



# JCS VOIP PORTAL QUICK GUIDE



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## Purpose

This is a quick reference guide on how to access, and change, common settings within the VOIP Web Portal. For more in-depth functions not found in this quick reference guide, please review the full HVDS VOIP User Guide, located at our webpage: <https://www.jcschools.us/Page/17039>

Portal Website: <https://voip.centurylink.com/>

## Portal Navigation

The Hosted VoIP Portal follows a standard layout throughout. Regardless of where you navigate within this portal, your **Main Menu** toolbar will always be available to you. All **Main Menu** options provide you with **Sub Menus** which can be accessed in two ways; click on a **Main Menu** option, the **Sub Menu** will appear below the **Main Menu**. Or, hover over the **Main Menu** option, and a drop down box will be provided to you. Either option allows you to navigate to the same advanced features.

You will also find a **Question Mark** icon (“?”) next to features throughout the portal. Hover your mouse over the **Question Mark**, this will give you a quick tip describing that feature’s functionality.



**Note:** Some features described in this document may not be available to you depending on your seat type and what features your Office Administrator has granted to you.

## Find Me

The **Find Me** section of the portal offers quick access to call routing features for your phone, including

### Send All Calls to Voicemail

Sends all calls directly to voicemail without ringing your phone.

### Send Busy Calls to Voicemail

Sends all calls directly to voicemail if your line is busy.

### Send Unanswered Calls to Voicemail

Send unanswered calls to voicemail after ringing at your device.

### Call Forwarding Not Reachable (Disaster Recovery)

Automatically forwards your calls to another phone number if your device is not reachable, such as a disaster, power outage, etc.

### Call Forwarding Always

Automatically forwards all of your calls to another phone number.

### Call Forwarding Busy

Automatically forwards your calls to another phone number if your line is busy.

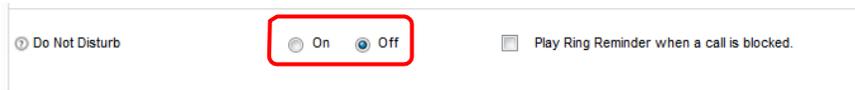
### Call Forwarding No Answer

Automatically forwards your calls to another phone number if you do not answer your phone after a determined number of rings.

### Do Not Disturb

Automatically forwards calls to your voice messaging service, if configured, otherwise the caller hears a busy

tone. The **Play Ring reminder when a call is blocked** check box will cause your phone to have a short audible ring when receiving a call, this is a good way to prevent from forgetting your phone is in **Do Not Disturb** mode for long periods of time. When Do Not Disturb is activated, the icon next to your extension will appear with an “X”, which is a visual that your phone is in Do Not Disturb mode. When Do Not Disturb is deactivated, the “X” will be replaced with a phone icon.



## Simultaneous Ring

**Simultaneous Ring** allows you to list up to 10 phone numbers or SIP-URI addresses you would like to ring in addition to your primary phone when you receive a call. This feature is helpful when you are not at your phone but you would like your cell phone to ring if you receive a call. You can also turn off **Simultaneous Ring** when you are at your desk on a call. The criteria for each **Simultaneous Ring** entry can be a list of up to 12 phone numbers or digit patterns, a specified time schedule, and a specified holiday schedule. All criteria for an entry must be satisfied for the call to enter **Simultaneous Ring** (phone number and day of week and time of day). If the criteria do not match, the call continues as if this service was not turned on. *Warning: if your cell phone or other phone has voice mail that picks up before your office voice messaging picks up, your voice mails could be on an alternate voice messaging system!*

1. Click the **Edit** button next to **Simultaneous Ring** in the **Find Me** menu.
2. Select when you would like to receive **Simultaneous Ringing** for your phone. You can do so for all calls, or just when you're not actively on a phone call.
3. Click the **Add Number** button to add phone numbers you would like to ring when you receive calls.

Simultaneous Ring

Don't ring my Simultaneous Ring Numbers if I'm already on a call  
 Ring all my Simultaneous Ring Numbers for all incoming calls

Phone Number / SIP-URI	Answer confirmation required	
4045551234	false	Delete

Add Number...

Active Description Time Schedule Holiday Schedule Calls From Action

Add Rule...

Cancel Save

4. Enter the **Phone Number / SIP-URI** that you would like to ring. Check the **Answer confirmation required** check box if you would like the system to require you to press a button on your phone before passing the call to you. It is suggested to leave this unchecked.
5. Click the **Save** button. Repeat steps 3 through 5 until you have added all of the numbers you would like to have ring for incoming calls.

Simultaneous Ring - Add Simultaneous Ring Number

Phone Number / SIP-URI:

Answer confirmation required

Save Cancel

## Sequential Ring

**Sequential Ring** allows you to sequentially ring up to 5 devices or locations in addition to the base location for a specified number of rings. The 5 locations can be either a phone number or a SIP-URI. The feature applies to calls matching your pre-defined criteria. Use this service to ring calls from your manager, a family member, or an important customer on your cell phone, alternate business phone, or home phone. The criteria for each **Sequential Ring** entry can be a list of up to 12 phone numbers or digit patterns, a specified time schedule, and a specified holiday schedule. All criteria for an entry must be satisfied for the call to enter **Sequential Ring** (phone number and day of week and time of day). If the criteria do not match, the call continues as if this service was not turned on.

Several services take precedence over the **Sequential Ring** service. Some of these services are:

- Call Forwarding Always
- Call Forwarding Selective
- Selective Acceptance
- Selective Rejection

If you have activated any of the above services, the call continues as if the **Sequential Ring** service was not turned on. Conversely, the **Sequential Ring** service takes precedence over the following services, among others:

## Privacy

Within the **Privacy** section, define call rejection and call blocking settings.

Home Call Logs **Call Features** Virtual Desk Voice Mail Contacts Call Recordings Profile & Settings Help

Call Settings Call Treatment Schedules Find Me Hoteling Manage PC Receptionist User **Privacy**

**Call Features**

**Privacy**

① Anonymous Call Rejection	<input type="radio"/> On <input checked="" type="radio"/> Off	
① Selective Call Rejection	Service is ON	<a href="#">Edit</a>
① Selective Call Acceptance	Service is OFF	<a href="#">Edit</a>
① Calling Line ID Blocking	<input type="radio"/> On <input checked="" type="radio"/> Off	

[Save](#) [Cancel](#)

## Anonymous Call Rejection

**Anonymous Call Rejection** allows you to reject calls from callers who have blocked the display of their number. Only deliberate anonymous numbers are rejected. Callers whose numbers are unavailable, are not rejected. Callers that are rejected are informed that you are not accepting calls from unidentified callers. Your phone does not ring and you do not receive any indication that they called. However, this does not apply to calls within your company.

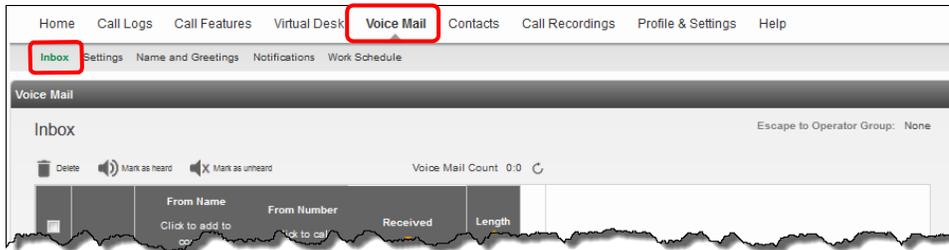
## Voice Mail

The **Voice Mail** section of the portal allows for quick and easy access to your **Voice Mail** messages and mailbox settings. Remember, **Voice Mail** must first be setup through the phone by pressing the **Messages** key or by calling the **Voice Mail Retrieval Number** found on the right side of the portal. *Maximum Greeting length is 3 minutes Open and Closed; maximum Message length 3 minutes each (50,000 KB), maximum mailbox capacity is 150,000 KB.*

### Inbox

The **Inbox** allows you to view, play, and delete your voice mail messages. This includes the ability to see the name of the sender, phone number, and time/date stamp for the message.

1. Click **VoiceMail** from the main menu, then **Inbox** from the sub menu.



2. All messages, new and saved, are listed in your inbox. New messages will be identified with **BOLD** text and a **Green** dot icon.
3. Information about each message, such as **Name**, **From Number**, **Received** date and **Length** of message will be provided for quick review.
4. Messages can be sorted within any column by clicking on the orange up/down arrows.
5. To **Play** a message, check the box next to the message you want to play, and click the **Play** icon.
6. The length of the message is listed under the **Length** column as well as next to the **Play** icon.



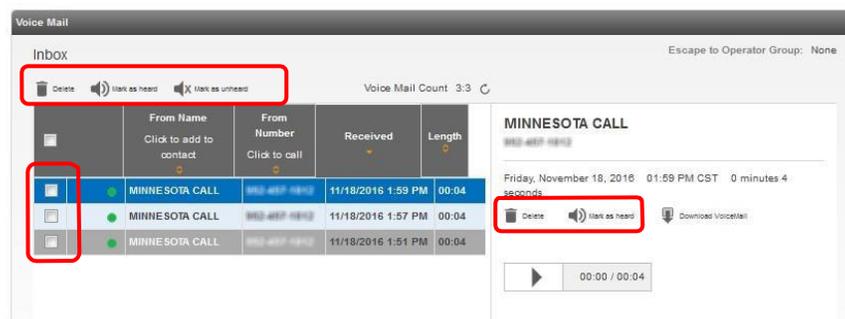
**Note:** Playing a message in your portal turns off your message waiting light, but will not mark the message as played in your phone voicemail box.



7. To **Delete** a message or messages, or **Mark Them as Heard** or **Unheard**, check the check box next to the message(s) you wish to manage.
8. Select the icon above the **Inbox** based for the action you wish to accomplish, or select **Delete** or **Mark as Unheard** in the play messagepane.
9. To selectively choose multiple messages, use **Ctrl-Alt** or **Ctrl-Shift** to select your options.



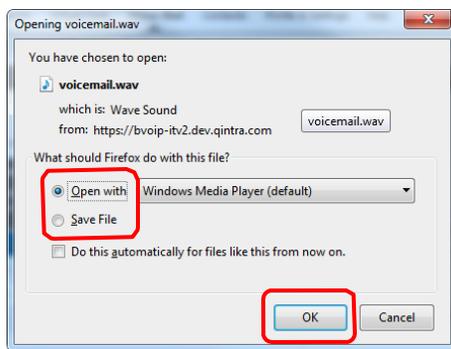
**Note:** If you delete a message from this Inbox, it will be deleted from your phone voicemail box.



- If you wish to save a voicemail message by downloading it, click the **Download Voicemail** icon after selecting the message you wish to save.



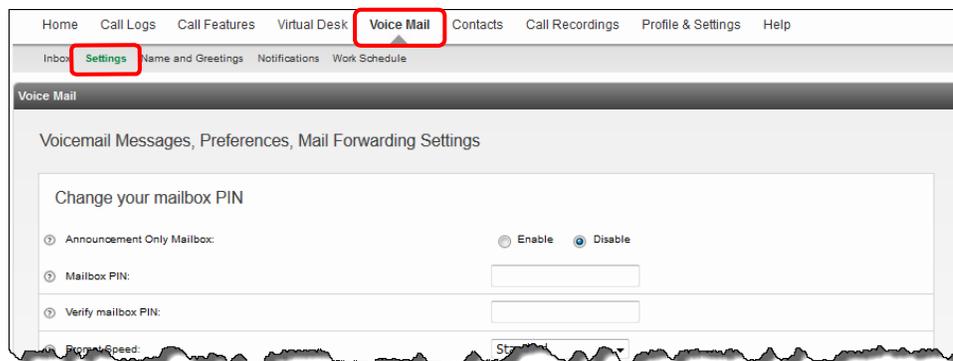
- The action window that appears is based on the browser you are using.
- You can choose to play the message by clicking **Open With**, or you can save the file by clicking **Save File**.
- Click the **Ok** button.



## Settings

The **Settings** screen allows you to configure specific mailbox settings, reset your password, and enable voicemail forwarding to email.

- Click **Voicemail** from the main menu, then **Settings** from the sub menu.
- If you click the **Enable** radio button for **Announcement Only Mailbox**, callers will not be able to leave you a message, and messages cannot be forwarded to your mailbox.
- To change the PIN for your telephone voicemail box, enter the new PIN in the **Mailbox PIN** field.
- Confirm that PIN by entering it in the **Verify Mailbox PIN** field.



- Select **Standard** or **Rapid** from the **Prompt Speed** drop down box; this controls the speed of the **Telephone User Interface** (TUI) when you dial into our voicemail box.
- Click the **Enable** or **Disable** radio buttons to manage the following features:

- **Automatically Play Envelope Information** – audibly provides Date/Time and Length of voicemail message
- **Play Additional Ring Before Greeting** – prevents the beginning of your greeting from being cut off
- **Auto Play** -- automatically plays your messages when you log into your mailbox
- **PIN Skip** – allows you to skip entering your voicemail PIN if you are calling from your desk phone

Verify mailbox PIN:

Prompt Speed: Standard

Automatically Play Envelope Information:  Enable  Disable

Play Additional Ring before Greeting:  Enable  Disable

Auto Play:  Enable  Disable

PIN Skip:  Enable  Disable

Voice Mail Forwarding: Forward & Delete

Forward to Email Addresses  
(comma separated, Limited to 5 Email Addresses):  
celencia\_schwartz@centurylink.com

Save Cancel

7. **Voice Mail Forwarding** allows you to send copies of your voicemail to your email inbox.
  - **Forward & Delete** – forwards a copy to your email inbox, and does not retain a copy in your phone voicemail box (the only copy of your message will be in email)
  - **Forward & Save** – forwards a copy to your email inbox and also retains a copy in your phone voicemail box
  - **Disable** – default setting if you choose not to use this feature
8. After choosing your forwarding option from the drop down box, enter an email address(es) in the **Forward to Email Address** field.
 

 **Note:** Multiple email addresses and distribution lists can be entered in the Forward to Email Field to receive copies of your voicemails, using comma separation.
9. Click the **Save** button.

Verify mailbox PIN:

Prompt Speed: Standard

Automatically Play Envelope Information:  Enable  Disable

Play Additional Ring before Greeting:  Enable  Disable

Auto Play:  Enable  Disable

PIN Skip:  Enable  Disable

Voice Mail Forwarding: Forward & Delete

Forward to Email Addresses  
(comma separated, Limited to 5 Email Addresses):  
celencia\_schwartz@centurylink.com

Save Cancel