



vPanel manual v1.0

Residential Accounts

Revision date: July 13, 2010

This is a preliminary version of this document. Some features may be different than those stated in this manual. This manual is for documentation purposes only for assistance in using the version of vPanel that was active at 17:00 on 7/13/2010 (-6GMT). The header information may be slightly different on your control panel. Please contact [support@voipo.com](mailto:support@voipo.com) should you have any questions regarding these features or the use of such features. If you have any suggestions for this manual, please email the suggestions to the documenter at [danielc@voipo.com](mailto:danielc@voipo.com).

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The login screen



**vPanel Login**  
Username:   
Password:   
  
[Forgot your password?](#)

---

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In the login screen, the username is usually the telephone number if this is a residential account.

After you login, you will see a screen similar to the follow:

The exact heading may be in a different order.



Welcome Demo Demo | [Logout](#) |

[Voicemail](#)

[Beta](#)

[Billing](#)

[Support](#)

[Call History](#)

[Features](#)

[E911](#)

---

Welcome to vPanel!

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This is the first screen that you will come across after you have logged in.

## Voicemail Tab



Welcome Demo Demo | [Logout](#) | 5618860661 ▾

[Voicemail](#)

[Beta](#)

[Billing](#)

[Support](#)

### Select Mailbox

5618860661 ▾

Select Mailbox

Update MWI

### Mailbox Settings

Status: Enabled ▾

Password: ●●●●●

Auto Login: ☒

Number of Rings: 15

Send E-Mail Notification: useremail@test.com

To:

Attach Message File: Yes ▾

Send SMS Notification To: number@gateway

Save Changes

*No Voicemail Found.*

Remove

Move

— Move Files To Which Folder — ▾

In the voicemail tab, you will have a drop down box. If you have multiple mailboxes created you will be able to select the mailbox you wish to modify from the dropdown menu. This dropdown box is populated with virtual numbers if they have a voicemail box created. If you're toggling to another voicemail box, select the voicemail box in the drop down menu under the Select Mailbox section, and then click on Select Mailbox.

The Update MWI button is only used if your device has the Message Waiting Indicator on even if there are no new messages. This is to help as part of the troubleshooting without the necessity of contacting support.

## **Voicemail Mailbox Settings**

Under “Mailbox Settings”, you will be able to setup the individual options for the mailbox that you have selected.

The Status dropdown menu should remain Enabled unless you wish to disable it. There are rare occasions that you would want to completely disable voicemail. However, if you are wanting to disable it so that an answering machine can operate, we recommend that you set the Number of Rings to a value higher than the number of rings that it takes your answering machine to answer. This will allow you to still receive voicemail messages if you ever have a network issue. Completely disabling voicemail will result in a caller hearing a busy or disconnected error if your network is ever offline.

The Password field must be a numeric password as you will need to enter it on a keypad. The maximum number of characters recommended should be 5.

Checking the box for Auto Login will allow you to enter your voicemail box by dialing 123 from your VOIPo connected device and it will not require you to enter a password.

The Number of Rings specifies how many rings will occur before the call is intercepted and sent to voicemail. If you are using an answering machine, it is recommended that you set this value to a number such as 10. The usual value that most of our users use is either 3 or 4.

“Send Email Notification To:” Enter an email address in this field that you want to have notifications sent to. To attach the voicemail message as an audio, make sure that “Attach Message File” is set to “Yes.”

“Send SMS Notification To:”

To have a shorter email sent to your cellular phone (which most providers have an email to SMS gateway), enter your telephone’s email to SMS address. For example, if your telephone number is 5551212 and you use Sprint, you would use 5551212@messaging.sprintpcs.com. A list of gateways may be found on Wikipedia at:

[http://en.wikipedia.org/wiki/List\\_of\\_carriers\\_providing\\_SMS\\_transit](http://en.wikipedia.org/wiki/List_of_carriers_providing_SMS_transit)

After you’re done with any settings on this page, click on “Save Changes” to apply your changes.

## Beta Tab

The beta tab is for any features that we may not deem as production ready, but will allow customers to use. **Please note that any of these features may not function properly.**



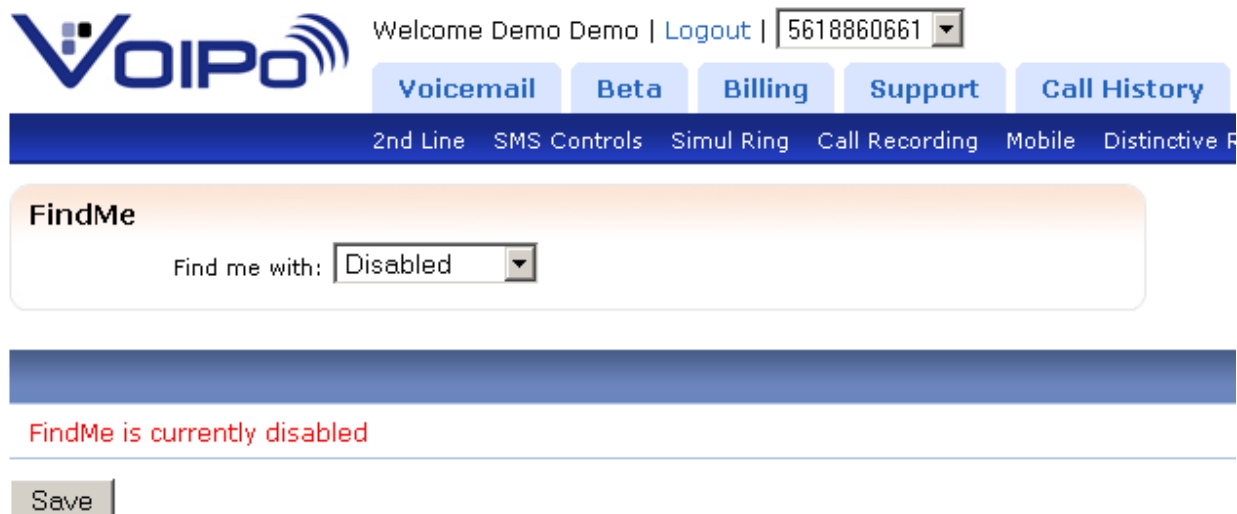
## 2<sup>nd</sup> Line

If you have a virtual number, you can assign it to the second port of your device. It will allow you to make and receive calls, but the line will not have a full vPanel account. If you setup a number to be a second line, it will create a vPanel for the account that is limited. In the drop down box next to "Logout", you will see the second line. You can select the second line to make any changes to it, such as modifying its voicemail box.

## SMS Controls

This is an alpha feature which is only documented in the forums. To get access to the customer forums and you are a customer, email [support@voipo.com](mailto:support@voipo.com) to have your user granted access to the forums.

## Simul Ring



The dropdown box for the FindMe option has three possible settings. If it is set to "Disabled", the feature is completely disabled.



FindMe

Find me with: Ring All

Ring Seconds	Auto Answer	Destinations
20	<input checked="" type="checkbox"/>	VOIPo Line
20	<input type="checkbox"/>	8005551212

Save

### “Ring All”

If you set “Find me with” to “Ring All”, you can setup another phone number to ring in addition to your VOIPo line. Be sure that you set the ring seconds to a value larger than 0, otherwise, none of your lines will ring. If you use Ring All, the Auto Answer check box will allow the call to be answered immediately by the number that receives the call. This may be problematic in certain situations. An example of an occasion that you would not want auto answer enabled could be if your second number being rung is a cellular phone. If you ignore the call on your cellular phone, it will immediately go to the voicemail box of your cellular phone. If you have Auto Answer unchecked, the user will not end up in your cellular phone’s voicemail system.

FindMe

Find me with: Ring In Order

Sort Order	Ring Seconds	Auto Answer	Destinations
0	20	<input checked="" type="checkbox"/>	VOIPo Line
1		<input type="checkbox"/>	
2		<input type="checkbox"/>	

Save

### “Ring in Order”

This will ring the telephone destinations in order for the duration of the “Ring Seconds” that has been specified. Again, the Auto Answer issues would still apply. This could be used in a way to emulate call hunting.

## Call Recording

### Call Record

To record a call simply dial \*28 when you place the call.

**Example: \*288005558355 would record a call to 8005558355.**

A .wav file will be e-mailed to the address specified here within minutes of completing the call.

**Note: This feature is intended for occasional use only. When you record a call, the audio for the call is routed through our Call Recording server instead of our primary media gateways and as a result call quality may be reduced.**

Send To Email:

Create

Call recording will allow you to record calls by pressing \*28 before the number you're dialing. If you wish for the call to be emailed to you, enter your email address into the "Send To Email" field, then click on Create.

### Call Record

To record a call simply dial \*28 when you place the call.

**Example: \*288005558355 would record a call to 8005558355.**

A .wav file will be e-mailed to the address specified here within minutes of completing the call.

**Note: This feature is intended for occasional use only. When you record a call, the audio for the call is routed through our Call Recording server instead of our primary media gateways and as a result call quality may be reduced.**

Send To Email:

Create

Email	Action
myemail@mydomain.com	<input type="checkbox"/>
Delete	

To remove the email address to prevent you from being notified about the call recording, you can check the checkbox next to the email address, and then click on "Delete".

## Mobile



The screenshot shows the VoIPo Beta interface. At the top, there's a header with the VoIPo logo, a welcome message "Welcome Demo Demo", a "Logout" link, and a user ID "5618861". Below the header is a navigation bar with tabs for "Voicemail", "Beta", and "Billing". Under the "Beta" tab, there's a sub-navigation bar with links for "2nd Line", "SMS Controls", "Simul Ring", and "Call F". The main content area is titled "Mobile Phones" and contains a form with a "Mobile Number:" label, a text input field, and an "Add Mobile Number" button. Below this, there's a table with two columns: "Mobile Number" and "Auto-Login". The table has two buttons: "Toggle Auto-Login" and "Delete Number".

The mobile section of the beta section will allow you to setup telephone numbers that will be allowed to auto-login to your voicemail when a call is received from the number you have registered here. Also, you will be able to setup the Caller-ID information to be one of these numbers on outbound calls under the Beta Caller-ID tab.

## Distinctive Ring

Distinctive ring allows you to setup a distinctive ring for a caller based upon the number that they are calling from.



The screenshot shows the VoIPo Beta interface. At the top, there's a header with the VoIPo logo, a welcome message "Welcome Demo Demo", a "Logout" link, and a user ID "5618861". Below the header is a navigation bar with tabs for "Voicemail", "Beta", and "Bill". Under the "Beta" tab, there's a sub-navigation bar with links for "2nd Line", "SMS Controls", and "Simul Ri". The main content area is titled "Distinctive Ring" and contains a form with a "Phone Number:" label, a text input field, a "Distinctive Ring Tone:" label, a dropdown menu with "Ring Tone 1" selected, and a "Create Distinctive Ring" button.

Enter the person's telephone number in the Phone Number field. Some devices handle Distinctive Ring differently, so it isn't always the same result. This is another reason this feature is considered beta as not all of our users have the same device type. After you enter the person's telephone number, select the Distinctive Ring Tone (which is the pattern that you will hear when your phone rings), and then click on "Create Distinctive Ring".

For our documentation purposes, I entered 8005551212 with Ring Tone 1 selected.

**Distinctive Ring**  
Phone Number:   
Distinctive Ring Tone:

Phone Number	Distinctive Ring	Select
8005551212	<input type="text" value="Ring Tone 1"/>	<input type="checkbox"/>
<input type="button" value="Save Changes"/> <input type="button" value="Delete Distinctive Ring"/>		

To change the Ring Tone for a number you have already entered, select the new Ring Tone pattern under the Distinctive Ring column. To the right of the number, check the checkbox for Select, and then click on “Save Changes”.

To delete a number, check the checkbox under Select, and then click on “Delete Distinctive Ring.”

## Caller-ID

 Welcome Demo Demo | [Logout](#) | [Voicemail](#) [Beta](#) [Billing](#)  
[2nd Line](#) [SMS Controls](#) [Simul Ring](#)

**Caller-ID**  
Outbound Caller-ID:

The Caller-ID tab will allow you to select an outbound caller ID that is a number other than your main telephone number. However, this number must be verified. If it is a mobile number, you will add the number to the Mobile tab, and then verify the number before it can be used. If you want to use one of your [virtual numbers](#) as the outbound caller ID, it has already been verified. Select the number from the dropdown menu that you wish to use, then click on “Set Caller-ID”.

## Scheduling

Scheduling will allow you to setup time frames to take or reject calls or setup forwarding based upon the time frame that you specify.

## Schedule Tasks

Schedule a task at any pre-defined interval of your choice.

Upon the defined 'Start Time', the task will be toggled to the selected 'Start Option'.

At the defined 'End Time', the task will be toggled to the 'End Task Option'.

Task:	Call Forwarding
Start Option:	Forward
Destination Number:	8005551212
Schedule Every:	Day
Current Time:	04:33:49 PM
Start Time:	01 : 00 AM
End Time:	08 : 00 AM
End Task Option:	Disabled <i>(reverts to this value after task ends)</i>
<input type="button" value="Create Scheduled Task"/>	

The above setup will forward calls to 8005551212 every day between the hours of 01:00 AM and 08:00 AM.

## Billing Tab

Voicemail	Beta	Billing	Support	Call History	Features	E911
Billed Charges	Update Information	Pending Charges	Promotions	Referral Tracking	Credit History	

### Billed Charges

The Billed Charges tab of the Billing area will show you what you have been billed for when usage fees have been charged. Examples of what may show in this area are International Calls that were not covered by your monthly allowance.

### Update Information

This area is to update your billing information and any account address information in addition to payment methods.

## Update Billing Details

**Update Billing Details**

<b>First Name:</b>	<input type="text" value="Demo"/>	<b>Billing Address:</b>	<input type="text"/>
<b>Last Name:</b>	<input type="text" value="Demo"/>	<b>Billing City:</b>	<input type="text"/>
<b>Email Address:</b>	<input type="text" value="demo@voipo.com"/>	<b>Billing State:</b>	<input type="text"/>
<b>Contact Number:</b>	<input type="text"/>	<b>Billing Zipcode:</b>	<input type="text"/>

Update Billing Details

In this area, you can update your billing details, such as your name and address.

## Update Payment Details

**Update Payment Details**

<b>Billing Method:</b>	<input type="text" value="Credit Card"/>	
<b>New Card Type:</b>	<input type="text" value="Visa"/>	<i>Card Type:</i>
<b>New Card Number:</b>	<input type="text"/>	<i>Card Number:</i>
<b>New Exp. Date:</b>	<input type="text" value="MM"/> <input type="text" value="/YY"/>	<i>Card Exp. Date:</i> /
<b>CVV/CV2 Number:</b>	<input type="text"/>	

Update Payment Details

In the Update Payment Details area, you can change the payment type or method. You can use Paypal for subscriptions, however a credit card must still be on file for any incidental charges that may occur.

## Pending Charges

This area shows any pending charges for your account. These are any charges that have been accumulated but not yet billed.

## Promotions

The promotions area will allow for any promotions to be used that the account is eligible for. A more recent example of what the area may be used for is when customers that were eligible for early renewal used this area to lock in a better price by renewing their account early. Any promotional offers can be stopped at any time and we cannot guarantee the duration of the

promotional offers. If you see one that you would like to use, you should do so at your earliest convenience to allow you to still be able to use it.

### Referral Tracking

When a customer refers another customer to us, we will reward both, the person that was referred to us, and the customer that referred the other person to us. This area will allow you to keep track of any referrals that were done as a part of the automated signup form.

### Credit History

If you ever need adjustments made to your billing by our billing team, those adjustments will be shown in this area.

### Support Tab

The support tab shows any emails or tickets that were created for our support team by the main email address that is on file for your account. You can create a support ticket in this area, however if you have changed your email address that is on file, it may not work properly. This is a bug that we are aware of

### Call History Tab

The call history tab will allow you to see any calls that have been completed or sent to voicemail. If someone hangs up before you answer or before their call is routed to voicemail, it will not be logged. You can also see any incoming or outgoing calls in this section.

**Call History**  

Search History:

Or By DID:

Date Start:

Date End:

AllIncomingOutgoing

July2010Download All History

Timezone: US - PacificUpdate

### All

This tab selection will show all calls, incoming and outgoing, in a mixed output.

### Incoming

This tab selection will show all incoming calls that were added to the history. To be added to the history, the call must either be answered and terminated by the user or the call needs to make it to our voicemail system.

## Outgoing

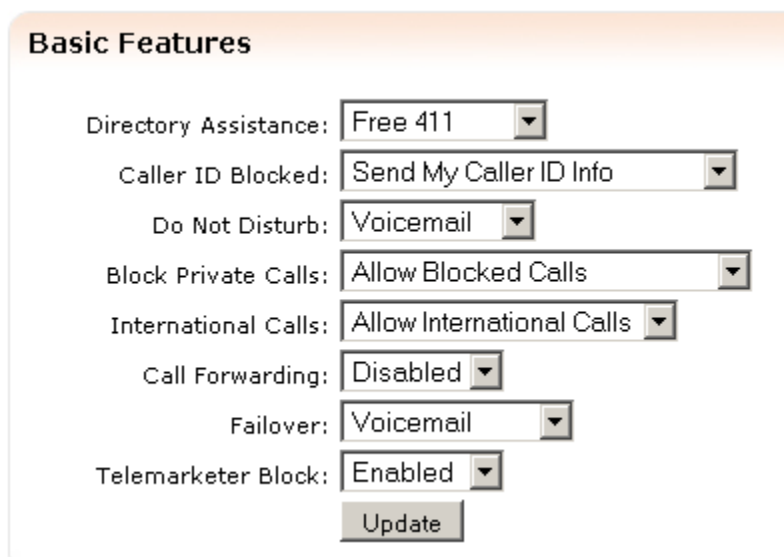
All outgoing calls will be listed in this section.

## Downloading history

To download your history, select the Month and Year for the range that you wish to download. After you have selected the range, click on “Download All History”. This will download the range you have selected as a Comma Separated Value file. You can then parse this file using Excel or another similar program.

## Features

The features tab will allow you to setup any of extended features for the account.



The screenshot shows a web interface for configuring basic features. It has a title bar 'Basic Features' and a list of settings, each with a label and a dropdown menu. The settings are: Directory Assistance (Free 411), Caller ID Blocked (Send My Caller ID Info), Do Not Disturb (Voicemail), Block Private Calls (Allow Blocked Calls), International Calls (Allow International Calls), Call Forwarding (Disabled), Failover (Voicemail), and Telemarketer Block (Enabled). An 'Update' button is at the bottom.

Feature	Value
Directory Assistance:	Free 411
Caller ID Blocked:	Send My Caller ID Info
Do Not Disturb:	Voicemail
Block Private Calls:	Allow Blocked Calls
International Calls:	Allow International Calls
Call Forwarding:	Disabled
Failover:	Voicemail
Telemarketer Block:	Enabled

Update

## Basic Features

### Directory Assistance

The directory assistance drop down will allow you to decide what type of directory assistance that you receive. Free 411 is provided by GOOG-411. The Premium 411 is provided by a centralized telephone provider’s directory assistance program. VOIPo may begin charging for Premium 411 in the future.

### Caller ID Blocked

There are three options for Caller ID blocking. The first, “Send My Caller ID Info” allows your caller ID information to be seen by people that you call. You can temporary disable caller ID blocking by dialing a number prefixed by \*82. For example, \*828005551212 will disable this a single time for this call.

“Mark My Calls As Private”

Selecting this option will mark all outbound calls with the privacy flag. This will prevent people



from having your caller ID information, but the person that you are calling may be aware that you are blocking your caller ID.

#### **“Do Not Send Any Caller ID Info”**

This option will prevent any caller ID information from being sent. This will make the flag on the call be Unknown or Anonymous rather than “Private”. If you call a toll free number with this set, the caller ID information will revert to one of our telephone numbers (not yours) so that the call can be completed properly.

### **Do Not Disturb**

#### **“Disabled”**

This setting disables the do not disturb feature. All incoming calls will route properly to you unless you have them blocked through another call rule.

#### **“Busy Signal”**

All incoming calls will be presented with a busy signal.

#### **“Voicemail”**

All incoming calls will be directed to your voicemail. An important note: if you have Voicemail disabled under the voicemail tab, the user will hear a busy signal.

### **Block Private Calls**

#### **“Allow Blocked Calls”**

This will allow any calls that are anonymous to be routed to you.

#### **“Block Calls Marked Private”**

This will prevent any calls from routing to you if they have intentionally disabled the sending of their caller ID information.

#### **“Block All Unknown Calls”**

This will prevent any calls that do not have caller ID information or are marked as private from routing to you.

### **International Calls**

#### **“Allow International Calls”**

Setting this option will allow International Calls to be made from your account.

#### **“Block International Calls”**

Setting this option will block International Calls. However, please note that calls to offshore area codes which you may incur charges to do not get blocked using this option.

### **Call Forwarding**

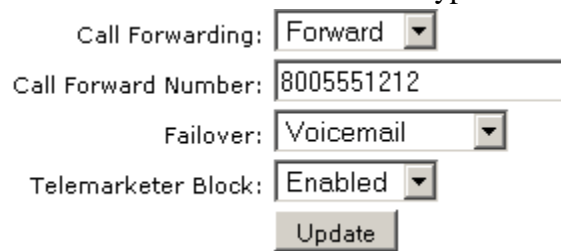
Call forwarding will allow you to forward your calls to another destination phone number that is in the United States or Canada. You cannot forward calls to international destinations.

#### **“Disabled”**

No call forwarding is setup.

“Forward”

Selecting this option will create another field, Call Forward Number. Enter the telephone number area code first with no dashes or hyphens.



Call Forwarding:

Call Forward Number:

Failover:

Telemarketer Block:

## Failover

“Voicemail”

If your device cannot be reached, the incoming calls will failover to your voicemail box. If you have Voicemail disabled under the Voicemail tab, the caller will get a busy signal or a disconnected error.

“Phone Number”

This will create another field, Failover Forward Number. Enter a telephone number you want the calls forwarded to if there is a failover condition. Please note that the failover conditions can interact with the [SimulRing](#) option in unpredictable ways.

## Telemarketer Block

Telemarketer block is a tool that checks the incoming call against numbers that we have in a database of numbers that our users have complained about in the past and numbers for companies that we know are telemarketers. If voicemail is not disabled, a telemarketer will be directed to your voicemail box. If you have voicemail disabled, the caller will hear a busy signal. Since our community helps add numbers to this list, there is the possibility that you may receive a legitimate call that has been flagged. To prevent you from missing the call, we send the caller to voicemail.

“Enabled”

This will block telemarketers.

“Disabled”

This will disable this feature.

## Virtual Numbers

Virtual numbers are numbers that are essentially aliases for your main line. You can use a virtual number for various reasons, such as selecting one and assigning it to ring only the second port or to be able to give someone another telephone number that is not the main number for an account. Virtual numbers can be ordered for an additional charge.

On this page of the Features tab, you will be able to manage your virtual numbers. To order a new virtual number, Select the State, then City, select the Number, and then click on “Create Virtual Number”. Virtual numbers are not free. If you make a purchase here, it may be nonrefundable. After you order a virtual number, you can then assign it to the [second port](#) or you can create a separate voicemail box for it. To create a voicemail box, check the checkbox next to the virtual number, and then click on “Create Voicemail”. You will then be able to manage this voicemail box under your [Voicemail tab](#). If you have upgraded the virtual number for the [second line](#), you will manage it under another selection of its limited vPanel account by selecting the virtual number in the dropdown box next to the “Logout” link at the upper right hand corner of the screen.

### Teleblock

This is where you can suggest numbers to be added to the telemarketer blocking feature.

### Preferences

#### Advanced

The advanced section of the preferences tab will give you the option to change the sound volume on your ATA. This is helpful if you constantly have people that speak too softly or if you have echoes present on your line due to the volume of your handset being too high.

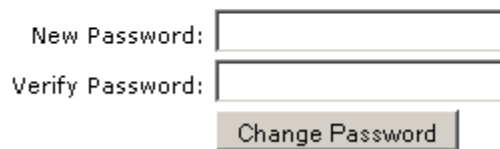
#### Softphone/BYOD (Bring your own device)

You are able to retrieve your softphone or BYOD settings in this section. If you have registered a device to our network, you will be provided the option of enabling BYOD. When you enable the BYOD feature, you will be provided SIP credentials for the BYOD server. We cannot provide support for devices or software that is not provided by VOIPo. In addition, the BYOD server does not allow for outbound international calls.

### Password

#### Password

You can update your vPanel password here.



The screenshot shows a web form for updating a password. It consists of two text input fields. The first field is labeled "New Password:" and the second field is labeled "Verify Password:". Below these two fields is a button labeled "Change Password". The form is set against a light orange background.

This is where you update your vPanel password. Enter a new password, confirm the new password, and then click on “Change Password”.

### PIN

A PIN is a number known only to you and to VOIPo. Federal regulations require that we implement specific security measures when it comes to releasing certain information to you.

If you contact us, we must verify the PIN number on your account before we can release or update any information related to your call logs or billing.

This regulation is designed to protect your information and prevent it from being released to someone who may impersonate you by verifying your address or other traditional items.

You have been randomly assigned a PIN and can change/view it here. We cannot change this for you. If you forget it, you will need to login to your vPanel to obtain it.

## Display

In the Display area, you can set your timezone. Once you choose a timezone and time format, click on “Update” to update your settings.

## Fax

### Incoming Fax

**Incoming Faxing - Order a New Fax Account**  
*All invoices must be paid before attempting to order a new product.*

Toll Free Numbers

888-761-9972

Monthly - Setup: 0.00 Rate: 4.95

To order a new fax number, simply select an available number from the list to the left and click order.

When you receive a fax, it will be sent to the e-mail address listed below as a PDF file.  
Average fax delivery time is under 10 minutes.

Order

Fax Number	Email	Fax Total
<input type="checkbox"/> 8888721202		0

Save Changes

\* To cancel a Fax Number, please submit a ticket via the 'Support' tab or email [support@voipo.com](mailto:support@voipo.com).

You can order an incoming fax to email service. Please note that this is for residential use only. To order a number, select the number type from the drop down menu. Select a number, and then select the plan duration. After you select the duration, click on the “Order” button to complete the order.

Once a number is ordered, enter the email address for the faxes to be sent to after they are received. If you have more than one fax number, use the check box next to the fax number, then click on “Save Changes” after you have entered the email address.

## Outgoing Fax

Our services are advertised as incoming fax service only. We do not officially support the transmission of faxes. However, we do leave the option for our customers to attempt to send a fax. It is an alpha level service and is included only as a bonus to our customers. This may be removed at any time in the future.

**Outgoing Faxing - Send Fax**

10 Digit Fax Number:

Fax Document:

Browse...

Sent From Name:

Demo Demo

Sent From Number:

8888721202

Accepted Document Types:

PDF, TIFF, TXT, HTML, CSV, EXCEL .XLS, Microsoft Word .DOC

Send Fax

To send a fax, enter the 10 digit fax number. Click Browse next to the Fax Document field to find the document you wish to send. Please note that files should be PDF, TIFF, TXT, HTML, CSV, EXCEL .XLS, Microsoft Word .DOC and they should be less than 10 megabytes in size. Otherwise, you may receive an error that the number you're attempting to send a fax to is invalid.

## Call Routes

### Incoming Call Routes

Incoming call routes can be used to prevent certain people from calling you, bypassing your do not disturb features, and can be used for other call handling purposes. For the purposes of this documentation, we will show the simple Call Route type of Phone Number in which we will send the person to Voicemail.

**Incoming Routes**

Call Route Type:

Phone Number

Custom Number:

8005551212

Call Route Action:

Voicemail

Create

Let's say that we wanted to forward calls from that number, 8005551212 to another person:

### Incoming Routes

Call Route Type:

Custom Number:

Call Route Action:

Forward To:

### Outbound Call Routes

This can be used to setup speed dials and to prevent calls from being made to certain numbers. Another function is that if you do not want a specific number to be dialed, you can setup a rule that when that number is dialed, it is rerouted to another destination.

### Outbound Routes

Phone Number:

Call Route Action:

Forward To:

In the above example, we have created a speed dial entry. By dialing 15 on our keypad and waiting (you might want to press # to prevent the timeout value from being needed) it will connect the call to 8005551212.

### Outbound Routes

Phone Number:

Call Route Action:

Forward To:

In the above example, when 7135741000 is dialed, it will ring 8005551212 instead. This might be useful for preventing your children from calling specific people.

To delete any rule, check the box next to it, then click on “Remove”.

### Contacts

Contacts can be used to create custom caller ID information to be displayed when people call, add them to groups for other Call Routes use, or for general logging information.

To add a contact, select the group that they belong to in the “Group” dropdown box. Enter their Custom Caller ID information, such as “Bob mobile”, their first and last name, and then click on “Create Contact”.

After you create the contact, you will be able to assign the contact numbers.

**Create Contact**

Group:

Work

Custom Caller ID:

Bob Mobile

Firstname:

Bob

Lastname:

Smith

Create Contact

After you click on “Create Contact”, you will be given the following form:

**Smith, Bob**

Group:

Work

Custom Caller ID:

Bob Mobile

Firstname:

Bob

Lastname:

Smith

Update Contact

---

**Create Contact Locations**

Phone Description:

Phone Number:

Create Location

Here, you can create the contact locations. For our example, Bob has a telephone number of 5554441212 which is his mobile number.

Enter the phone number information, then click on “Create Location”.

The next form will be shown for the contact:

### Smith, Bob

Group:

Custom Caller ID:

Firstname:

Lastname:

### Create Contact Locations

Phone Description:

Phone Number:

Location / Description	Phone Number
Mobile	5554441212



To create a group of contacts, click on the “Create Group” link on the first Contacts page:

### Create Contact

The following will be shown, as well as a listing of current groups underneath it:

### Create Group

Title:

Enter the group name, then click on “Create Group”.



Title	Members	
Bill Collectors	0	<input type="checkbox"/>
dog walkers	0	<input type="checkbox"/>
edu	0	<input type="checkbox"/>
Family	2	<input type="checkbox"/>
Friends	0	<input type="checkbox"/>
Local Friends	0	<input type="checkbox"/>
Staff	0	<input type="checkbox"/>
UBS Staff	0	<input type="checkbox"/>
West Coast Friends	0	<input type="checkbox"/>
Work	2	<input type="checkbox"/>
xyz	0	<input type="checkbox"/>
Remove Group		

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Here is the list of example groups in our demo. To remove a group, check the checkbox to the right of the group name, and then click on “Remove Group”.

## Devices

This section will show any devices that are registered to our servers. It will include your device type and the URI that the device uses internally as well as which server you are connected to.

## E911

### E911 Information

#### Current Address

Full Name:

Address:

City:

State:

Zipcode:

E911 service is provided to VOIPo. Before you can proceed anywhere within our control panel, it will require that you enter accurate/valid E911 information. This will request the default resident's full name and address information.

If you have multiple addresses, we will save up to three prior addresses. To use one of the other addresses, click on the button for "Use This Address" under the address.

## Star Codes

Star codes are the vertical function codes that you can dial on your touchtone keypad that will make certain changes to conditions.

The following codes are currently setup on the VOIPo network.

Call Forwarding \*20 [phone\_number]

Disable Call Forwarding \*21

Do Not Disturb – Busy \*22  
Your callers will hear a busy signal.

Do Not Disturb – Voicemail \*23  
Your callers will be sent to voicemail if it is enabled. If it is disabled, they will hear a busy signal.

Disable Do Not Disturb \*24

Failover to Number \*25 [phone\_number]

Failover to Voicemail \*26

Call Return \*69  
Calls the last person that called you if we have their caller ID information

Blacklist Last Caller \*27  
Adds the last caller to your blacklist and will prevent future calls. They will hear the message "You have been blacklisted."

Block Caller ID (single call) \*67 [number]  
Blocks outgoing caller ID on the single call. Please note that this flags the call with the Privacy Flag active, so the recipient knows you blocked your information.

Block Caller ID (All calls) \*30  
All future calls will be have their caller ID information blocked.

Send Caller ID (single call) \*82 [phone number]  
This will send your caller ID information for the single call.

Disable Blocked Caller ID (All Calls) \*31

## **Glossary**

### **Virtual Numbers**

Virtual numbers are numbers that are essentially aliases for your main line. You can use a virtual number for various reasons, such as selecting one and assigning it to ring only the second port or to be able to give someone another telephone number that is not the main number for an account. Virtual numbers can be ordered for an additional charge.

### **Second Line Cloned**

A 2nd line cloned is not another telephone number. The device that you receive from us has two phone ports in it. By default, the second port is a clone of the first port. It is essentially two lines in one. If you receive a call on your number, both phone ports will ring. You can answer the call from either port. The 2nd line cloned must be at the same location. It can not be used at another location.