

XO Enterprise SIP Portal: Quick Start Guide

Welcome! As an XO Enterprise SIP customer, you have access to a full suite of online tools to help you manage your XO services. These capabilities are available to you 24x7 via the XO Business Center, our robust and easy-to-use customer self-service website.

Save this Quick Start Guide
and use it as a reference tool!

User Name: _____

Password: _____

Registering for a Business Center Account

Your XO Business Center login credentials will be issued and emailed to you automatically when your Enterprise SIP service is installed.

If you did not receive the emails with your username and password or misplaced them, you can register for a Business Center account anytime by visiting bc.xo.com and clicking on [Register Today](#) (you will need the account number from your XO invoice or XO service installation email to complete your registration).

Need Assistance?

If you have trouble accessing your account or have questions, call XO Customer Care toll-free at the number shown on your invoice or dial (800) 421-3872.

Accessing Business Center -- Online and On the Go

To log into your existing account, go to bc.xo.com. You can also access the Business Center by visiting www.xo.com and clicking on the [Customer Login](#) button in the upper right corner of the home page.

Mobile Business Center: You can quickly create repair tickets, view ticket status and make ticket updates (e.g., add notes, change access hours, or request closure) from most web-enabled mobile devices. Go to mbc.xo.com to get started! *You have to be a registered Business Center user to use the Mobile Business Center.*



Business Center



Welcome to the next generation of the XO @ Business Center—a powerful, self-service portal that enables you to get even more from your XO services. Pay your invoices, open repair issues, and much more. Business Center is more robust than ever and available any time, day or night.

If you are an existing Business Center user, sign in now to start using the new features. If you haven't registered yet, [Learn More](#) or [Register today](#).

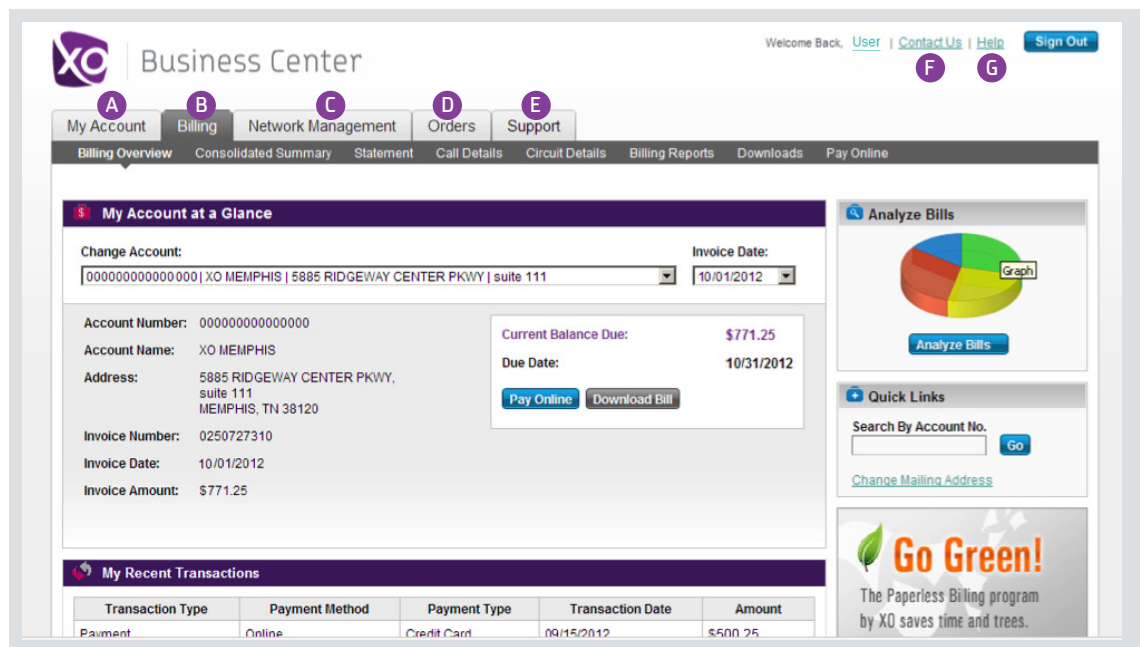
Sign-In to your Account

User ID:
Example: (jsmith1)

Password:

[Sign In](#) [Forgot Password?](#)

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XO Business Center Navigation

The top navigation bar takes you to the main functional areas within the Business Center: My Account, Billing, Network Management, Orders, Support, Contact Us, and Help.

A My Account

This [Overview](#) page displays up to five Billing Locations with the current balance due for each, and five of your most recently submitted support requests and trouble tickets. You can also perform searches to display information on service locations, trouble tickets and telephone numbers/circuit IDs.

In the [Manage Users](#) section you can create and approve new Business Center users, and view and update the existing users' status. Go to [My Profile](#) section to update your account information or change your password. In the [Notification Preferences](#) section you can sign up to receive network outage and proactive maintenance notifications, and billing email alerts and reminders.

B Billing

View current balance due, invoice date, and due date for each of your accounts. Access and download up to 13 months of account statements and call detail in your choice of PDF, CSV or XML formats. [Go Green](#) by signing up for paperless billing. Pay your bills online or set up automatic payments.

C Network Management

Preview Repair and Networking activity via convenient dashboards. Create trouble tickets and view/update their status. View and export your XO circuit inventory and active circuit alarms. Access a near-real time interactive map of your active circuit alarms. View and receive network outage and maintenance notifications.

D Orders

View your orders and their status, learn about the service installation process, export all orders at the account level or location level, get a detailed view of each order and all related orders, access order summaries, and accept/decline your orders*.

**for Enterprise SIP orders only*

E Support

Use the [Message Center](#) tab to access the list of all issues submitted within the last 90 days. Search for and display details of each Network Alert, trouble ticket or billing inquiry by clicking on the reference number. Access the online Knowledge Base for answers to frequently asked questions by clicking on the [Help](#) tab.

F Contact Us

Submit issues to XO Customer Care; initiate trouble tickets and check their status; contact XO Customer Care agents.

G Help

Access the online Knowledge Base for answers to frequently asked questions and troubleshooting advice. Search by topic for up-to-date billing, troubleshooting and support information.

Online Feature Management (OFM) for Enterprise SIP Customers

Online Feature Management lets your group administrator easily access and configure services and telephone features on your organization's phone lines, including:

- Place orders to add or disconnect phone numbers
- Manage account codes
- Configure Automatic Call Routing*
- Edit phone number and business name displayed in Caller ID
- Set up Call Forwarding and Call Waiting
- Manage directory listings
- View your consolidated network diagram
- View and analyze your session utilization

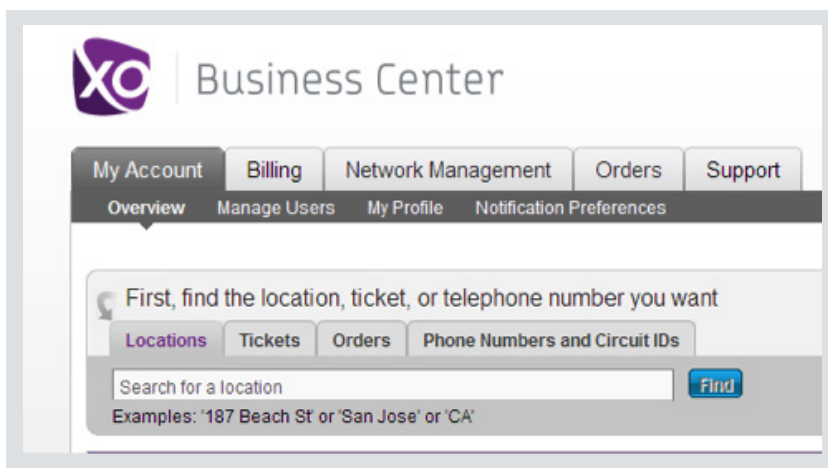
** Not available in configurations where a customer already has failover between two or more IP-PBXs*

Navigating the OFM

The [Location Details](#) page lets you access the tools to manage your XO Enterprise SIP services ([Online Feature Management](#)).

First, search for the desired service location, branch or phone number by entering the street address, city, or state in the search bar and clicking [Find](#). If multiple locations match the criteria, a list of locations will be displayed. Select the desired location from the list.

You can also click on the location address if it's shown on the list of the [Most Viewed Locations](#) below the search bar.



Location Details Page

Once the [Location Details](#) page is displayed, access the tool you need by clicking on the appropriate tab underneath the location address.

Overview tab: Sign up for paperless billing or update your mailing address

Support Tickets tab: View all trouble tickets for this location

Orders tab: View all recently submitted orders for this location

User Permissions tab: View and manage the portal users' permission levels

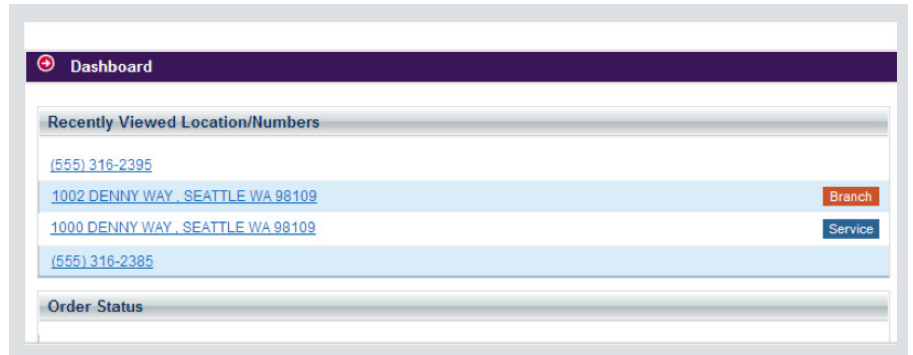
Manage Services tab: Access Online Feature Management to manage your voice features; click on the [Configure Existing Services](#) link to begin.

The screenshot displays the 'XOLINX - ESIP PORTAL SET UP' page. At the top, there are tabs for 'Locations', 'Tickets', 'Orders', and 'Phone Numbers and Circuit IDs'. Below these is a search bar with the text 'Search for a location' and a 'Find' button. Examples of search terms are provided: '187 Beach St' or 'San Jose' or 'CA'. The main heading is 'XOLINX - ESIP PORTAL SET UP: 1330 N WASHINGTON AVE, SPOKANE, WA, 99201'. Below this, the account number and phone number are listed: 'Account #: 0040000000000000 Phone: (555) 444-8500'. The 'Manage Services' tab is highlighted with a red circle. Underneath, the 'Product Tools' section is visible, followed by the 'Online Feature Management' section. This section contains a table with columns for account ID, address, service type, and a link to 'Configure Existing Services'. The table lists several services, including 'XOLINX FLEX DEMO 1', 'XOLINX FLEX DEMO 3', 'XOLINX FLEX DEMO 2', and 'XOLINX - ESIP PORTAL SET UP'. The 'Configure Existing Services' link for the 'XOLINX - ESIP SET UP #2' service is highlighted with a red circle.

Account ID	Address	Service Type	Action
004000000122728	XOLINX FLEX DEMO 1		
2637 SUMMIT AVE SUITE 76, PLANO, TX 75074	XO VoIP Services	Configure Existing Services	
004000000122845	XOLINX FLEX DEMO 3		
9202 N CENTRAL EXPY SUITE 57, DALLAS, TX 75231	XO VoIP Services	Configure Existing Services	
004000000122860	XOLINX FLEX DEMO 2		
100 WILLIAM SUITE 64, NEW YORK, NY 10036	XO VoIP Services	Configure Existing Services	
004000000207331	XOLINX - ESIP PORTAL SET UP		
1330 N WASHINGTON AVE, SPOKANE, WA 99201	Enterprise SIP	Configure Existing Services	
004000000207569	XOLINX - ESIP SET UP #2		
1000 DENNY WAY, SEATTLE, WA 98109	Enterprise SIP	Configure Existing Services	

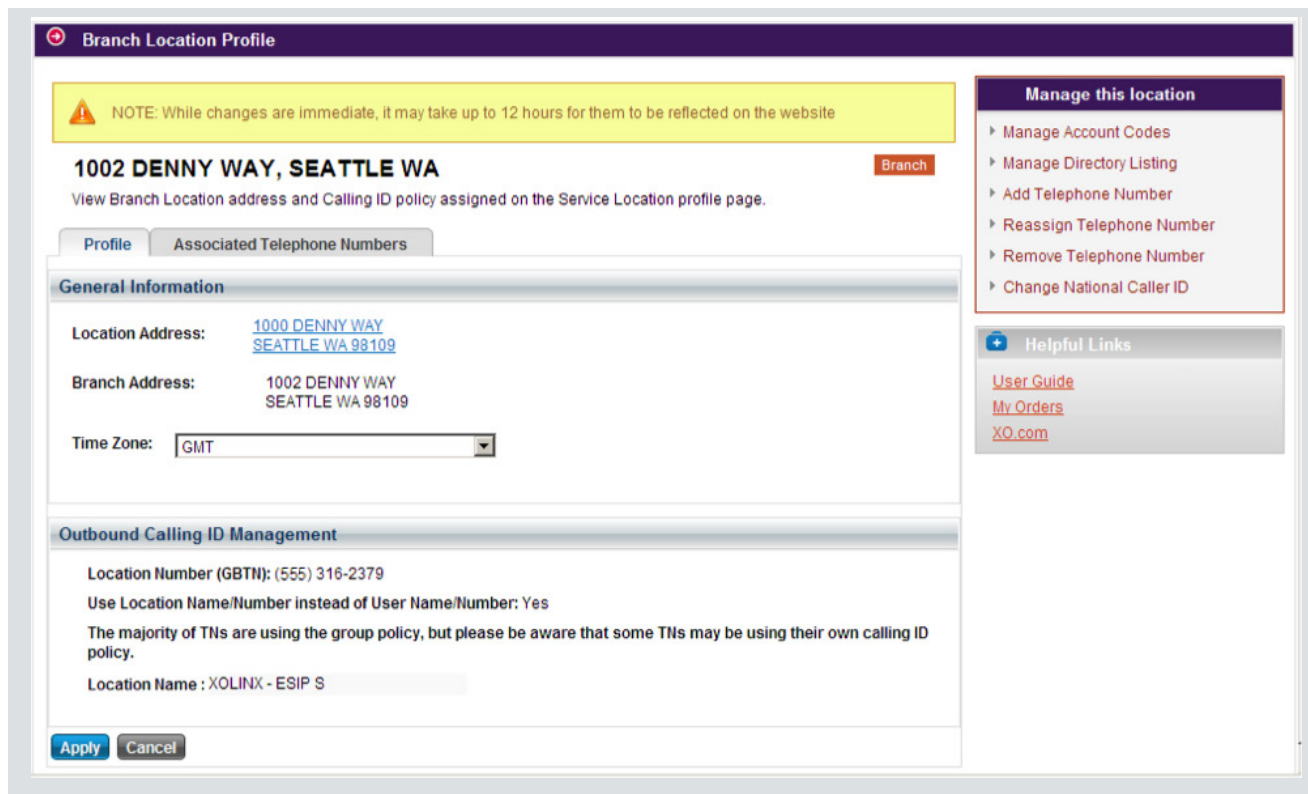
Location Profile

Displays recently viewed locations and numbers. Allows you to quickly look up profiles of your service locations, branches and phone numbers by clicking on the appropriate link.



Managing Services at a Branch Location

The [Manage This Location](#) menu on the right displays all feature management options available to perform for this branch location.



Placing Orders

Follow a four-step process to manage features or place orders to add, reassign or disconnect phone numbers:

The screenshot shows the 'Place an Order' web interface at Step 2: Choose New Service Type. The top navigation bar includes Step 1 (Find & Select Location(s)), Step 2 (Choose New Service Type), Step 3 (Configure Service Details), and Step 4 (Review & Submit Order). A 'Save Order for Later' button and a 'Discard Order' button are also present. A 'Back to Step 1' button is on the left, and a 'Continue to Step 3' button is on the right. The main content area is titled 'Step 2: Choose New Service Type' and contains a section 'Choose the type of service you wish to add to your location(s):' with a note 'Only one service type per order'. Below this are five radio button options: 'Add Telephone Number' (selected), 'Manage Directory Listing', 'Remove Telephone Number', 'Reassign Telephone Number', and 'Change National Caller ID'. A section 'Request a date for the service installation:' includes a note 'Earliest service installation date is 8 days from when the order is placed' and a 'Requested Due Date' field with a calendar icon. A 'Calculate Pricing Information' button is at the bottom.

Step 1: Find and select location(s)

Step 2: Choose a feature to manage or select new service type, request a date for service installation, and calculate pricing information

Step 3: Configure service details

Step 4: Review and submit order

The screenshot shows the 'Place an Order' web interface at Step 4: Review & Submit Order. The top navigation bar is the same as in Step 2. The main content area is titled 'Step 4: Review & Submit Order' and contains two sections: 'Customer Information' and 'Order Summary'. The 'Customer Information' section displays: Order Date: 11/09/2012, Customer Name: CENTRO INC, Billing Address: 3315 OVERTON CROSSING ST, MEMPHIS TN 38127, Requested Due Date: 11/30/2012, Account Number: 0040000000000000, and Primary Contact Information: JOHN SMITH, (555) 509-7676, john@centro.com. The 'Order Summary' section contains a table with columns: Location, Service Type, Product Option, Quantity, Install Price, Unit Price, and Monthly Charge. The table shows one location: 1002 DENNY WAY, SEATTLE WA, with Service Type: Add Telephone Number, Product Option: Block Of 20, Quantity: 1, Install Price: \$0.00, Unit Price: \$2.40, and Monthly Charge: \$2.40. Below the table, it shows 'Grand Total for 1 location(s):' with 'Total Install Price: \$0.00' and 'Total Monthly Charge: \$0.00/month'. A note states: 'NOTE: Pricing shown is estimated and not considered final. Additional charges may apply.' A 'Submit Order' button is at the bottom right.

Location	Service Type	Product Option	Quantity	Install Price	Unit Price	Monthly Charge
1002 DENNY WAY, SEATTLE WA	Add Telephone Number	Block Of 20	1	\$0.00	\$2.40	\$2.40
Grand Total for 1 location(s):				Total Install Price: \$0.00	Total Monthly Charge: \$0.00/month	

Add the following VoIP features to your phone lines, quickly and easily:

Call Forwarding Always

Enables a user to redirect incoming calls to another phone number. End user has the option to activate and deactivate the service by dialing a feature code. If activated, a user must specify the forwarding number.

Automatic Call Routing (ACR)

A business continuity failover option that automatically redirects an incoming call to an alternate number allowing your organization to maintain optimal performance and uptime in the event of an unforeseen interruption in service. *Note: ACR is not available in Enterprise SIP configurations where a customer already has failover between two or more IP-PBXs.*

Account Codes

Enable the tracking of outbound calls made to numbers outside the service location by prompting users for a code. You can change account codes online and specify which lines should have account codes. For locations using account codes, your invoice call detail record (CDR) section will be arranged by account code. Account codes can also be useful in tracking calls billed to clients (e.g., law offices). You may select verified or non-verified account codes, but not both.

Usage Reporting

When your Enterprise SIP service is provisioned and installed, you get immediate access to usage reporting via your Business Center account. You can view and analyze your session usage anytime without having to call XO Customer Care.

To access your usage reports, first find the location for which you want to view a report. Go to the [Location Details](#) page and either search for a specific location or click on an address from the list of recently viewed locations. Once you found the needed location, click on the [Manage Services](#) tab and scroll down to find [Usage Reporting](#) link or click on the View Usage Reports link in the Quick Links box on the right-hand side.

Both of the links take you to a site where you will be able to view the following reports:

- Usage Reports (shows your Enterprise SIP session utilization)
- MIB Stats
- Call Bursting

Add Phone Numbers

You can add Direct Inward Dial extensions (DIDs) in **blocks of 20 and 100**, providing flexibility and scalability to meet the needs of growing businesses and multiple locations.

Quick Tip: Making outbound calls

Please ensure that you and your end users are dialing 10 digits for all calls. You should not dial a “1” before any call. Credit card and fax machines, modems and other customer-premise equipment must be programmed for 10 digits only.

