

Access to the Voice Portal

You can access your personal voice portal using your own phone or another phone. To log in, you dial one of the following:

- Your phone number/extension
- Group voice portal number/extension
- Enterprise voice portal number/extension (if enabled)

Your administrator provides you with the phone number/extension for the group and/or enterprise voice portals. *(This guide refers to both as the voice portal number/extension.)*

First Log in with the Voice Portal Wizard

Dial your phone number/extension or the voice portal number/extension, then:

1. If requested, enter your phone number.
2. Enter a new passcode at the (voice portal wizard) prompt.
3. Re-enter your passcode at the prompt.
4. Record your name at the prompt.
5. Press #.

Log in

Dial your phone number/extension, then:

From your own phone:

1. Enter correct passcode to reach the Voice Messaging main menu.
2. At Voice Messaging menu, press * to reach the Voice Portal main menu.

From a phone other than your own:

1. Press * during your outgoing greeting to reach the login prompt.
2. Enter correct passcode to reach the Voice Messaging main menu.
3. At Voice Messaging menu, press * to reach the Voice Portal main menu.

Dial the voice portal phone number/extension, then:

From your own phone:

1. Enter correct passcode to reach Voice Portal main menu.

From a phone in your group other than your own:

1. Press * during the greeting to reach Voice Portal login prompt.
2. Enter your phone number/extension. †
3. Enter correct passcode to reach Voice Portal main menu.

From a phone outside of your group:

1. Enter your phone number/extension. †
2. Enter correct passcode to reach Voice Portal main menu.

†Option: If your administrator allows it, enter your number including the area code or a Voice Mail Alias followed by the pound key #.

Leaving Messages for Other Users

During greeting:

- # Interrupt the greeting and start recording voice message
- * Transfer out of greeting to Voice Portal password prompt
- 0 Transfer out of greeting to configured number

While recording message:

- * Cancel recording and transfer to Voice Portal password prompt
- 0 Cancel recording and transfer to configured number

- # Stop recording and review message

Review message

- 1 Erase message and record again
- 2 Listen to current message
- 3 OR hang up to send message
- 6 Set or clear the urgent indicator
- 7 Set or clear the confidential indicator
- * Cancel recording and transfer to Voice Portal password prompt
- 0 Cancel recording and transfer to configured number
- # Repeat menu

Voice Portal Main Menu

- 1 Access **Voice Messaging** †
- 2 Change **Web Call Manager Express** Profile †
- 3 Record **Personalized Name**
- 4 Change **Call Forwarding** Options †
- 6 **Make Calls** †
- 8 Change **Passcode**
- 9 Exit
- # Repeat Main Menu

† Options for accessing these services are provided only if they have been assigned to you.

Voice Messaging

- 1 Play Messages
- 2 Busy Greeting Menu
- 3 No Answer Greeting Menu
- 5 Compose Message Menu
- 7 Delete All Messages
- * Return to Voice Portal main menu
- # Repeat menu

Web Call Manager Express

- 1 Activate "Available – In Office" profile
- 2 Activate "Available – Out of Office" profile
- 3 Activate "Busy" profile
- 4 Activate "Unavailable" profile
- 5 No active profile
- * Return to Voice Portal main menu

Personalized Name

- 1 Record new Personalized Name
- 2 Listen to current Personalized Name
- 3 Delete Personalized Name
- * Return to Voice Portal main menu
- # Repeat menu

Call Forwarding

- 1 Activate Call Forwarding
- 2 De-activate Call Forwarding
- 3 Change forwarding destination
- 4 Listen to forwarding status
- * Return to Voice Portal main menu
- # Repeat menu

Forwarding Destination

- # Enter forward to number, followed by the pound key
- * Return to Call Forwarding Menu

Make Calls

- Enter the destination digits
- # Return to Voice Portal main menu

While engaged in a call:

- ## Terminate a call and make another call

Passcode

- # Enter new passcode, followed by the pound key.
- * Return to Voice Portal main menu.

Play Messages Menu

- # Save message
- 7 Delete message
- 2 Play or repeat message; skip envelope

While playing messages:

- 1 Skip backward 3 seconds
- 4 Skip to beginning of message
- 3 Skip forward 3 seconds
- 6 Skip to end of message
- 2 Pause playback
- 4 Return to previous message
- 5 Play message envelope
- 6 Move to next message
- 8 Initiate call to sender
- 9 Hear additional options
- * Return to Voice Messaging main menu
- # Repeat menu

Notes: You can interrupt the message or envelope to perform any function. New messages flagged as urgent are played first.

Additional Options

- 1 Reply to message
- 2 Forward Message
- * Return to Play Messages Menu
- # Repeat menu

Forward Message

- 1 Change current introduction
- 2 Listen to current introduction
- 3 Send message to specific group members
- 4 Send message to entire group
- 5 Send message to distribution list (option offered only if enabled)
- 6 Set or clear urgent indicator
- 7 Set or clear confidential indicator
- * Return to Play Messages Menu
- # Repeat menu

Notes: Messages marked confidential cannot be forwarded. If you have an Enterprise Voice Portal, you can forward messages to others outside of your group but not the entire group.

Select Distribution List

- 0 Select distribution list 0
- 1 Select distribution list 1
- 2 Select distribution list 2
- 3 Select distribution list 3
- 4 Select distribution list 4
- 5 Select distribution list 5
- 6 Select distribution list 6

- 7 Select distribution list 7
- 8 Select distribution list 8
- 9 Select distribution list 9
- * Return to the previous menu
- # Repeat menu

Distribution List Menu

- 1 Select another distribution list
- 2 Review the selected distribution list
- 3 Send the message
- * Return to the previous menu
- # Repeat menu

Reply to Message

- 1 Change current reply
- 2 Listen to current reply
- 3 Send reply
- 6 Set or clear urgent indicator
- 7 Set or clear confidential indicator
- * Return to Play Messages Menu
- # Repeat menu

Busy Greeting Menu

- 1 Record new Busy Greeting
- 2 Listen to current Busy Greeting
- 3 Revert to system default Busy Greeting
- * Return to Voice Messaging main menu
- # Repeat menu

No Answer Greeting Menu

- 1 Record new No Answer Greeting
- 2 Listen to current No Answer Greeting
- 3 Revert to system default No Answer Greeting
- * Return to Voice Messaging main menu
- # Repeat menu

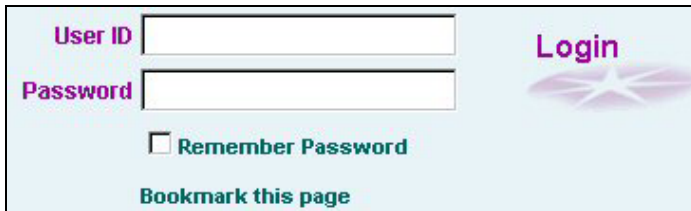
Compose Message

- 1 Change current message
- 2 Listen to current message
- 3 Send message to specific group member(s)
- 4 Send message to entire group
- 5 Send message to distribution list (option offered only if configured)
- 6 Set or clear urgent indicator
- 7 Set or clear confidential indicator
- * Return to Voice Messaging main menu
- # Repeat menu

Note: If you have an Enterprise Voice Portal, you can send messages to others outside of your group but not the entire group.

Log In

1. Enter your assigned **User ID**; do not use spaces, dashes, or parentheses. Press the TAB key to go to the password text box, or click in the password text box.
2. Enter your **Password**.
3. Press the ENTER key or click the **Login** button.



Remember Password

(This function is available to only some users.)

1. Check the **Remember Password** box on the *Login* page.
2. A cookie has now been set on your machine, allowing you to bypass the *Login* page on future returns to the TelPacks Internet address.
3. Your *Home* page displays automatically.

NOTE 1: You must re-check **Remember Password** each time you change your password.

NOTE 2: If you have multiple login IDs, complete these steps only for your most frequently used login/password.

TelPacks Quick Launch

1. Follow **Remember Password** instructions.
 2. Right-click on the desktop, select **New** and then **Shortcut**.
 3. In the location field, enter the TelPacks URL. Click **Next**.
 4. Enter a name for the shortcut, such as "Launch TelPacks". Click **Finish**.
 5. Select the shortcut icon and drag it to the Quick Launch area of the task bar (typically to right of the **Start** menu button).
1. To change the icon, right-click the icon and select **Properties**.



To launch TelPacks (both Web Express Personal and Web Express Call Manager pages) click the Quick Launch icon.

Add TelPacks to Favorites

1. At the TelPacks *Login* page, click **Bookmark this page**. The *Add Favorite* dialog box displays.
2. The favorites name "Login" displays in the *Name* field. You can change this name, for example "TelPacks Login Page".
3. Click **OK** to place the shortcut in your Favorites list.
4. You can also click **Create in** to navigate to an existing folder directory OR click **New Directory** to place this favorite in a new Favorites directory in Internet Explorer. Then click **OK** to complete the procedure.

At your next login to TelPacks, select "Login", or the new page name, from your Internet Explorer Favorites. If you have saved your password, you are automatically taken to your *Home* page. If you have not saved your password, you have to log in to the system.

Auto-Start TelPacks

These instructions apply to Windows 2000. Instructions may vary for other operating systems.

1. Follow **Add TelPacks to Favorites** instructions.
2. Locate the start up menu path in your file structure. For Windows 2000: C:\Documents and Settings\NAME\Start Menu\Programs\ Startup, where NAME is the name of your PC.
3. From a file structure window select the **Favorites** folder, click to expose the TelPacks bookmark, then click and hold the mouse button as you drag the menu item into the **Startup** folder. At the prompt to make a selection from a menu; click **Copy here**.
4. TelPacks starts up the next time you log in to your PC.

Log Out

Click the **Logout** link in the upper right corner of any TelPacks page.

Browser Windows

To avoid opening web page shortcuts in the Web Express Call Manager:

1. At the TelPacks *Login* page, choose **Internet Options** from the Internet Explorer **Tools** menu.
2. Select the **Advanced** tab.
3. Under the **Browsing** heading, uncheck "Reuse windows for launching shortcuts".
4. Click **Apply** and then **OK**.



Initiate a Call

1. Select a phone list. Click **Tab** to display list.
- NOTE:** To create a phone list, refer to section Phone List.
2. Select a phone number. Click phone number to populate **Enter Phone Number** text box.
 3. Click **DIAL** button or press **Enter**.
 4. For initial calls, the phone rings, and then rings the called party after the telephone handset is lifted. When making a second call, clicking the **DIAL** button automatically holds the existing call.

NOTE: Phone numbers can be entered directly from the keyboard into the **Enter Phone Number** box, or can be dialed on the telephone.

Answer a Second Call

For second calls only, telephone handset must be picked up on an initial call.

1. In **Call Control Area**, click to select call to answer.
2. Click **TALK** button (existing call held automatically).

End a Call

1. In **Call Control Area**, click to select call to be released.
2. Click **HANG UP** button.

NOTE: If all calls have been released, telephone handset must be replaced before initiating next call.

Place a Call on Hold

1. In **Call Control Area**, click to select call to hold.
2. Click **HOLD** button.

Remove a Call from Hold

1. In **Call Control Area**, click to select call to remove from hold.
2. Click **TALK** button.

Redial a Call

1. Click **REDIAL**.
2. If there are no other active calls, the phone rings, and then rings the called party after the telephone handset is lifted. The **Enter Phone Number** box does not populate with the number.

Activate Do Not Disturb, Call Forwarding Always, or Remote Office

Click the text link (service abbreviation) to access the service configuration page.

NOTE: Phone will not ring while these services are on.

Three-Way Conference Call

1. Answer or initiate first call.
2. Answer or initiate second call. This action automatically holds first call.
3. Click **CONFERENCE** button.
4. All calls are connected.

NOTE: To release one party of conference call, select call in **Call Control**

Area and click **HANG UP**. To mute the call, click **CONFERENCE** then **HOLD**.

NOTE: While engaged in an active conference call, click **TRANSFER**. The two calls remain connected and the users are disconnected (call disappears from Web Express Call Manager).

System Buttons

SUPPORT

Open a new e-mail message to report a problem to customer support.

HELP

Get page-specific instructions; button is on every page.

CONFIGURE

Access your service customization pages.

Blind Transfer a Call

1. In **Call Control Area**, click to select the call to be transferred.
2. Select phone number using Tabs or enter on keyboard.
3. Selected number displays in **Enter Phone Number** box.
4. Click **TRANSFER** button.

Transfer with Consultation

1. In **Call Control Area**, click to select the call to be transferred.
2. Click **HOLD**.
3. Select phone number using Tabs or enter on keyboard.
4. Selected number displays in **Enter Phone Number** box.
5. Click **DIAL** button.

6. Speak with active call.
7. Click **TRANSFER** button (with no number specified in the **Enter Phone Number** box).
8. Two existing calls are connected.

Send a Call to Voice Mail

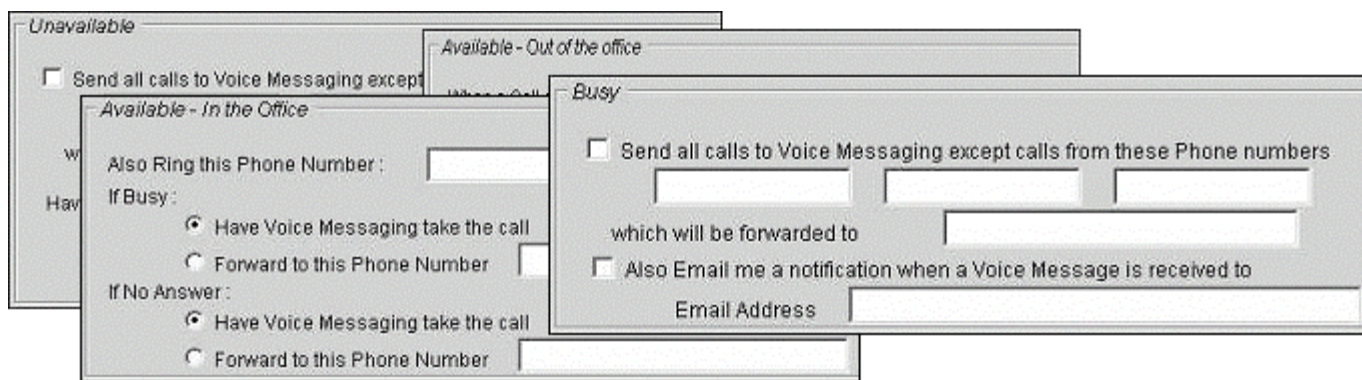
1. While the phone is ringing and the call is displayed, click the call to send to voice mail in the Call Control Area.
2. To send to your own voice mailbox, click **SEND TO VM**.

3. To send to the voice mailbox of another user, enter the extension in **Enter Phone Number** box and click **SEND TO VM**.

Web Express

Manage your incoming calls according to Web Express profiles. Enter your profile information on the *Outgoing Calls - Web Express* service configuration web page. Click the drop-down arrow on the Web Express Call Manger to select your current status.

NOTE: If you access your web portal through a traditional telephone system, you use Web Express SR. The “Available – In the Office” and “Available – Out of the Office” profiles are different from those described here. For more information, go to the *Outgoing Calls – Web Express SR* service configuration web page.



Available - In the Office

Indicate how you want calls handled when you are in the office. Choices include ringing additional phones when your phone rings, and what to do if you phone is busy or if you don't answer.

Available - Out of the Office

Indicate how you want calls handled when you are available to receive calls, but out of the office. You can forward all calls to your current location, or have Voice Messaging answer the call. You can also have a text message sent, indicating when a call is received.

Busy

Indicate how you want calls handled when you are busy. You can forward calls from selected numbers, send all calls to Voice Messaging, and have a text message sent, indicating when a call is received.

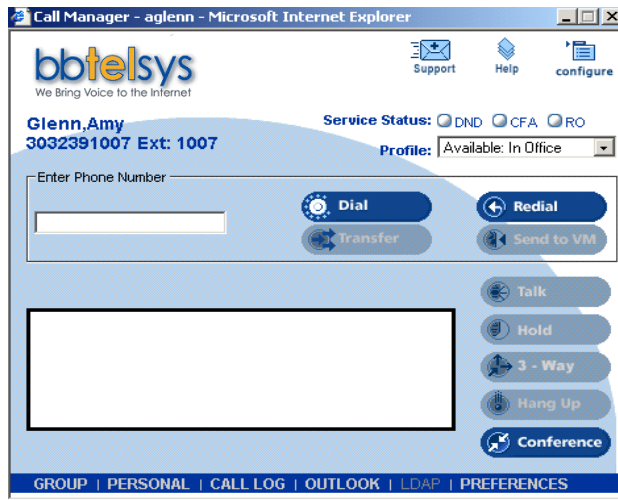
Unavailable

Indicate how you want calls handled when you are not available, such as when you are on vacation. You can forward calls from selected numbers, and specify a Voice Messaging greeting to be heard by all callers.

None

If you select this option, none of your profiles are in use. Any other services you may have activated are used to handle incoming calls.

NOTE: You should not configure other services, such as Call Notify, Call Forwarding, or Simultaneous Ring if you use Web Express.



From the Web Express service configuration page, specify how calls will be handled in varying circumstances (above) and then select the Web Express profile from the Call Manager (left).

Phone Lists

- Click the link (phone list name) at the bottom of window to expose phone list; click again to close.
- Click phone number to populate **Enter Phone Number** text box.

NOTE: If One-Click Dialing is enabled on the *Preferences* page, the call will process when clicked.

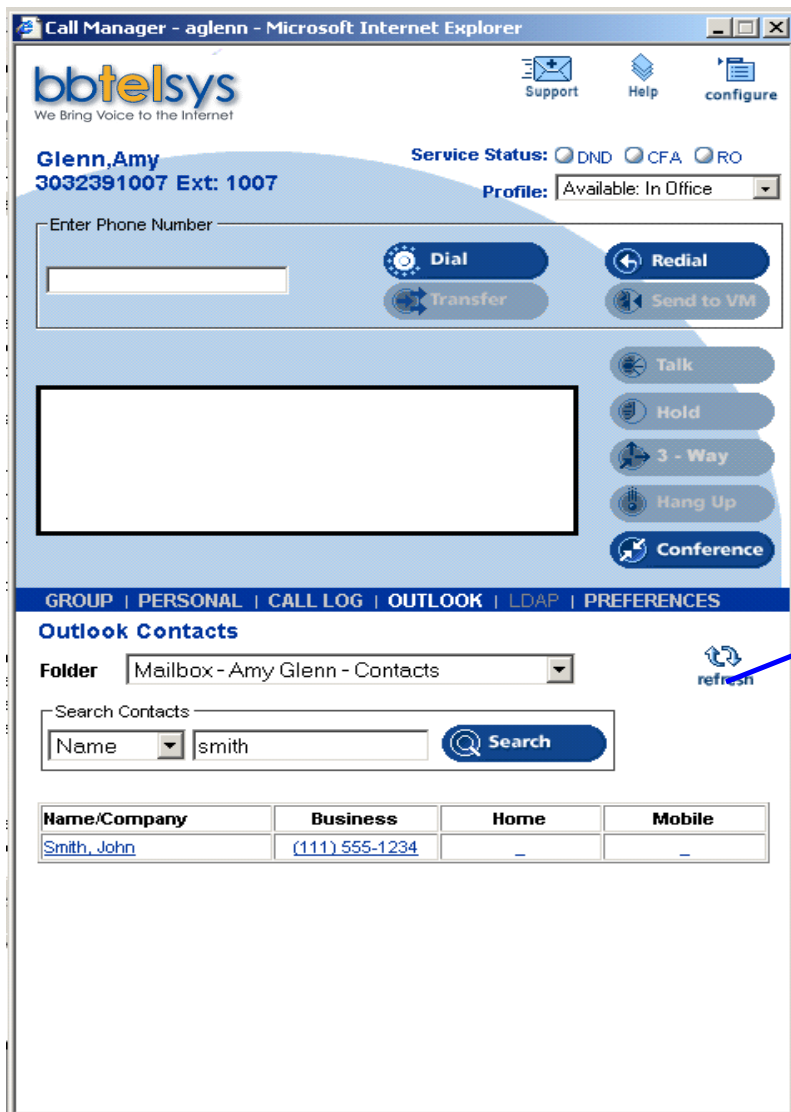
GROUP is configured by the group administrator and accessible as a dial list from the Web Express Call Manager tab, at left. Use the **SUMMARY** and **DETAIL** buttons to open new browser windows with complete phone lists for printing.

PERSONAL is created and edited by users. The list allows users to create their own list of frequently called numbers. Text files of names and phone numbers can be loaded to the Personal Phone List using the import feature.

To add phone numbers to your Personal phone list, go to Outgoing Calls – Personal service configuration Web page.

OUTLOOK See the following page for Outlook Integration details.

LDAP is a list of contacts from your LDAP directory.



PREFERENCES allow you to:

- Use one-click dialing from phone lists to the Call Manager (requires a Network Server configured to dial without a "1" for long-distance calls).
- Enable a specified web page (such as the front end of a customer database) to display for incoming and outgoing calls.
- Open Microsoft Journal entries when placing calls, receiving calls, or both.
- Specify the default location for Outlook Contacts.

Preferences

General

Use One-Click Dialing

Enable Web Screen Pop on calls

Web Screen Pop URL

Outlook

Open Journal Entry on an Incoming Call

Open Journal Entry on an Outgoing Call

Default Contact Folder

Mailbox - Amy Glenn - Contacts

Outlook Integration

- Click **Tab** to expose Outlook Contacts; click again to close.
- Click phone number to populate **Enter Phone Number** text box.
- Click name in list or **Card Icon** in **Call Control Area** to show v-card of contact. Called or calling parties with v-card have **Card Icon** to left of name in **Call Control Area**.
- Click **REFRESH** to expose newly entered contacts.
- Use scroll bar to view up to 25 contacts. Contacts not displayed must be searched for, or use the **FIRST PAGE, PREVIOUS, NEXT, and LAST PAGE** buttons.

NOTE: Upon initial use of **Outlook Contacts** list, click Yes in security warning dialog box to install and run BroadSoft component permitting access to Outlook Contacts.

Contacts newly entered in Microsoft Outlook display when **REFRESH** is clicked.

NOTE: If the Web Express Call Manager is started before Outlook, Microsoft will prompt you to verify your settings. Click "OK" to continue. To avoid this dialog box, open Outlook before starting the Web Express Call Manager.

Search

1. Select **Outlook Folder** to search.
2. Select search criteria in drop-down menu.
3. Enter search criteria in text box.
4. Click **SEARCH**.

Up to 25 contacts meeting criteria display. To reduce further, search again with more specific criteria, or use paging buttons to view additional search results.

Edit the phone number →

Click card icon for v-card; position for mouse-over text of name and company →

Folder to search for contacts →

Search criteria text box →

Click name for v-card →

← **Phone list links**

← **Refresh button**

← **Search button**

← **Click number to populate "Enter Phone Number" text box**

Internal Wiring Modification For Your bbtelsys Service:

One way to use your bbtelsys on multiple phones is to modify the existing telephone wiring in your home to distribute the service to all of your phone jacks. You can then plug a regular telephone into any jack to use the service. This option works best if you own your own single-family home. If you live in an apartment or a multiple-family dwelling, please consult your landlord or property owner. It's not very difficult to modify your home phone wiring, but because you're dealing with lines that carry voltage, there's always a risk of causing a fire or damage to your phone lines and equipment. If you're not comfortable doing the work yourself, you should hire a professional electrician or telephone technician to do the job instead. It's important to note that by modifying your telephone wiring to distribute BBTelsys throughout your home, you'll be totally disconnecting yourself from the phone company. But the process is completely reversible. So if you sell your house in the future, for example, you can restore your old phone configuration with minimal difficulty.

STEP ONE - ISOLATE YOUR INSIDE WIRING

To re-wire your home for BBTelsys, you first need to isolate your inside phone wiring from the lines that come into your house from the phone company. This is a step you shouldn't skip, even if you think your phone line is already dead. If you don't isolate your inside wiring, and the phone company decides to send voltage across the line, it could damage the telephone equipment inside your house, or even start a fire.

To begin, find the box on the outside of your house where the telephone lines come in from the street. This Network Interface Unit (NIU) is the legal demarcation point where the outside wiring from the street (owned by the telephone company) meets the wiring inside your house (owned by you). When you open the box (usually locked or fastened with a screw) you will have access to the side containing the wires going into your home (but not the side with the lines coming from the street) as well as a ground wire coming out of the phone company's side of the box. This wire protects you against lightning strikes, so make sure you never disconnect it.

Once you've opened your side of the NIU, you'll see one or more sets of screw terminals inside. Each will have a short piece of telephone wire coming out of it, with a phone connector on the end plugged into a corresponding jack. If there's only one line coming into your house, you'll most likely have only one set of screw terminals. To disconnect from the phone company, simply unplug each of the short telephone wires from its corresponding jack.

Next, you'll need to make it obvious to others that you've unplugged the wires on purpose, so they don't undo your modifications and risk damage to your inside equipment. Start by wrapping the end of each of the telephone wires you just unplugged with electrical tape so it can't be plugged back in without unwrapping the tape. Then, clearly label the inside of the box with a message that says something like: "Do not reconnect! May cause damage to inside equipment!" A sign written or printed in waterproof ink and taped inside the box works well. No matter how you choose to label the box, be sure it is obvious, clear, and easy to read.

Once you've clearly labeled the inside of the NIU, close and refasten the box. Then, just to be safe, label the outside of the box as well. To be extra safe, you can also wrap a cord or nylon tie-wrap around the box so it can't be opened without cutting it. Remember, to avoid damage, you want to make it as inconvenient as possible for someone to change what you've done without your knowledge.

STEP TWO - CONFIRM THE LINE IS DISCONNECTED

After you've isolated your wiring from the phone company's, it's important to confirm the line is disconnected. Go back into your house and pick up a phone plugged into a jack. You should hear absolutely nothing; the line should be totally dead. If the line's not dead, go back and check your work. If your work looks correct and the line's still not dead, it means that voltage is somehow still being carried on the line, and it is not safe for you to proceed any further. Consult a professional electrician or telephone technician for help.

STEP THREE - CONNECT YOUR PHONE ADAPTER

If you've successfully isolated your wiring and confirmed the line is dead, the hard part's over - it's time to connect to BBTelsys! Simply plug your DSL/cable modem into the BBTelsys phone adapter. Then, plug your phone adapter into any telephone jack using a standard telephone cord. Finally, plug regular phones into the other jacks in your house. Telephone jacks are wired in parallel, so when you plug your phone adapter into any working jack, it will spread the signal to the other jacks in your home. Like any telephone line, there is a limit to the number of phones you can connect to a single BBTelsys line. If too many phones are connected, the signal will fade, and not all of the phones will ring when a call comes in. Therefore, we recommend you only connect a maximum of five phones to a single BBTelsys line.

Congratulations! Your home is now wired with Bbtelsys!