# **TouchTone Quick Start Guide: Accessing the Web Portal**

# 1. Login

Login into the Business VoIP Web Portal at <u>businessvoip.touchtone.net</u> using your user name and password.

Your user name and password can be found in your Welcome Package.

# 2. Calling Feature Options

Once logged into the Web Portal you can configure new calling feature settings, or change existing ones. Features are organized in the following groups (options). These options can be found on the left-hand side of the screen. See figure below.

### Options

- Profile
- Incoming Calls
- Outgoing Calls
- Calling Plans
- Client Applications
- Service Scripts
- Utilities

	TouchTone	calling feature groups/options	Launch Welcome Carey ł
/	Options:      Profile Incoming Calls	Profile Basic	Advanced
	Outgoing Calls Call Control Calling Plans Client Applications Messaging	Profile Display and configure profile information such as your name, department and address. Addresses	<u>Call Policies</u> Configure user Call Policies <u>Privacy</u> Set your visibility within the Enterprise or Grou;
	<u>Service Scripts</u> <u>Utilities</u>	Addresses allows you to view and maintain your phone numbers and other identities that are used to make and receive calls. <u>Passwords</u> Set web access and portal passwords. <u>Schedules</u> Add, modify, or remove schedules.	Office Zone Configure an Office Zone and Primary zone.

Each calling feature Option has its own set of individual features and configurations. Click on the Option you would like see additional features for. Your additional settings will appear on the right-hand side of the screen. Click on the feature you would like to configure.

For example, under OUTGOING CALLS, you can configure your:

- Automatic Callback
- Call Return
- Calling Party Category
- Last Number Redial
- Line ID Blocking
- Speed Dial 8
- Speed Dial 100
- Communication Barring User-Control
- Personal Phone List
- Preferred Carrier User
- Two-Stage Dialing

#### TouchTone communications

Options: Profile	Outgoing Calls	
Incoming Calls	Basic	Advanced
Outpoints Calls Call Control Calling Plants Client Applications Messaaling Service Scripts Unliftes	Automatic Callback - off Allows you to monitor a busy party in your group and automatically establish a call when the busy party is available. Call Return Return a call to the last party that called you, whether or not the call was answered. Calling Party Category Allows a category to be associated with a subscriber. The category is included in the signaling for all outgoing calls. Last Number Redial Call the last number that you dialed. Line ID Blocking - Off Prevent your phone number from being displayed when calling other numbers. Speed Dial 8 Dial a pre-defined number by dialing only one digit. Speed Dial 100 Dial a pre-defined number by dialing a Speed Dial 100 prefix and two digits.	Communication Barring User-Co Select active Communication Barring Pro Personal Phone List Configure a list of numbers to allow quick Preferred Carrier User Display and modify your preferred carriers Two-Stage Dialing service may be us residing on a user's mobile phone, to allo from the mobile

## 3. Help

At anytime while logged in, you can access a comprehensive step-by-step help guide to help you navigate the Portal and your features. You can access this guide at any time by clicking on the HELP button located in the upper right hand side of your screen.

The information each HELP button provides differs from page to page and provides information specific to the page you are currently on. For example, if you wish to know more information about a certain feature, simply click on that feature and press the HELP button. You will be given more information about what the feature does, plus all the configurable options that the feature has.

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Options:	Outralian Calla	
Profile	Outgoing Calls	
Incoming Calls	Basic	Advanced
Outgoing Calls	Automatic Callback - Off	Communication Barring User-Control
Call Control	Allows you to monitor a busy party in your group and automatically establish a call when	Select active Communication Barring Profile.
Calling Plans	the busy party is available.	
Client Applications	Call Return	Personal Phone List
Messaging	Return a call to the last party that called you, whether or not the call was answered. Calling Party Category	Configure a list of numbers to allow quick dialing from your CommPilot Call Manager.
Service Scripts		Preferred Carrier User
Utilities		Display and modify your preferred carriers.

# 4. Site Navigation (admin user level only)

The Web Portal is setup in a hierarchal fashion, with the Group Services at the initial home or Group Level, and the User Functions on the user level. You can determine which level you are at by looking in the upper left-hand corner of your portal screen (see figure below).

This figure shows the Account a1demo under the User level. To return to the Group level, simply click on "Group" in the upper left-hand corner, or "Home" in the upper right-hand corner of your screen.

