services > PBX Configuration > Extensions > Extension Detail. On the left side, there is a sidebar with 'Extensions' and 'Mailboxes' sections, and a 'Recent Items' list containing 'Mailbox #500', 'Mailbox #500', and 'Extension #500'. The main content area is titled 'My Extension' and contains the following fields:

- Extension Details**
- Extension Number:** 500
- Name:** [Text input field]
- Outgoing Caller ID:** [Dropdown menu]
- E911 Location:** [Dropdown menu]
- Seconds to ring:** 25

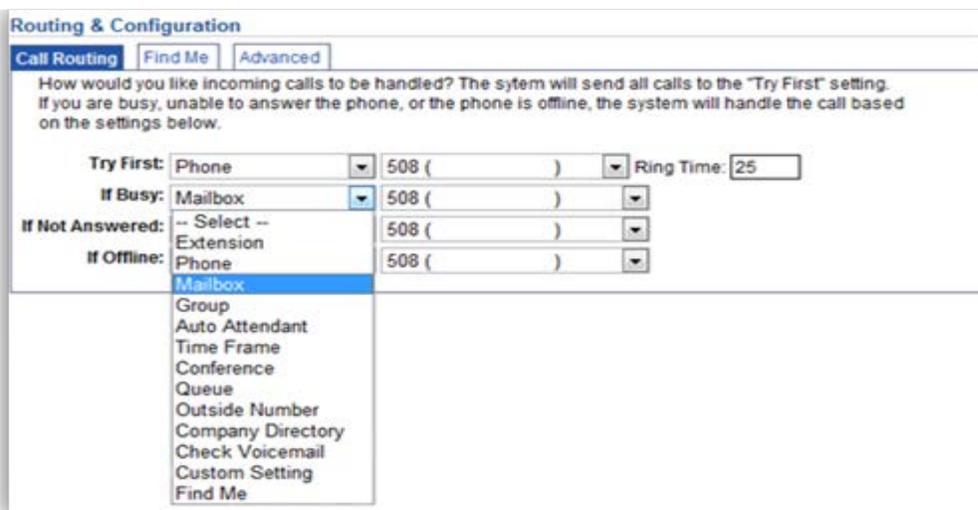
CALL ROUTING

Access to the routing features can be found under the **Services** tab and Routing & Configuration heading. The Call Routing settings determine how calls to your extension are handled. You may route calls to a phone, another extension, a mailbox, or any other location within your PBX system. By default, all calls are routed to the phone associated with your extension. Unanswered calls are routing to the voice mailbox associated with your extension. Any of these settings may be overridden by modifying the following settings.

- **Try First:** the system will send all calls to this setting. If you've selected to send calls to a Phone, then the next three options should be configured. Otherwise, they are unavailable.
- **If Busy:** if you have selected "Phone" as the "Try First" setting, then calls that come in when you are currently on another call will be routed to this setting.
- **If No Answer:** if you have selected "Phone" as the "Try First" setting, then calls that come in when you are currently on another call will be routed to this setting.
- **If Offline:** if you have selected "Phone" as the "Try First" setting, then calls that come in when your phone is offline or your internet connection is down, will be routed to this setting.

There are a multitude of options for how incoming calls may be handled, these include routing the call to another extension, sending the call to an auto attendant, or even sending the call to an outside number.

- **One of the most useful call routing options is the FIND ME feature.** When selected the Find Me feature will run through a set of user defined methods for handling the incoming call.



Routing & Configuration

Call Routing Find Me Advanced

How would you like incoming calls to be handled? The system will send all calls to the "Try First" setting. If you are busy, unable to answer the phone, or the phone is offline, the system will handle the call based on the settings below.

Try First: Phone 508 () Ring Time: 25

If Busy: Mailbox 508 ()

If Not Answered: -- Select -- 508 ()

If Offline: Phone 508 ()

Mailbox

Group

Auto Attendant

Time Frame

Conference

Queue

Outside Number

Company Directory

Check Voicemail

Custom Setting

Find Me

THE FIND ME FEATURE

The *Find me* tab lists the settings for setting up the Find Me option for call routing. The Find Me feature attempts to locate you by dialing each other following locations, until you accept or reject the call. The caller is placed on hold until you are found. Once you answer the call, you have the option to accept the call or reject the call. There are 3 options for ways to reach you using the *Find Me* feature. The first option is your extension. The remaining can be either outside numbers (such as your cell phone) or other extensions.

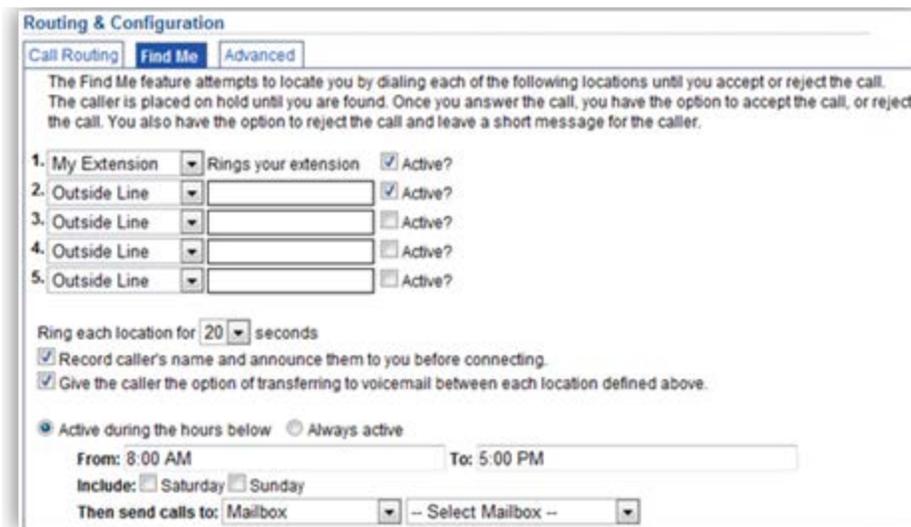
- **My Extension** – selecting this option will ring the phone associated with your extension.
- **Outside Line** – this is a phone number such as a cell phone or your home phone.
- **Other Extension** – selecting this option will give you the ability to select any extension configured in your PBX.

You have the ability to *define up to 5 locations*. If you do not have 5 locations to be tried, simply leave the settings blank for additional locations you will not need. Be sure to check the checkbox labeled “Active?” for each location that you want the system to try.

There is also the option to make the feature only active during a specified time window. This feature could be used to prevent calls from being routed to your cellphone after business hours, for example.

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

- **Ring each location for n seconds** – the system will ring each location for this number of seconds, before attempting to reach you at the next location in the list.
- **Record call's name...** – If this checkbox is selected, the caller will first be prompted to record their name. When you answer the call, the system will play “You have an incoming call from...”, then the caller's name that was recorded. This is useful for call screening.
- **Give the caller the option of transferring to voicemail** – If this checkbox is selected, the caller will hear a brief prompt asking them if they'd like to continue locating you, or leave you a voicemail; between each location defined.



Routing & Configuration

Call Routing Find Me Advanced

The Find Me feature attempts to locate you by dialing each of the following locations until you accept or reject the call. The caller is placed on hold until you are found. Once you answer the call, you have the option to accept the call, or reject the call. You also have the option to reject the call and leave a short message for the caller.

1. My Extension Rings your extension Active?

2. Outside Line Active?

3. Outside Line Active?

4. Outside Line Active?

5. Outside Line Active?

Ring each location for 20 seconds

Record caller's name and announce them to you before connecting.

Give the caller the option of transferring to voicemail between each location defined above.

Active during the hours below Always active

From: 8:00 AM To: 5:00 PM

Include: Saturday Sunday

Then send calls to: Mailbox -- Select Mailbox --

If additional assistance is needed please contact Ancero Support

www.ancero.com/support/

support@ancero.com

1-856-210-5800 extension 1

1-800-719-3484