

XO IP Flex, IP Flex with VPN, SIP Service

Manage Individual Numbers

For Group Administrators

You can control multiple features for each telephone number associated with the account. Your end users cannot access these features unless you grant them the right to do so.

Accomplish these tasks using Online Feature Management:

- Edit Profile: Select Location/Caller ID/Call Waiting
- Customizing Caller ID
- Personalized Name
- Reset Password
- Voicemail Settings
- Alias
- Distribution Lists
- Greetings
- Call Forwarding
- Speed Dial
- Selective Call Settings
- User Schedules
- Calling Line ID: Settings

Edit Profile: Select Location/Caller ID/Call Waiting

OFM > Manage Telephone Numbers > Edit Profile > Profile

The screenshot shows the 'Telephone Number Profile' page in the Online Feature Management (OFM) system. The page title is 'Telephone Number Profile' and the number being edited is '(214) 291-7542'. The page has a navigation bar with 'Manage TNS > TN Profile' and 'XOLINX FLEX DEMO 1 Flex I'. The main content area is divided into two tabs: 'Profile' (selected) and 'Personalized Name'. The 'Profile' tab contains a 'General Information' section with the following fields:

- Location:** 2637 SUMMIT AVE, PLANO, Texas, 75074 (labeled A)
- Calling Line ID Policy:** Use Group Number (labeled B)
- First Name:** 2142917542 (labeled C)
- Last Name:** User
- Email Address:** (empty)
- Department:** None (labeled D)
- Time Zone:** (GMT-05:00) (US) Central Time (labeled E)
- Call Waiting:** No (radio button selected) / Yes (radio button) (labeled F)

At the bottom of the form, there are two buttons: 'Save Changes' (circled in red) and 'Cancel'. The right sidebar contains a 'Manage This Number' section with links to 'Call Forwarding', 'Time Schedules', 'Speed Dial', 'Selective Call', 'Voicemail Settings', 'Edit Profile', and 'Calling Line ID'. Below this is a 'Help' section with links to 'OFM Quick Start Guide', 'Business Center Demo', and 'Contact Customer Care'. At the bottom of the sidebar is an 'Additional Services' section with the text 'Other customers who have Flex services have purchased these features:'.

Figure 1: Telephone Number Profile

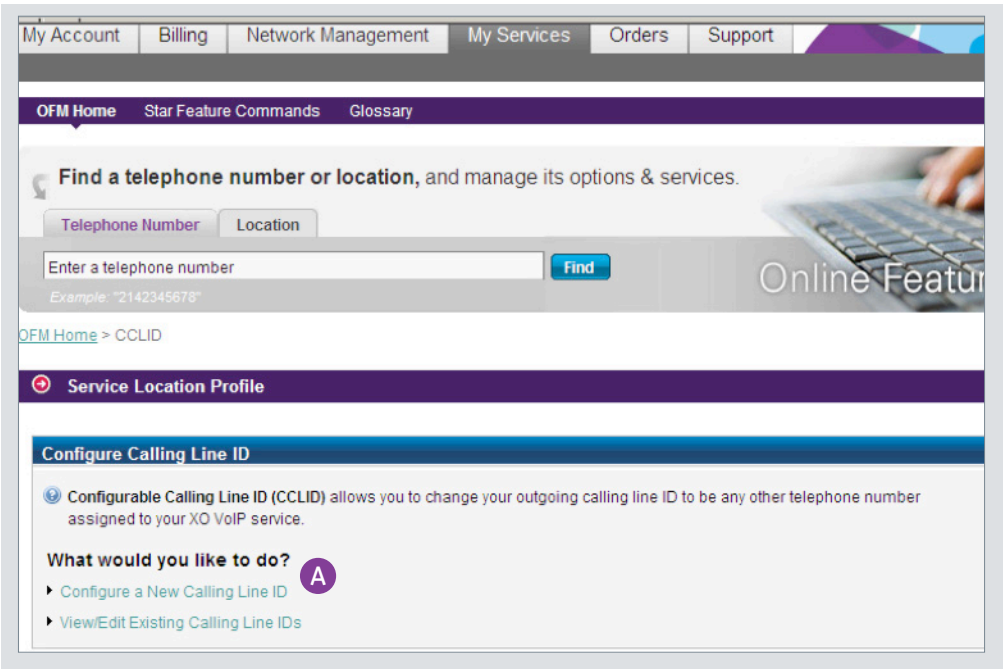
- A** If you want to edit the features associated with all the numbers at your location, select the Location link. If not, stay on this page to edit attributes associated with a particular user's telephone number.
- B** Using these hyperlinks, you can either out-pulse a location number for an entire group, or configure the caller ID for an individual telephone number. (Note: If you want to out-pulse the same location number for the entire group, consult the Manage Location-Based Features Guide for more details).
- C** You can customize the first and last name and the email address associated with the telephone number. At this time, email addresses will not pre-populate for use with other email based calling features.
- D** You can create departments under the Manage this Location > Departments page, where you can add a department. This will then populate any department drop-down menu throughout Online Feature Management.
- E** Select the time zone for the time stamp.
- F** Select Yes if you want to enable Call Waiting.

Note: Remember to Save Changes

Customizing Caller ID

OFM>Manage TNs>Edit Profile>Configurable Calling Line ID

Note: this option is different from the general list of on/off calling line ID options under Manage TNs>Calling Line ID.



A Click [Configure a New Calling Line ID](#) or [Edit an Existing Calling Line ID](#) on an individual telephone number.

Figure 2: Configuring Calling Line ID



B Calling Line IDs that are from telephone numbers outside of the location must be ten digits in length. You cannot out-pulse X-11 numbers (i.e.,:211,911,etc..) as any part of the first six digits of the number.

C If you are configuring a new Calling Line ID for a particular number, you can either enter a qualified telephone number at the top of the screen, or select from the existing telephone numbers at the business location, after enabling the Show/Hide list.

Figure 3: Choosing Which Number to Display as the Caller ID Number

Configure Calling Line ID

What would you like to do?

Configure a New Calling Line ID

Step 1: Choose Calling Line ID Number: 4843519021

Step 2: Select Telephone Numbers to Include

Select 1 or more telephone numbers that will display this Calling Line ID:

[Select All](#) | [Select None](#)

- ☒ (214) 380-5375
- ☐ (214) 380-5382
- ☐ (214) 380-5380
- ☐ (214) 380-5373 **D**
- ☐ (214) 380-5374
- ☐ (214) 380-5378
- ☐ (214) 380-5376
- ☐ (214) 380-5372
- ☐ (214) 380-5381
- ☐ (214) 380-5379
- ☐ (214) 380-5377

Continue **Back**

- D** Select the existing telephone numbers that you want to display the selected Calling Line ID number.

Note: When you're done, click [Continue](#).

Figure 4: Selecting Other Numbers That Will Display the Selected Calling Line ID

Personalized Name

OFM > Manage Telephone Numbers > Edit Profile > Personalized Name

The personalized name is the name that callers will hear when they dial the Auto Attendant or voice mail for the number.

OFM Home Star Feature Commands Glossary

Find a telephone number or location, and manage its options & services.

Telephone Number Location

Enter a telephone number **Find**

Example: "2142345678"

Online Feature Manager

Manage This > TN Profile

Telephone Number Profile

(214) 380-5372

Profile **Personalized Name** Reset Password

Personalized Name

A name that you hear when you dial someone's Auto Attendant or voice mail.

☐ Enable Personalized Name **A**

Personalized file in use:

Upload an audio file: **Browse...** **B**

Supported file formats: .wav

Set Personalized Name **Cancel**

Manage This

- Call Forward
- Time Schedule
- Speed Dial
- Selective Call Forward
- Voicemail
- Edit Profile
- Calling Line ID
- Help
- OFM Quick Start
- Business
- Contact Center

- A** You can check the box to enable Personalized Name.

- B** You can also upload a .wav/MP3 audio file to be used.

Note: When you're done, click [Set Personalized Name](#).

Figure 5: Personalize Name

Reset Password

OFM > Manage Telephone Numbers > Edit Profile > Reset Password

OFM HomeStar Feature CommandsGlossary

Find a telephone number or location, and manage its options & services.

Telephone NumberLocation

Enter a telephone numberFind

Example: "2142345678"

Online Feature Management

Manage TNS > TN ProfileXOLINX

Telephone Number Profile

(214) 380-5372

ProfilePersonalized NameReset Password

Reset Voice Portal Passcode

Creates a new passcode for the Voice Portal

Password Rules

- Employee or individual will need to reset this temporary passcode via their Voice Portal
- Must be at four (4) to eight (8) numeric digits in length

New passcode:

Confirm passcode:

Save ChangesCancel

Manage This Number

- Call Forwarding
- Time Schedules
- Speed Dial
- Selective Call
- Voicemail Settings
- Edit Profile
- Calling Line ID

Help

- OFM Quick Start Guide
- Business Center Demo
- Contact Customer Care

Additional Services

Other customers who have

A To reset the password for the Voice Portal for the selected phone number, enter the new password twice.

Note: Remember to Save Changes

Figure 6: Reset Password for Voice Portal

Setting Voicemail Settings from Online Feature Management

OFM > Manage Telephone Numbers > Voicemail Settings > General Settings

Figure 7: Voice Mail Settings

- A** Voice Messaging is the same as voice mail. Decide if you want it on or off.
- B** Use Unified Messaging and Use phone message waiting indicator are always selected. (If Unified Messaging is not on, you won't be able to view voice mail messages in your email in box.)
- C** If you forward your voice mail to an email address, no message will appear in your phone voice mail box.
- D** If you select this option, you will send a notice to the user's email address that he/she received a voice mail message, but the message itself will not appear as an attachment.
- E** If you select this option, the voice mail for this telephone number will appear in the voice mail box as well as the email in box of the user associated with this telephone number.
- F** If you select this option, the caller will be transferred to the specified phone number after pushing "0" on the phone keypad.

Note: For steps D-F, you can designate multiple email addresses, and you can select all three options at once. These options are especially appropriate for users who are frequently out of office and have administrators who manage their telephone calls.

Alias Settings

OFM > Manage Telephone Numbers > Voicemail Settings > Alias

A If you create an alias number, the system will make it appear to incoming callers as if this number is your office phone number.

Select the number you want to use, and then click [Create Alias](#).

Figure 8: Alias Settings

Distribution Lists

OFM > Manage Telephone Numbers > Voicemail Settings > Distribution Lists

Distribution Lists allow you to create lists of numbers to which you can send voice mail messages in bulk.

A Select the list you want to manage. This will open a new page.

Figure 9: Choosing a Distribution List to Receive the Same Voice Mail Messages

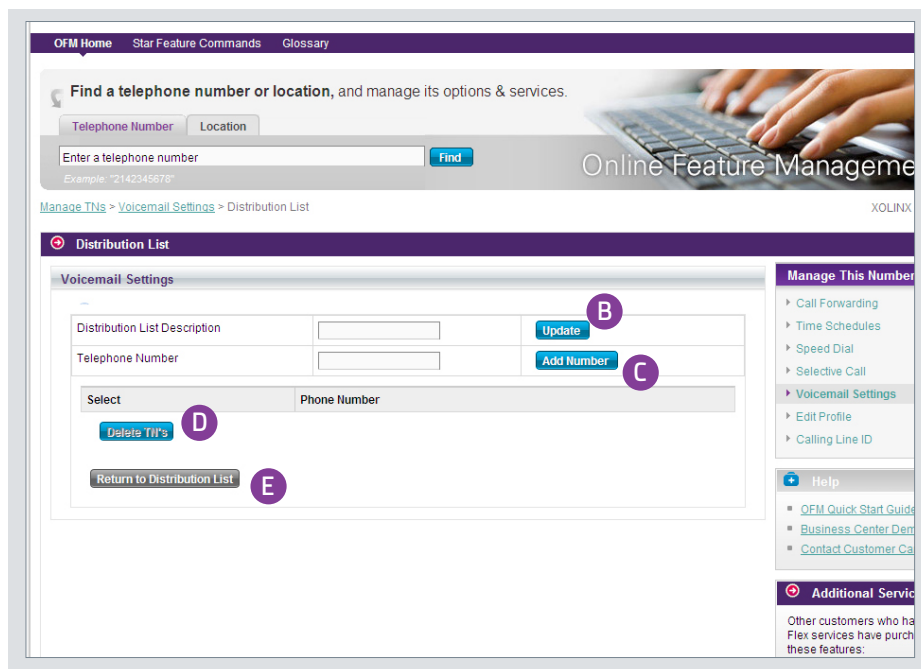


Figure 10: Making Changes to a Distribution List

Greetings

OFM > Manage Telephone Numbers > Voicemail Settings > Greetings

Message greetings allow you to upload personal audio files that incoming callers will hear when they reach the voice mail box. The feature will appear only if you use XO voice mail.

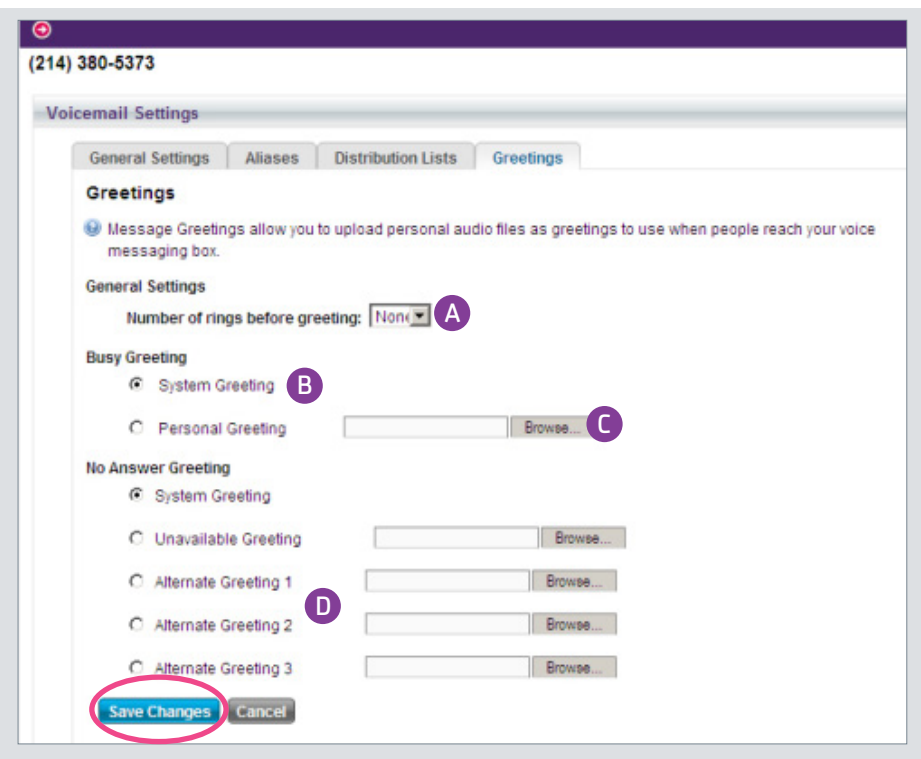


Figure 11: Greetings

- B** Enter a name for the distribution list, such as “Sales” or “All PM,” etc.
Select [Update](#).
- C** Enter the telephone numbers for this list. Enter one number at a time, and then select [Add Number](#) to add it to the list.

Continue this until you’ve built your entire list.
- D** If you want to delete numbers from the list, click [Delete TIVs](#) and then choose the number you want to remove.
- E** To return to the distribution list, click [Return to Distribution List](#).

- A** Specify the number of rings you want callers to hear before they hear the greeting. You can select anywhere from None for no rings up to 20 rings.
- B** Select the type of greeting you want to callers to hear when they get a busy signal. Choose between [System Greeting](#) and [Personal Greeting](#).
- C** If you want a personal greeting, you can use the Browse feature to upload an audio file. Consult your operating system for instructions on how to upload an audio file.
- D** Select the type of greeting you want callers to hear when they get no answer. Choose between [System Greeting](#), [Unavailable Greeting](#) or up to three [Alternate Greetings](#). (System greeting is the default.)

Note: Don’t forget to [Save Changes](#) when you’re done.

Call Forwarding

OFM>Manage TNs>Call Forwarding

OFM Home Star Feature Commands Glossary

Find a telephone number or location, and manage its options & services.

Telephone Number Location

Enter a telephone number [Find](#)

Example: "2142345678"

Online Feature Management

Manage TNs > Call Forwarding XOLINX Flex II

Call Forwarding

(214) 380-5372

Call Forwarding No Answer

☒ On ☐ Off **A**

Calls forward to: Number of rings before forwarding: **B**

Call Forwarding Busy

☒ On ☐ Off **A**

Calls forward to:

Call Forwarding Always

☒ On ☐ Off **A**

Calls forward to: ☐ Play ring reminder when a call is forwarded **C**

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

Manage This Number

- Call Forwarding
- Time Schedules
- Speed Dial
- Selective Call
- Voicemail Settings
- Edit Profile
- Calling Line ID

Help

- [QFM Quick Start Guide](#)
- [Business Center Demo](#)
- [Contact Customer Care](#)

Additional Services

Other customers who have Flex services have purchased

Figure 12: Call Forward Settings

- A** Turn Call Forwarding on if you want to configure the settings for No Answer, Busy, or Always. You must specify which phone number you want the calls to forward to in each circumstance.
- B** Set the number of rings you want callers to hear before the call gets forwarded.
- C** If you choose Play Ring Reminder, the phone will ring at the same time that a call is being forwarded.

Note: Don't forget to [Save Changes](#) when you're done.

Speed Dial

OFM>Manage TNS>Speed Dial

Speed Dial 8

Speed Dial 8 allows you to set up to eight speed dial numbers that can be called with the push of a button.

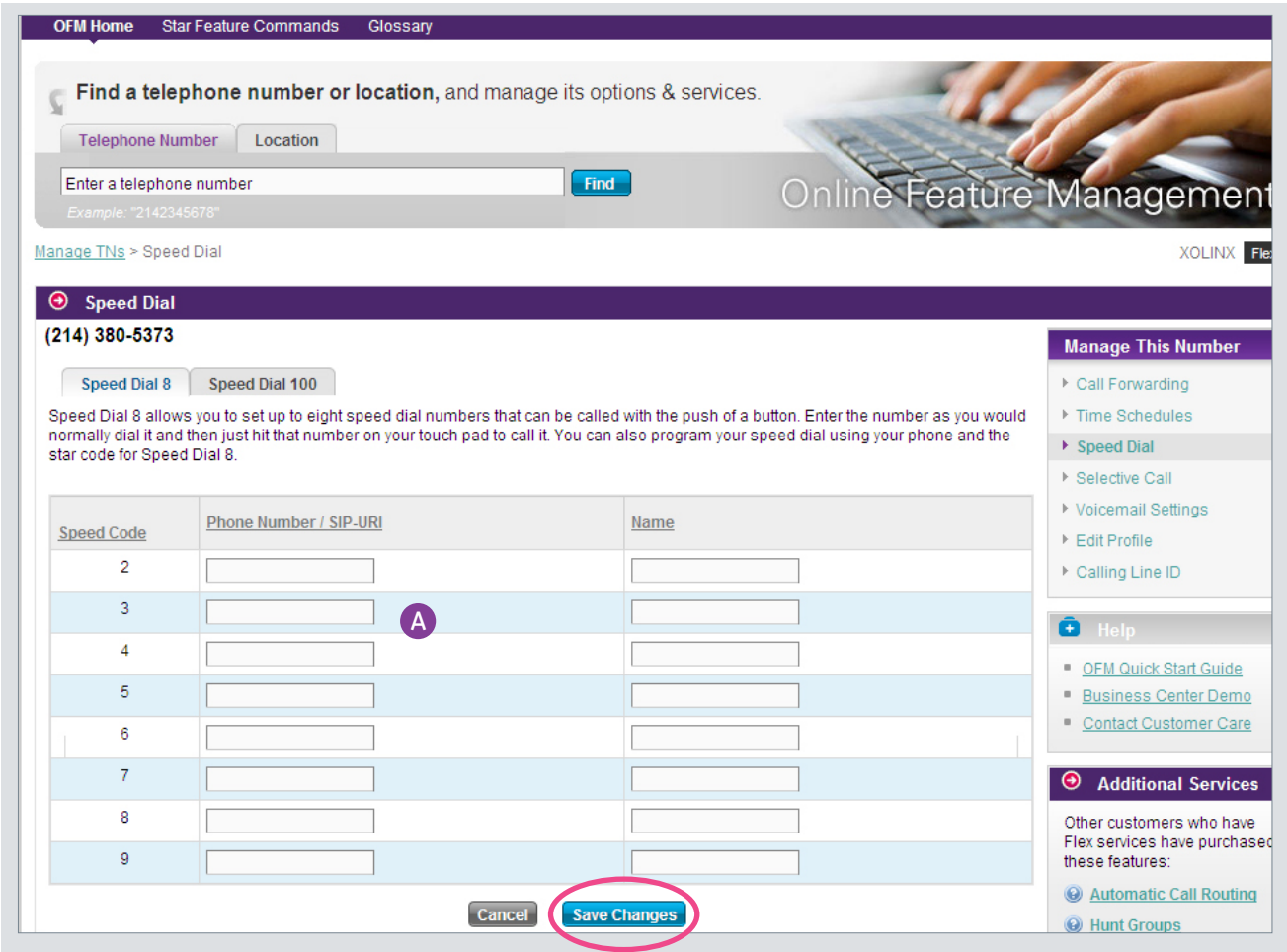


Figure 13: Speed Dial 8

A Enter the phone number and a description or name to which you wish to assign a speed dial code.

Note: Remember to [Save Changes](#) when you're done.

If you wish to assign more than 8 speed dial numbers, see next page.

Speed Dial 100

With Speed Dial 100, you can program up to 100 speed dial phone numbers or SIP-Uniform Resource Identifier (URI) addresses. SIP-URI addresses are used to connect with other SIP users on a SIP network.

To program Speed Dial 100, you must associate the phone number or SIP-URI address with a unique speed dial keypad code. Follow the directions below to set up Speed Dial 100. See instructions for Speed Dial 8 on the previous page as Speed Dial 100 works similarly.

OFM Home Star Feature Commands Glossary

Find a telephone number or location, and manage its options & services.

Telephone Number Location

Enter a telephone number Find

Example: "2142345678"

Online Feature Manager

Manage This > Speed Dial

Speed Dial

(214) 380-5373

Speed Dial 8 Speed Dial 100

Speed Dial 100 allows you to set up to 100 speed dial phone numbers or SIP-URI addresses that can be called with the push of a few buttons. Enter the number as you would normally dial it and then just hit the speed code prefix and number on your touch pad to call it. You can also program your speed dial using your phone and the star code for Speed Dial 100.

Speed Dial 100 Dialing Prefix: #

NOTE: All fields in bold are required.

Please make your additions, edits, or deletions below and click apply when finished.

Speed Code: 00

Description:

Phone Number: Add

Existing Codes

Speed Code	Phone Number	Description	Delete
------------	--------------	-------------	--------

Back Apply

Manage This Number

- Call Forwarding
- Time Schedules
- Speed Dial
- Selective Call
- Voicemail Settings
- Edit Profile
- Calling Line ID

Help

- OFM Quick Start
- Business Center
- Contact Customer

Additional Services

Other customers who have Flex services have purchased these features:

Figure 14: Speed Dial 100

- A** You must enter a speed code and phone number that will be associated with the speed code. The description field is optional.

Click [Add](#) to program this speed dial code.

- B** Under existing codes, you can add new speed dial codes, make edits or deletions to the list of existing codes.

You must click [Apply](#) when you're done.

Selective Call Acceptance

OFM>Manage TNs>Selective Call Settings > Selective Call Acceptance

Selective Call Acceptance only permits calls that meet your pre-defined criteria to reach the telephone number. The criteria for each Selective Call Acceptance entry can be a list of up to 12 phone numbers or extensions that are associated with a particular time schedule. Note: to populate “Holiday” and “Time” schedule options go to “Time Schedules” This must be done first and then the time or holiday schedules that you have designated will appear in the drop-down menus).

Make sure that the time, date and other factors associated with the call pattern are correct.

Figure 15: Selective Call Acceptance

- A** Enter a description or label, which is what you want to call the rule that is being applied.
- B** Determine if the call will or will not be accepted, and the Time or Holiday schedule associated with the rule.
- C** Decide which calls to accept from any or restricted types of callers for the specified phone number(s).

Note: Click [Continue](#) to save your selections.

Selective Call Rejection

OFM>Manage TNs>Selective Call Settings > Selective Call Rejection

Selective Call Rejection does not permit specified callers to reach the telephone number. Instead, these callers will hear an announcement that the user associated with the telephone number cannot be reached. You can use this feature to block incoming calls from individuals you don't wish to speak with by phone.

You can program a list of up to 12 phone numbers or extensions and a specified time and holiday schedule. Note: to populate "Holiday" and "Time" schedule options go to "Time Schedules" This must be done first and then the time or holiday schedules that you have designated will appear in the drop-down menus).

Make sure that the time, date and other factors associated with the call pattern are correct.

Selective Call Settings
(214) 380-5373

Selective Call Settings

Selective Call Acceptance | **Selective Call Rejection** | Call Forwarding Selective

Selective Call Rejection allows you to reject calls that meet your pre-defined criteria. These callers will be given an announcement that you cannot be reached. Use this feature to prevent nuisance calls from people you would rather not talk to. The criteria for each Selective Call Rejection entry can be a list of up to 12 phone numbers or digit patterns and a specified time schedule. All criteria for an entry must be true to reject the call.

Description: (A)

☒ Reject call (B)
☐ Do not reject call

Time Schedule:
Holiday Schedule:

Calls From

☒ Any Phone Number
☐ Following Phone Numbers (C)
☐ Any private number
☐ Any unavailable number

Specific Phone Numbers:

<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

Back **Continue**

Manage This

- Call Forwarding
- Time Schedules
- Speed Dial
- Selective Call**
- Voicemail Settings
- Edit Profile
- Calling Line ID

Additional

Other customers Flex services have these features:

- Automatic Call Forwarding
- Hunt Groups
- Anywhere Flex Package
- Auto Attendant
- Account Center
- Call Center

Figure 16: Selective Call Rejection

- (A) Enter a description. A description of what? The rule that is being applied?
- (B) Determine if the call will or will not be rejected, and the Time or Holiday schedule associated with the rule.
- (C) Decide which calls to reject from any or restricted types of callers for the specified phone number(s).

Note: Click **Continue** to save your changes.

Selective Call Forwarding

OFM>Manage TNs>Selective Call Settings > Call Forwarding Selective

Selective Call Forwarding allows you to determine criteria for forwarding specific calls to a different phone number. As an example, you might want to use this feature to forward calls only from your manager, a family member, or an important customer to a cell phone, alternative business phone or home phone number.

You can program a list of up to 12 phone numbers or extensions and a specified time and holiday schedule. (Note: to populate “Holiday” and “Time” schedule options go to “Time Schedules” This must be done first and then the time or holiday schedules that you have designated will appear in the drop-down menus).

All criteria for an entry must be satisfied before the call can be forwarded. If you do not program Selective Call Forwarding, the incoming calls continue as if this feature was not turned on.

Figure 17: Call Forwarding Selective

- A** Enter a description or label, which is what you want to call the rule that is being applied.
- B** Determine the number or SIP address to which the incoming call will be forwarded. Designate the time schedule and holiday schedule to be used with this rule.
- C** Decide which callers to forward from or enter their specific phone numbers.

Note: Click [Continue](#) to save your changes.

User Schedules

OFM>Manage TNs>User Schedules

With User Schedules, you can create global holiday and time schedules that apply to all users at your organization. Complete User Schedules before you program features such as Selective Call Acceptance, Selective Call Rejection, and Call Forwarding Selective and Auto Attendant. For instructions on how to program Time and Holiday Schedules associated with Auto Attendant, consult the Auto Attendant Quick Start Guide.

We recommend that you set up a holiday or time schedule that is associated with a particular Auto Attendant menu. In this situation, all users linked to this Auto Attendant will be governed by the time or holiday schedules you set for the Auto Attendant. (You don't need to link the schedule(s) individually to each phone number.)

Add Holiday Schedule

Visit Holiday and Time Schedules and click [Add New Holiday Event](#). All bolded instructions are required fields.

Manage your company's schedules. You can create custom holiday and time schedules that suit the needs of your business and can be applied to your Auto Attendants.

New Holiday Event

All fields in **bold** are required.

Schedule Name: **A**

Event Name:

Start Date: **B** **Start Time:** **AM** ☐ **All Day Event**

End Date: **End Time:** **AM**

Recurrence Pattern

Recurs: **Never**

Save Changes **Cancel**

Time Schedules

- Speed Dial
- Selective Call
- Voicemail Settings
- Edit Profile
- Calling Line ID

Help

- OFM Quick Start
- Business Center
- Contact Customer

Additional Services

Other customers who use Flex services have these features:

- Automatic Call
- Hunt Groups
- Anywhere Feature Package

Figure 18: Add New Holiday Event

- A** Enter a schedule name (example: Christmas), an Event Name (example: Christmas Eve – close early), Christmas Day – close all day), and start and end date and time. If it is an all-day event, click the All Day Event box.
- B** Select the recurrence pattern for the holiday.

Note: Click [Save Changes](#) when you're done.

Add Time Schedule

Visit Holiday and Time Schedules and click [Add New Time Event](#). All bolded instructions are required fields.

User Schedules
(214) 380-5373

Holiday & Time Schedules - Add New Time Event

Manage your company's schedules. You can create custom holiday and time schedules that suit the needs of your business and can be applied to your Auto Attendants.

New Time Event
*All fields in **bold** are required.*

Schedule Name: **A**

Event Name:

Start Date: **B** **Start Time:** AM ☐ All Day Event

End Date: **End Time:** AM

Recurrence Pattern
Recurs: Never

Save Changes **Cancel**

Manage This

- Call Forwarding
- Time Schedules
- Speed Dial
- Selective Call Forwarding
- Voicemail Setup
- Edit Profile
- Calling Line ID

Help

- OFM Quick Start
- Business Center
- Contact Customer Support

Additional Services

Other customer Flex services have these features:

- Automatic Call Forwarding
- Hunt Groups
- Anywhere Flex
- Package
- Auto Attendant
- Account Center
- Call Center

Figure 19: Add New Time Event

A Enter a time event name (example: Christmas), an Event Name (example: Saturday – close early), Sunday – close all day), and start and end date and time. If it is an all-day event, click the All Day Event box.

B Select the recurrence pattern for the holiday.

Note: Click [Save Changes](#) when you're done.

Calling Line ID

OFM > Manage TNs > Calling Line ID

Note: This feature is not the same as the capability to set the read out that callers will see when they call the number, which is the name or word identifier of the company. For that feature, see OFM > Manage TNs > Edit Profile > Configurable Calling Line ID in this Quick Start Guide.

Calling Line ID is the telephone number that callers will see when they call the number.

OFM Home Star Feature Commands Glossary

Find a telephone number or location, and manage its options & services.

Telephone Number Location

Enter a telephone number [Find](#)

Example: "2142345678"

Online Feature Manager

Manage TNs > Calling Line ID

Calling Line ID

(214) 380-5372

Calling Line ID

A Internal Calling Line ID: ☒ On ☐ Off

External Calling Line ID: ☒ On ☐ Off

Calling Line ID Delivery Blocking: ☒ On ☐ Off

Anonymous Call Rejection: ☒ On ☐ Off

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

Manage TN

- Call Forward
- Time Sched
- Speed Dia
- Selective C
- Voicemail
- Edit Profile
- Calling Lin

Help

- OFM Quick
- Business
- Contact C

Additi

Figure 20: General Calling Line ID

- A** Internal Calling Line ID is the phone number that will display on the phone of the person you are calling within your own company.
External Calling Line ID is the number that will display on the phone of the person you are calling.
Calling Line ID Delivery Blocking will not display the phone number to someone you are calling.

Note: Click [Save Changes](#) when you're done.