

XO IP Flex, IP Flex with VPN, SIP Service

Account Codes

For Group Administrators

Account Codes allow a group administrator to restrict calls to authorized users within a group, and track calls made outside the location by prompting users for a code.

About This Feature

The feature can be helpful in deterring fraud because it prevents unauthorized users from making calls at the company's expense. Account codes can also be useful in tracking calls billed to clients (e.g., law offices).

- With verified account codes, calls are not connected unless the caller enters a valid code
- With non-verified account codes, the entered account code is entered but not validated, and calls will be connected. For example, if there are 4 digits required in a non-verified account code, any 4 digits entered will be accepted, and the call will be completed

Emergency 911, extension dialing, and repair calls to 611 are never prompted for account codes.

Prerequisites

To use this feature, you must:

- Be a designated group administrator with access to Online Feature Management
- Request the Account Codes feature when you order services, or contact XO Customer Care at 800.421.3872 to order Account Codes at your service location

Although verified account codes are a billable feature, there is no additional charge for non-verified account codes, although they must be ordered (at no cost).

How Account Codes Work

XO Customer Care assigns account codes when you order XO VoIP Services, or you can order them later by calling Customer Care at 800.421.3872. The group administrator configures the Account Codes service via Online Feature Management. When configuring the service, the group administrator can:

- Activate the service by selecting verified or non-verified account codes
- Select the number of digits (between 2 and 14) of the account code
- Configure valid account codes (and optional descriptions)
- Select which users in the group are required to use Account Codes

The Account Code service applies to all local, long distance (domestic and international) calls made for an assigned telephone line.

How To Access Account Codes

OFM Home > Account Codes

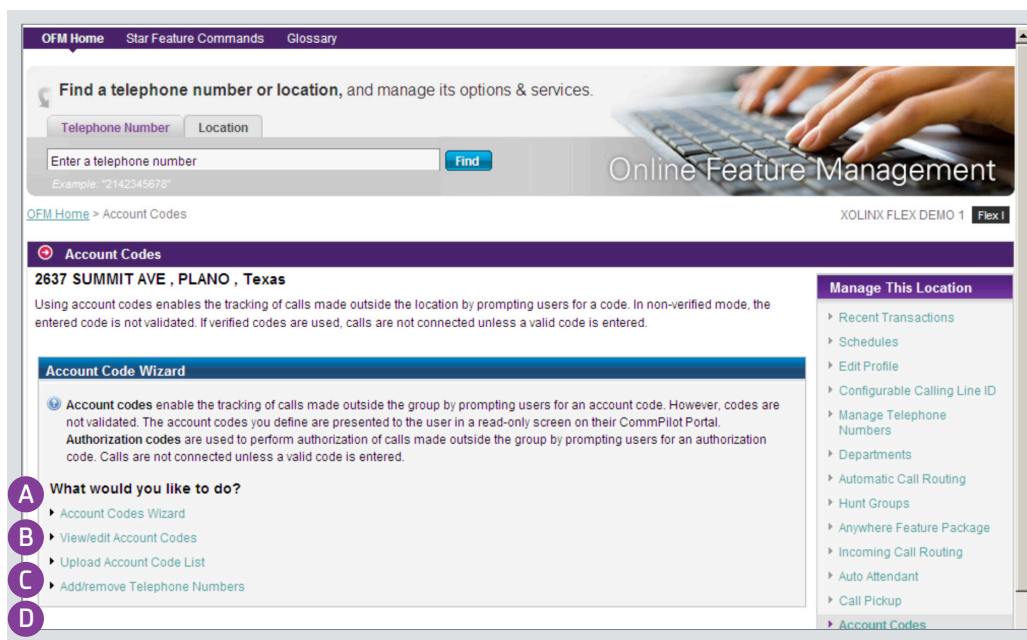
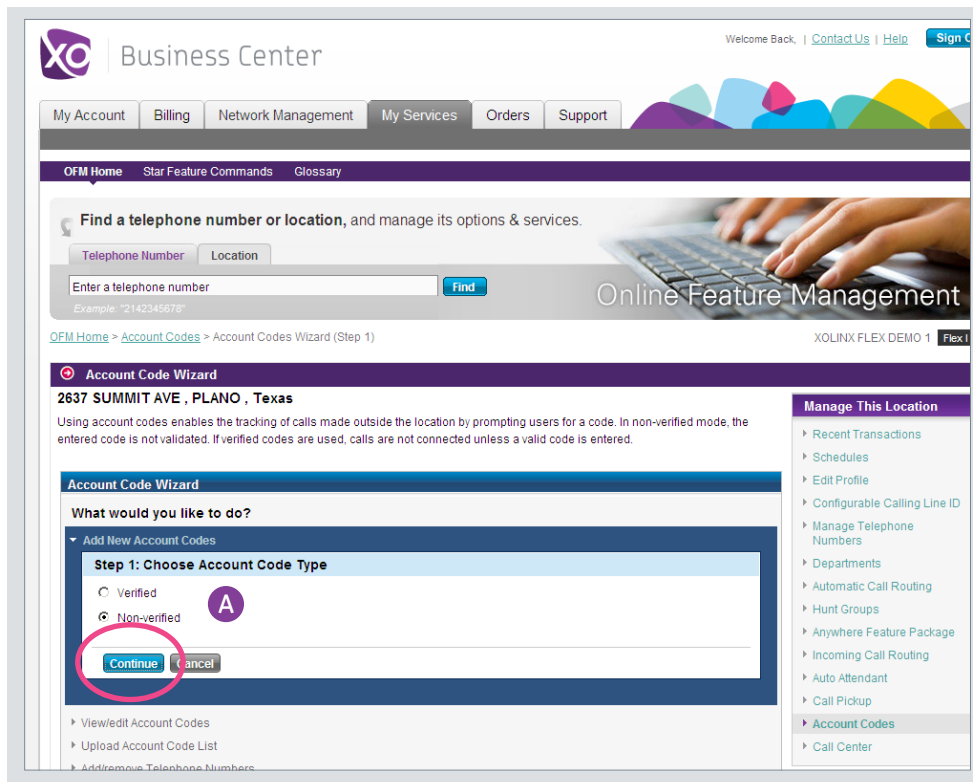


Figure 1: Account Codes Main Screen

- A** The [Account Codes Wizard](#) walks you through the set up of new verified or non-verified account codes, step by step. Choose the [Account Code Wizard](#) and see the next page for instructions.
- B** To view and edit account codes, choose [View/Update Account Codes](#).
- C** Choose [Upload Account Code List](#) when you want to upload a new list using a CSV file
- D** Choose [Add/Remove Telephone Numbers](#) when you want to add or remove telephone numbers associated with an account code.

How to Use the Account Codes Wizard

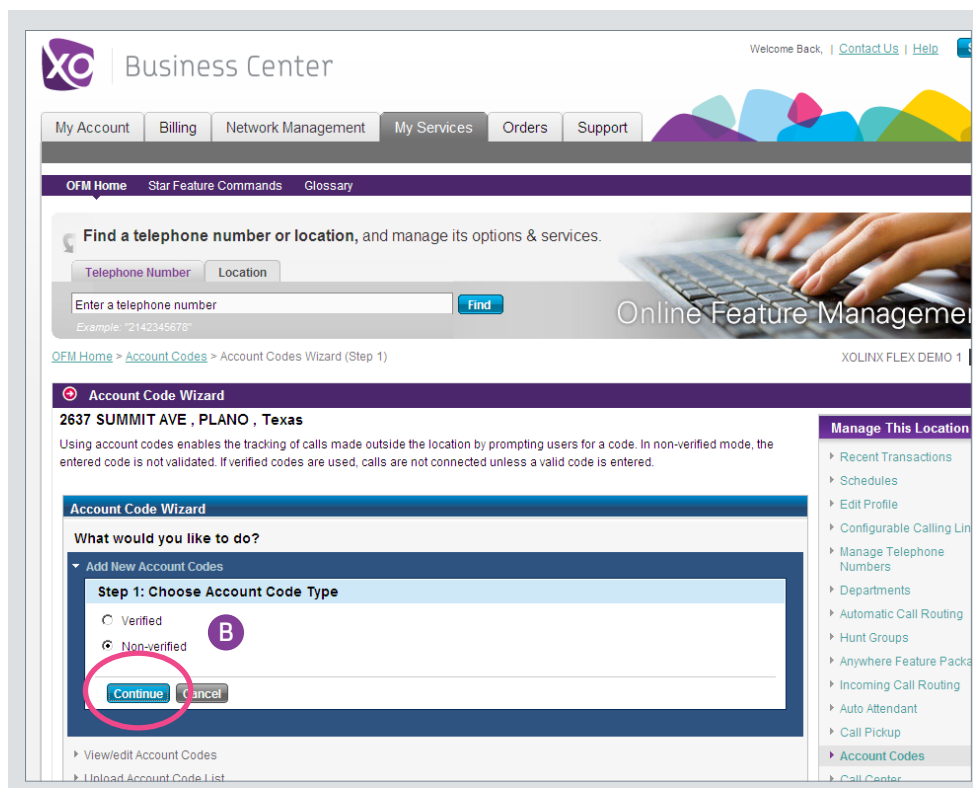
Easily set up new verified or non-verified account codes:



A Select verified or unverified.

Then, select **Continue**.

Figure 2: Account Codes Wizard-Step 1



B Select the number of digits for the codes (between 2 and 13).

Then, select **Continue**.

Figure 3: Account Codes Wizard-Step 2

How to Use the Account Codes Wizard

Easily set up new verified or non-verified account codes:

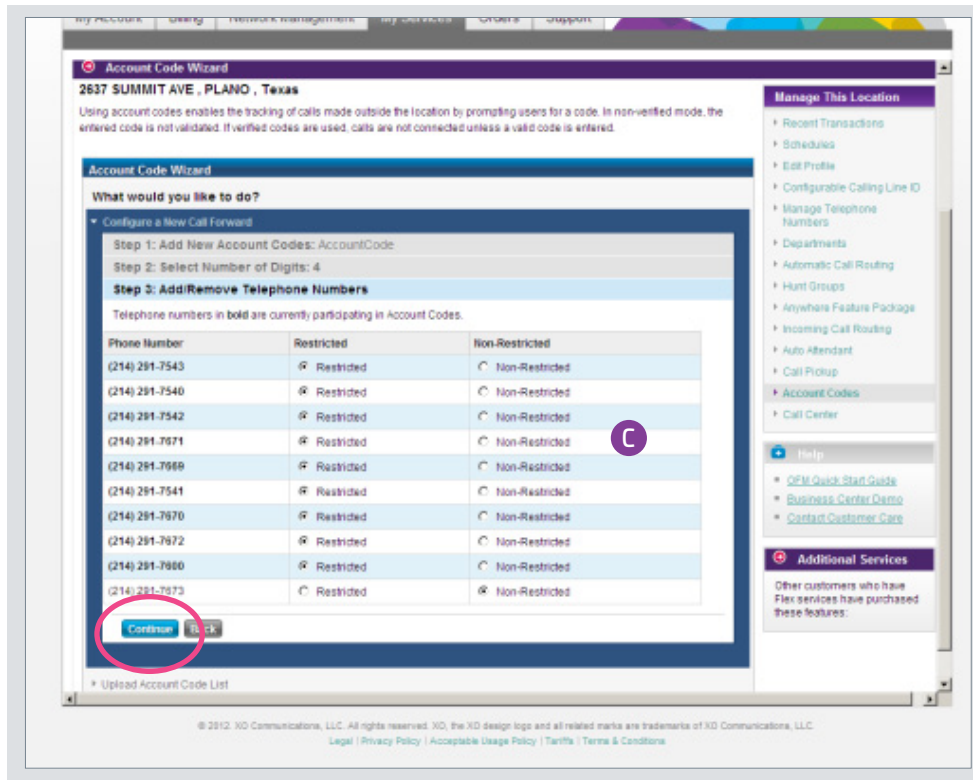


Figure 4: Account Codes Wizard-Step 3

- C Choose which telephone numbers will participate in account codes. Users of these telephone numbers must dial an account code before making an outgoing call.

There are some exceptions that are called out in the text area at the top of the screen.

Press **Continue**.

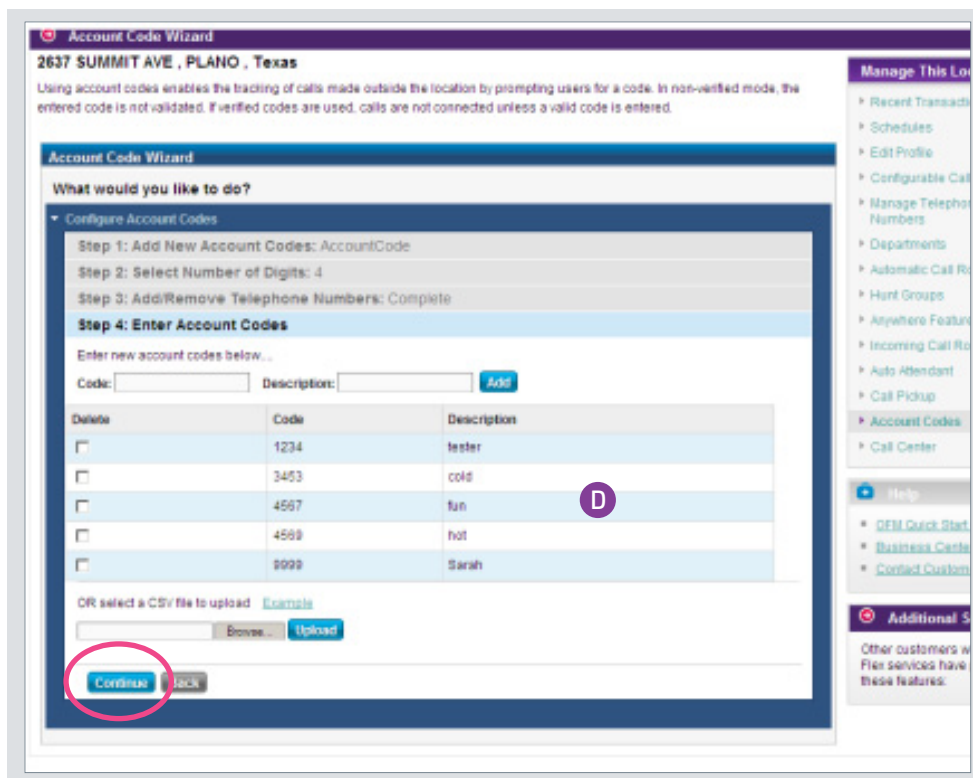


Figure 5: Account Codes Wizard-Step 4

- D Enter (or upload) new account codes and describe the code. A CSV file format must be used for the upload. The Excel file must be formatted so that the Account Code value matches the number of digits configured in the Number of Digits field.

Press **Continue**.

Editing Account Codes

Account codes can be edited for multiple elements:

- Deleted
- Add or remove numbers which are required to use the account code
- Change account code number/required number of digits. Changing the number of digits in an Account Code to a lesser number (e.g., from 4 digits to 3) will delete the existing Account Codes.

Select the element to edit to get to the appropriate Account Code Wizard screen.
Follow the steps to complete the transaction.