



## Features Guide

### Index

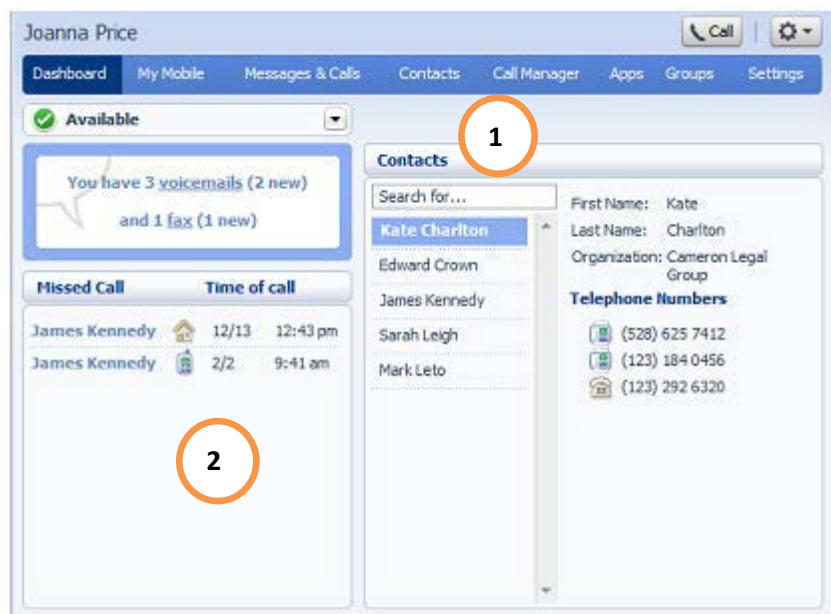
|   |         |
|---|---------|
| - <a href="#">CommPortal</a>                          | Page 2  |
| - <a href="#">CommPortal Assistant</a>                | Page 3  |
| - <a href="#">Easy Call Manager</a>                   | Page 5  |
| - <a href="#">Incoming Call Manager</a>               | Page 5  |
| - <a href="#">Mass Announcements</a>                  |         |
| - NITCOSphere Voicemail                               |         |
| o <a href="#">Using the Voicemail System</a>          | Page 7  |
| - Accession Communicator                              |         |
| o <a href="#">For Your Desktop</a>                    | Page 22 |
| o <a href="#">For Mobile</a>                          | Page 24 |
| - General Call Service Controls                       |         |
| o <a href="#">Screen List Editing</a>                 | Page 28 |
| - Call Forwarding Services                            |         |
| o <a href="#">Unconditional Call Forwarding</a> (UCF) | Page 29 |
| o <a href="#">Busy Call Forwarding</a> (BCF)          | Page 29 |
| o <a href="#">Delayed Call Forwarding</a> (DCF)       | Page 30 |
| o <a href="#">Selective Call Forwarding</a> (SCF)     | Page 30 |
| o <a href="#">Remote Call Forwarding</a> (RCF)        | Page 30 |
| o <a href="#">Simring</a>                             | Page 30 |
| o <a href="#">Find Me Follow Me</a>                   | Page 31 |
| - Incoming Call Services                              |         |
| o <a href="#">Selective Call Rejection</a> (SRC)      | Page 31 |
| o <a href="#">Anonymous Call Rejection</a> (ACR)      | Page 31 |
| o <a href="#">Do Not Disturb</a> (DND)                | Page 31 |
| o <a href="#">Selective Call Acceptance</a> (SCA)     | Page 32 |
| o <a href="#">Priority Call</a>                       | Page 32 |
| - Message Services                                    |         |
| o <a href="#">Reminder Call</a>                       | Page 32 |
| o <a href="#">Unified Messaging</a> (eFax)            | Page 33 |
| o <a href="#">Live Message Screening</a>              | Page 34 |
| - Multi-Party Call Services                           |         |
| o <a href="#">3-Way Calling</a> (TWC)                 | Page 34 |
| o <a href="#">Call Waiting</a>                        | Page 34 |
| - Outgoing Call Services                              |         |
| o <a href="#">Speed Calling</a>                       | Page 35 |
| o <a href="#">Mandatory Account Codes</a>             | Page 35 |
| o <a href="#">Warm Line</a>                           | Page 36 |
| o <a href="#">Hot Line</a>                            | Page 36 |
| - <a href="#">Teen Service</a>                        | Page 36 |
| - <a href="#">Easy Attendant</a>                      | Page 37 |
| - <a href="#">Premium Attendant</a>                   | Page 38 |
| - Appendix  |         |
| o <a href="#">Codes</a>                               | Page 40 |

## **CommPortal:**

This is a web-based application which allows you to manage your own voice services and settings.

### - **CommPortal Dashboard**

- You must first log into CommPortal by accessing [commportal.nitco.com](http://commportal.nitco.com)
  - The first screen you will see after you log on is the **CommPortal Dashboard**.
    - It displays a summary of your account settings and recent activity, customized to the set of services that are available to you. (Below is an example of a typical CommPortal Dashboard)



1. **Contact List** is CommPortal's address book, allowing you to record frequently used numbers and addresses in a convenient online display. As well as acting as a general address book for you. The following features of Contact Lists will apply to you.

| Feature                      | Description   |
|------------------------------|---|
| Detailed Contact Information | You can record multiple phone numbers for a contact (for example, home and work), addresses, email addresses and other detailed contact information.        |
| Contact groups               | You can set up groups for contacts (for example, friends or family) for use when sending voicemails and configuring rules in <b>Incoming Call Manager</b> . |
| Full Text Search             | You can look up a contact by name, organization name, telephone number or address.  |

|                                       |   |
|---------------------------------------|---|
| Synchronization with Outlook Contacts | If you are running Microsoft Outlook on the Same PC as <b>CommPortal Assistant</b> you can configure your service to synchronize your lists, so that amendments made to one Contact list are automatically replicated in the other. |
| Import and Export                     | You can import and export contact information in Comma Separated Value (CSV) format, for exchange with other contact management applications.   |

2. **Call Lists** record activity on your telephone line. Whenever you make a call, receive a call, or miss a call, the details of the call are recorded and displayed in CommPortal.

The following Call Lists are available.

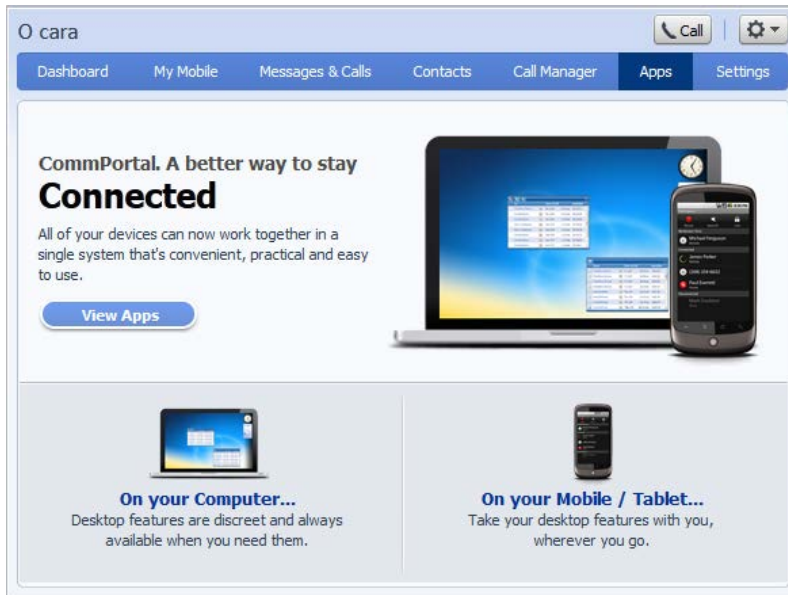
| Call List      | Description  |
|----------------|--|
| Missed calls   | Lists calls not answered on the line.  |
| Dialed calls   | Lists outgoing calls from the line.  |
| Received calls | Lists calls answered on the line.  |
| Rejected calls | Lists calls rejected by you. Applies only if you have the <b>Easy Call Manager</b> or the <b>Incoming Call manager</b> . |

While viewing a Call List, you can use the following features.

| Feature              | Description  |
|----------------------|--|
| View contact details | If the calling number <i>is</i> in your Contact List, you can click through to see the full details for that contact.              |
| Copy to contacts     | If the calling number is <i>not</i> already in your Contact List, you can click through to create a new Contact with that number.  |
| Click-to-dial        | You can return a call by clicking on an icon n the Call List display.  |
| Export               | You can export Call Lists in Comma Separated Value (CSV) format, for use with a spreadsheet or other data processing applications. |

## **CommPortal Assistant**

**CommPortal Assistant** is an additional software which runs on your own PC, offering a convenient and fully-integrated route into your NITCO Voice account. You can download CommPortal Assistant when you are logged into CommPortal ([commportal.nitco.com](http://commportal.nitco.com)).



| Feature                  | Description  |
|--------------------------|--|
| Notification icon        | A system tray icon will indicate whether you have a new message in your mailbox.   |
| Incoming Call pop-up     | A pop-up next to the system tray will appear when you receive an incoming call. <i>This pop-up will only appear when you have logged into CommPortal Assistant using your primary phone number.</i>  |
| Click-to-dial            | You can enter a contact name (previously configured in CommPortal) or a number in the toolbar to initiate a call.  |
| Outlook integration      | If you use Microsoft Outlook, you can use the existing "Call Contact" button in Outlook Contacts to place a call. You can also use the right-click menu on the system tray icon to run synchronization on your CommPortal and Outlook Contact Lists so that changes made in one application are replicated in the other. |
| Instant CommPortal Login | From the right click menu on the system tray icon, you can open CommPortal at the Messages page, without having to enter a user name and password.   |
| Change status            | From the right click menu on the toolbar, you can select Do Not Disturb or activate phone forwarding or, if you have the Easy Call Manager service.  |

If you do not already have this service but wish to, contact a NITCO Customer Service Specialist at 219-996-2981.

## **Easy Call Manager:**

Easy Call Manager is for those who want to control their call handling service quickly and easily. Easy Call Manager provides many of the same options and Incoming Call Manager, within a simpler and more accessible interface.

You can configure Easy Call Manager within CommPortal or CommPortal Assistant. You can also do this using Accession Communicator for Mobile or Accession Communicator on your desktop, if you have them.

*If you do not already have this service but wish to, contact a NITCO Customer Service Specialist at 219-996-2981.*

### **- Call Handling Profiles**

ECM allow you to choose an active call handling profile from the three profiles available.

|                          |  |
|--------------------------|--|
| <b>Available</b>         | Allows you to accept incoming calls and to configure your call handling options. |
| <b>Do Not Disturb</b>    | Allows you to send all incoming calls to voicemail.                              |
| <b>Forward All Calls</b> | Allows you to forward all incoming calls to your choice of phone.                |

If you do not already have a forwarding number configured, you will be prompted to do so when activating this service.

## **Incoming Call Manager:**

Incoming Call Manager is an advanced call handling service that enables you to configure rules that screen incoming calls and apply actions such as forwarding or rejection. This is for those who want a highly customizable call handling service, Incoming Call Manager provides more flexible and detailed configuration options than Easy Call Manager.

Using ICM, you can receive calls on your choice of phone, recognize particular callers and treat their calls specially, and apply different behavior at different times of day.

As ICM is such a powerful tool, most configuration options must be set using the visual interface in CommPortal. However, a limited set of override options, detailed below, are also available through self-care.

### **- Schedule and overrides**

Before beginning to process a call, ICM considers the time of day and day of the week to determine which rules to apply. You can set up a weekly schedule. Additionally, you can override the schedule to apply specific behavior at any time.

The available scheduling options and overrides are as follows.

| <b>Feature</b>    | <b>Description</b>  |
|-------------------|---|
| Weekly schedule   | Using CommPortal, you can split your week into defined periods, during which you wish different call processing rules to be applied.                  |
| Special days      | Using CommPortal, you can define specific dates on which your normal weekly schedule does not apply, and alternative rules should be applied instead. |
| Override rules    | Using CommPortal, you can override your usual schedule and instead apply a single set of rules irrespective of the day and time.                      |
| Forward all calls | Using CommPortal, you can override your usual schedule and forward all calls to a number of your choice.  |
| Suspend ICM       | Using CommPortal, you can override your usual schedule and allow all incoming calls to ring the originally dialed phone.                              |

- **Incoming Call Rules**

ICM identifies the Rule which should be used to handle the call. Each Rule applies to particular types of incoming call – for example, from a specific contact or where the caller withheld their number.

Rules are gathered into Sets of Rules, and it is Sets of Rules which are selected by the schedule (or override). Within a Set of Rules, the Rules are tested in their configured order until one is found which matches. Each Set of Rules also has a fallback Rule to use if none of the configured Rules applies.

Rules may test the following properties of incoming calls.

| <b>Property</b>    | <b>Description</b>   |
|--------------------|--|
| Individual contact | Applies to calls received from a specific individual selected from your contact list. Contacts are configured by you inside CommPortal.    |
| Group of contacts  | As for “Individual contact”, above, but applies to all members of a contact group. Contact groups are configured by you inside CommPortal. |
| Whole contact list | Applies to calls received from any number you have added to your contact list.   |
| Business Group     | For those within a Business Group, applies to calls received from anyone within the same Business Group.                                   |
| Phone Number       | Applies to calls received either from a specific phone number or a range of phone numbers, which need not be in the contact list. Wildcard |

|                 |  |
|-----------------|--|
|                 | number matching allows a single call-handling rule to apply to ranges of calling number. |
| Withheld number | Applies to calls where the caller withheld their number.                                 |

- **Call Handling Behaviors**

Once an individual Rule has been selected, ICM applies its configured behavior. The following behaviors are available.

Additionally, you may record a message to be played while ICM is attempting to connect a call.

| Behavior             | Description  |
|----------------------|--|
| Ring original phone  | Delivers the call to the originally dialed phone, as though it had not been handled by ICM. If the phone is busy or is not answered then the call can optionally be forwarded to a different number or to voicemail.   |
| Distinctive ring     | Delivers the call to the originally dialed phone, applying a distinctive ringing cadence.  |
| Forward to voicemail | Does not ring your phone and directs the call immediately to voicemail.  |
| Forward to number    | Forwards the call to another number.   |
| Reject call          | Plays a message stating that the caller is not available, then ends the call.  |
| Caller challenge     | Asks the caller to record their name. Then, rings the originally dialed phone. When you answer, you can choose to accept the call or to send it to voicemail.  |
| Ring multiple phones | Rings a number of lines, in turn (Find Me, Follow Me) or simultaneously (Simring). You can specify the numbers and how long the line should ring for. Answering a call on one line stops any other lines ringing. If the call is not answered on any line, it is forwarded to voicemail. |

## **Mass Announcements**

The Mass Announcement Service enables you to automate calling a typically large number of contacts, and playing them a pre-recorded announcement. For example, a weather center administrator might have a Mass Announcement Service account configured with contact numbers for all local residents, so that he can easily notify them of a flood warning; or a school principal might have a Mass Announcement Service account configured with contact numbers for the parents of all his pupils, so that he can remind them of an early dismissal. The service will typically make repeated attempts to call each contact until a call is successful.

Depending on the type of account you have been provided with, you might have the option to configure multiple contact lists. Each contact list can be configured with its own contacts and announcement, and can be started and stopped independently. For example, a school principal might have a separate contact list for the parents of pupils in each class or year group. A user who can manage a Mass Announcement Service account is known as a **Mass Announcement Service administrator**. Only the Mass Announcement Service administrator can start or stop the Mass Announcement Service. When your service provider configures you as a Mass Announcement Service administrator, they will provide you with the following information.

- **Planning your announcement text**

You should take care in planning the text of each announcement, to make sure that the person hearing it does not miss important information. You might find it useful to repeat the text of the announcement within your recorded message, to give the listener a chance to catch details that he or she may have missed first time.

Repeating the text also helps to ensure that information is not lost if the call goes through to a voicemail system. The Mass Announcement Service starts playing the announcement as soon as the call is connected (either to a customer picking up the phone or to a voicemail system). If the call goes through to voicemail, the start of the announcement might overlap with the voicemail greeting and so would not be reordered by the voicemail system. Repeating the message makes it more likely that the information will be recorded.

- **Using Mass Announcement Service with other call services.**

Were possible, make sure that the people on your contact list do not use any call screening services that require the caller to respond to a prompt, for example Privacy Defender with telemarketer call screening.

Mass Announcement Service cannot respond to a call screening prompt, so the phone will not ring and the person you are trying to contact will not hear your message. However, Mass Announcement Service will play your message anyway, and might report the call as successful even though the person you are trying to contact has not heard your message.

### **Accessing the Administrator Web Interface**

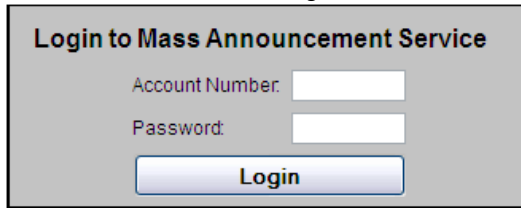
To access the Administrator Web Interface, you will need the following information, which NITCO should give to you.

- The website address (<https://announcement.nitco.com>) of the Administrator Web Interface.
- Your account number and your password. You will need both of these to log in.

Start your web browser and enter the web address (<https://announcement.nitco.com>) in the address bar. You may see one or more security dialogs; choose **OK** or **Yes** to accept these. You should then see the Administrator Web Interface login window, which asks you for your account number and password.



Administrator Web Interface login window



The image shows a login window titled "Login to Mass Announcement Service". It contains two input fields: "Account Number:" and "Password:". Below the fields is a blue "Login" button.

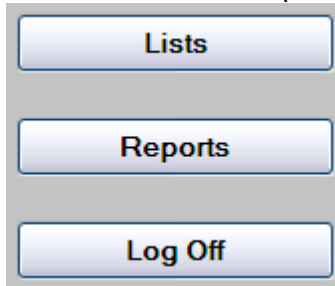
The Administrator Web Interface consists of two main pages.

- The List page allows you to manage contact lists.
- The Reports page allows you to view a complete report on the activities for each contact list in your account.

Each page is described in more detail in the sections below.

To navigate between pages, you can use the buttons of the left hand side of the screen. The button for the currently selected page is always highlighted.

Administrator Web Interface options



When you first come into the interface, the **Lists** page is displayed. This page allows you to manage contact lists, as described in the following section.

### Lists

The Lists page allows you to manage your account and your contact lists. If this page is not already shown on screen, click on the **Lists** button to display it.

**Administrator Web Interface Lists page image (on next page)**

Contact lists: All Parents Password: 123456 Save Password

|                                |                                     |   |                                     |                                     |                                     |                                     |                          |     |      |     |     |      |                          |                                     |                                     |                                     |                                     |                                     |                          |
|--------------------------------|-------------------------------------|---|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|-----|------|-----|-----|------|--------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|
| Name                           | <span>All Parents</span>            | Timezone:   | <span>UTC</span>                    |                                     |                                     |                                     |                          |     |      |     |     |      |                          |                                     |                                     |                                     |                                     |                                     |                          |
| Contact List Number            | <span>10</span>                     | Delayed start date (yyyy-mm-dd):  | <input type="text"/>                |                                     |                                     |                                     |                          |     |      |     |     |      |                          |                                     |                                     |                                     |                                     |                                     |                          |
| Disable                        | <input type="checkbox"/>            | time (hh:mm):   | <input type="text"/>                |                                     |                                     |                                     |                          |     |      |     |     |      |                          |                                     |                                     |                                     |                                     |                                     |                          |
| Ringtime:                      | <span>20</span> secs                | Stop calling date (yyyy-mm-dd):   | <input type="text"/>                |                                     |                                     |                                     |                          |     |      |     |     |      |                          |                                     |                                     |                                     |                                     |                                     |                          |
| Minimum successful call time:  | <span>10</span> secs                | time (hh:mm):   | <input type="text"/>                |                                     |                                     |                                     |                          |     |      |     |     |      |                          |                                     |                                     |                                     |                                     |                                     |                          |
| Maximum attempts per contact:  | <span>1</span>                      | Permitted calling times   |                                     |                                     |                                     |                                     |                          |     |      |     |     |      |                          |                                     |                                     |                                     |                                     |                                     |                          |
| Time between call retries:     | <span>1</span> mins                 | <table border="1"> <tr> <td></td> <td>Sun</td> <td>Mon</td> <td>Tues</td> <td>Wed</td> <td>Thur</td> <td>Fri</td> <td>Sat</td> </tr> <tr> <td>Days</td> <td><input type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table> |                                     |                                     | Sun                                 | Mon                                 | Tues                     | Wed | Thur | Fri | Sat | Days | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
|                                | Sun                                 | Mon   | Tues                                | Wed                                 | Thur                                | Fri                                 | Sat                      |     |      |     |     |      |                          |                                     |                                     |                                     |                                     |                                     |                          |
| Days                           | <input type="checkbox"/>            | <input checked="" type="checkbox"/>   | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |     |      |     |     |      |                          |                                     |                                     |                                     |                                     |                                     |                          |
| Disable forwarding:            | <input type="checkbox"/>            | Start time (hh:mm):   | <input type="text"/>                |                                     |                                     |                                     |                          |     |      |     |     |      |                          |                                     |                                     |                                     |                                     |                                     |                          |
| Automaton detection enabled    | <input checked="" type="checkbox"/> | End time (hh:mm):   | <input type="text"/>                |                                     |                                     |                                     |                          |     |      |     |     |      |                          |                                     |                                     |                                     |                                     |                                     |                          |
| Automaton detection time       | <span>3</span> secs                 |   |                                     |                                     |                                     |                                     |                          |     |      |     |     |      |                          |                                     |                                     |                                     |                                     |                                     |                          |
| Play announcement to automaton | <input checked="" type="checkbox"/> |   |                                     |                                     |                                     |                                     |                          |     |      |     |     |      |                          |                                     |                                     |                                     |                                     |                                     |                          |

**Audio files**

Mass announcement  Browse... Download Delete

Save List Delete List

Start Mass Announcement Service

[Download CSV file](#)

| Number                                   | Name   | Disable Contact          |                     |
|--|--|--------------------------|---------------------|
| <input type="text" value="15045297000"/> | <input type="text" value="Jack Thompspon"/>  | <input type="checkbox"/> | <span>Remove</span> |
| <input type="text" value="15045297001"/> | <input type="text" value="Michelle Greene"/> | <input type="checkbox"/> | <span>Remove</span> |
| <input type="text" value="15045297002"/> | <input type="text" value="Mandy Tyler"/>     | <input type="checkbox"/> | <span>Remove</span> |
| <input type="text" value="15045297003"/> | <input type="text" value="Harry Tucker"/>    | <input type="checkbox"/> | <span>Remove</span> |
| <input type="text" value="15045297004"/> | <input type="text" value="Tom Daly"/>        | <input type="checkbox"/> | <span>Remove</span> |
| <input type="text" value="15045297005"/> | <input type="text" value="Michael Wild"/>    | <input type="checkbox"/> | <span>Remove</span> |
| <input type="text" value="15045297006"/> | <input type="text" value="James Carter"/>    | <input type="checkbox"/> | <span>Remove</span> |
| <input type="text" value="15045297007"/> | <input type="text"/>                         | <input type="checkbox"/> | <span>Remove</span> |

Save Contacts

You can manage three sets of options:

- At the top of the page, you can select the contact list that you want to configure and the password for your account.
- The name and behavior of a contact list is displayed in the upper panel.
- The list of contacts is displayed in the lower panel. You can add and remove the contacts on this list.

In the area at the top of the page, you can select the contact list that you want to configure and the password for your account.

Administrator Web Interface Lists page: selecting a contact and configuring your password

Contact lists: All Parents Password: 123456 Save Password

You can change the password used for accessing the TUI and the Administrator Web Interface. The password can contain 4 – 16 digits. To change the password, type the new password in the **Password** field, then click the **Save Password** button.

You can select which contact list you want to manage. To manage a contact list, select one from the drop-down list named **Contact lists**. The details of the currently selected contact list appear in the panels below. All other options and actions available in the Lists screen, as described in the remainder of this section, apply only to the currently selected contact list.

### **Contact List Configuration**

The upper panel allows you to change the name and behavior of the currently selected contact list.

Administrator Web Interface Lists page: changing the name and behavior of the currently selected contact list

|   |   |   |                                       |                                     |                                     |                                     |                          |     |      |     |     |      |                          |                                     |                                     |                                     |                                     |                                     |                          |
|---|---|---|---------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|-----|------|-----|-----|------|--------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|
| Name  | <input type="text" value="All Parents"/>                  | Timezone:   | <input type="text" value="UTC"/>      |                                     |                                     |                                     |                          |     |      |     |     |      |                          |                                     |                                     |                                     |                                     |                                     |                          |
| Contact List Number   | <input type="text" value="10"/>                           | Delayed start date (yyyy-mm-dd):  | <input type="text"/>                  |                                     |                                     |                                     |                          |     |      |     |     |      |                          |                                     |                                     |                                     |                                     |                                     |                          |
| Disable   | <input type="checkbox"/>                                  | time (hh:mm):   | <input type="text"/>                  |                                     |                                     |                                     |                          |     |      |     |     |      |                          |                                     |                                     |                                     |                                     |                                     |                          |
| Ringtime:   | <input type="text" value="20"/> secs                      | Stop calling date (yyyy-mm-dd):   | <input type="text"/>                  |                                     |                                     |                                     |                          |     |      |     |     |      |                          |                                     |                                     |                                     |                                     |                                     |                          |
| Minimum successful call time:   | <input type="text" value="10"/> secs                      | time (hh:mm):   | <input type="text"/>                  |                                     |                                     |                                     |                          |     |      |     |     |      |                          |                                     |                                     |                                     |                                     |                                     |                          |
| Maximum attempts per contact:   | <input type="text" value="1"/>                            | Permitted calling times   |                                       |                                     |                                     |                                     |                          |     |      |     |     |      |                          |                                     |                                     |                                     |                                     |                                     |                          |
| Time between call retries:  | <input type="text" value="1"/> mins                       | <table border="1"> <tr> <td></td> <td>Sun</td> <td>Mon</td> <td>Tues</td> <td>Wed</td> <td>Thur</td> <td>Fri</td> <td>Sat</td> </tr> <tr> <td>Days</td> <td><input type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table> |                                       |                                     | Sun                                 | Mon                                 | Tues                     | Wed | Thur | Fri | Sat | Days | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
|   | Sun   | Mon   | Tues                                  | Wed                                 | Thur                                | Fri                                 | Sat                      |     |      |     |     |      |                          |                                     |                                     |                                     |                                     |                                     |                          |
| Days  | <input type="checkbox"/>                                  | <input checked="" type="checkbox"/>   | <input checked="" type="checkbox"/>   | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |     |      |     |     |      |                          |                                     |                                     |                                     |                                     |                                     |                          |
| Disable forwarding:   | <input type="checkbox"/>                                  | Start time (hh:mm):   | <input type="text"/>                  |                                     |                                     |                                     |                          |     |      |     |     |      |                          |                                     |                                     |                                     |                                     |                                     |                          |
| Automaton detection enabled   | <input checked="" type="checkbox"/>                       | End time (hh:mm):   | <input type="text"/>                  |                                     |                                     |                                     |                          |     |      |     |     |      |                          |                                     |                                     |                                     |                                     |                                     |                          |
| Automaton detection time  | <input type="text" value="3"/> secs                       |   |                                       |                                     |                                     |                                     |                          |     |      |     |     |      |                          |                                     |                                     |                                     |                                     |                                     |                          |
| Play announcement to automaton  | <input checked="" type="checkbox"/>                       |   |                                       |                                     |                                     |                                     |                          |     |      |     |     |      |                          |                                     |                                     |                                     |                                     |                                     |                          |
| <b>Audio file</b>   |   |   |                                       |                                     |                                     |                                     |                          |     |      |     |     |      |                          |                                     |                                     |                                     |                                     |                                     |                          |
| Mass announcement   | <input type="button" value="Choose File"/> No file chosen | <input type="button" value="Download"/>   | <input type="button" value="Delete"/> |                                     |                                     |                                     |                          |     |      |     |     |      |                          |                                     |                                     |                                     |                                     |                                     |                          |
| <input type="button" value="Save List"/> <input type="button" value="Delete List"/> |   |   |                                       |                                     |                                     |                                     |                          |     |      |     |     |      |                          |                                     |                                     |                                     |                                     |                                     |                          |
| <input type="button" value="Start Mass Announcement Service"/>                      |   |   |                                       |                                     |                                     |                                     |                          |     |      |     |     |      |                          |                                     |                                     |                                     |                                     |                                     |                          |

The upper panel displays the following options.

- **Name.** A name to identify this contact list. This name can include accented /international characters.
- **Contact List Number.** A unique 2-digit number used to identify the contact list from within the TUI.
- **Disable.** Check this box to disable the contact list. You cannot start the Mass Announcement Service for a disabled contact list.
- **Ringtime.** The amount of time, in seconds, the Mass Announcement Service will ring a number on the contact list before terminating the call. Range: 1- 3600. The default is 20 seconds

- **Minimum successful call time.** The amount of time, in seconds, that a call must be connected for, if the call is to be counted as successful. If a call is counted as unsuccessful, the Mass Announcement Service will attempt to call the contact again. If the announcement being played is shorter than the time specified here, then completion of the announcement will indicate a successful call. Range: 0-3600. The default is 10 seconds. A value of zero indicates that the announcement must be played in full for a call to be counted as successful.

- **Maximum attempts per contact.** The number of times the Mass Announcement Service will attempt to call each contact. Range: 1-1000. The Mass Announcement Service will stop when all contacts have been called successfully, or when the specified end date and time is reached (set in the **Stop calling date / time** field), or when the Mass Announcement Service has attempted to call the remaining unsuccessful contacts the maximum number of times set here (whichever happens first). If you have set the **Stop calling date / time** field, you can leave this field blank; in this case, the Mass Announcement Service will stop when all contacts have been called successfully, or when the specified end date and time is reached (whichever happens first).

- **Time between retries.** The minimum amount of time, in minutes, between call attempts for a single contact. This field is mandatory. Range: 1-1440. The default is 60 minutes.

- **Disable forwarding.** Check this box to prevent calls from the Mass Announcement Service to this contact from being subsequently forwarded. For example, if the contact has configured incoming calls to his or her number to be forwarded to a network voicemail service, using the **Disable forwarding** feature will override this behavior and cause the contact's phone to ring instead.

- **Automaton detection enabled.** Check this box to configure the Mass Announcement Service to detect if a call is answered by an automaton such as a voicemail system or answering machine. This feature also detects when an automaton's greeting has finished, meaning that the Mass Announcement Service can delay the playing of an announcement to ensure that all of it is recorded by the automaton. If you enable this feature, you must also enter a value for **Automation detection time** and decide whether or not the Mass Announcement Service plays announcements to automatons using the **Play announcement to automaton** checkbox.

- **Automaton detection time.** The period of time (in seconds) that the Mass Announcement Service will spend once a call has been answered detecting if it has been answered by an automaton. Range: 1-30. The default is 3 seconds.

- If the Mass Announcement Service detects a short period of silence during this time, it will conclude that the call has been answered by a person and play the announcement.
- If the Mass Announcement Service does not detect a short period of silence during this time, it will conclude that an automaton's greeting is playing. It will then either wait for the greeting to end before playing the announcement or terminate the call, depending on whether or not you have checked **Play announcement to automaton**.
- We recommend that you do not set this value to less than 3 seconds to ensure that a human is not incorrectly detected as an automaton.

- **Play announcement to automaton.** This allows you to decide whether or not the Mass Announcement Service plays an announcement if it detects that a call has been answered by an automaton such as a voicemail system or answering machine. If this box is checked, the Mass Announcement Service will wait until the automaton has finished its greeting before playing the announcement, ensuring that the announcement is recorded in its entirety. If this box is unchecked, calls answered by an automaton will be marked as unsuccessful and the Mass Announcement Service will continue to make call attempts to this contact. This setting will only take effect if **Automaton detection enabled** is also checked and a value has been set for **Automaton detection time**.

- **Time zone.** The time zone for this contact list. All times specified in the fields below are relative to this time zone.

- **Delayed start date / time.** The date and time at which the Mass Announcement Service will start, after you have clicked on the **Start Mass Announcement Service** button. If you leave this field blank, the Mass Announcement Service will start immediately when you click the **Start Mass Announcement Service** button. Enter the date in the format **yyyy-mm-dd** and select the time from the drop down list.

- **Stop calling date / time.** The date and time at which the Mass Announcement Service will stop, after it has been started. If you leave this field blank, the Mass Announcement Service will stop when each contact has been called successfully, or when the Mass Announcement Service has attempted to call the remaining unsuccessful contacts the maximum number of times, as specified in the **Maximum attempts per contact** field. Enter the date in the format **yyyy-mm-dd** and select the time from the drop down list.

- **Permitted calling times.** The days of the week and times of the day when the Mass Announcement Service is permitted to make calls to this contact list. Setting these fields allows you to avoid calling people during unsociable hours, or to reduce the number of unsuccessful calls by targeting times such as evenings or weekends when people are likely to be at home.

- **Days.** Check the box for each day that you want to permit calls to this contact list.

- **Start time and End time.** The times between which the Mass Announcement Service is permitted to make calls to this contact list. Select the times from the drop down list. Leave these fields blank if you want to permit the Mass Announcement Service to make calls to this contact list at any time of the day.

- **Audio files.** This allows you to upload audio files in MP3 or WAV formats for the announcement to be played by the Mass Announcement Service. To upload a file, type the file path into the text field or click on the **Browse** button and find the file in the explorer. When you have selected the file, click on the **Save List** button to confirm your selection. The audio file will then be uploaded. You can upload one announcement for each contact list. If you upload a second announcement, it will overwrite the existing announcement.

- **Download.** Click on the **Download** button to download an existing announcement.

- **Delete.** Click on the **Delete** button to delete an existing announcement.


- **Save List.** Click on the **Save List** button to save your changes.

- **Delete List.** Click on the **Delete List** button to delete the contact list.

### Adding, editing and removing contacts

The bottom panel displays a list of contact.

Administrator web interface lists page: adding, editing and removing contacts.

 [Download CSV file](#)

| Number                                   | Name   | Disable Contact          |                                       |
|--|--|--------------------------|---------------------------------------|
| <input type="text" value="15045297000"/> | <input type="text" value="Jack Thomspen"/>   | <input type="checkbox"/> | <input type="button" value="Remove"/> |
| <input type="text" value="15045297001"/> | <input type="text" value="Michelle Greene"/> | <input type="checkbox"/> | <input type="button" value="Remove"/> |
| <input type="text" value="15045297002"/> | <input type="text" value="Mandy Tyler"/>     | <input type="checkbox"/> | <input type="button" value="Remove"/> |
| <input type="text" value="15045297003"/> | <input type="text" value="Harry Tucker"/>    | <input type="checkbox"/> | <input type="button" value="Remove"/> |
| <input type="text" value="15045297004"/> | <input type="text" value="Tom Daly"/>        | <input type="checkbox"/> | <input type="button" value="Remove"/> |
| <input type="text" value="15045297005"/> | <input type="text" value="Michael Wild"/>    | <input type="checkbox"/> | <input type="button" value="Remove"/> |
| <input type="text" value="15045297006"/> | <input type="text" value="James Carter"/>    | <input type="checkbox"/> | <input type="button" value="Remove"/> |
| <input type="text" value="15045297007"/> | <input type="text"/>                         | <input type="checkbox"/> | <input type="button" value="Remove"/> |

| Number               | Name                 |  |
|----------------------|----------------------|--|
| <input type="text"/> | <input type="text"/> | <input type="button" value="Add contact"/> |

Add via CSV file:

When the Mass Announcement Service is started, it will attempt to call each contact in the list and play each one the recorded announcement. You can add new contacts to the list, or edit or remove existing contacts. A single contact list can contain a maximum of 2000 contacts.

To add a new contact:

- Type a **Name** and **Number** into the blank fields. The name can include accented / international characters.
- To confirm that you want to add the new contact, click on the **Add contact** button.

To edit an existing contact:

- Change the **Name** or **Number** as described above.
- **Disable contact.** Check this box to disable the contact. The Mass Announcement Service will not attempt to call disabled contacts.

- **Save Contacts.** Click on the **Save Contacts** button to save your changes.

To remove an existing contact:

- **Remove.** Click on the **Remove** button, and then confirm the action in the dialog box. The contact will be removed immediately.

You can also manage the contacts for a contact list by editing and uploading a CSV file (compatible with Microsoft Excel). Use the fields Telephone Number and Name (optional) to configure your contacts. You might find it useful to add contacts in this way if you already have a spreadsheet containing the relevant contact information. If you are not familiar with CSV files, you might find it easier to configure a few sample contacts as described above and then to download these as a CSV file (see below); you can edit the file using the existing entries as examples, and then upload the file when you are finished.

- **Add via CSV file.** To upload a file, type the file path into the edit field or click on the **Browse** button and find the file in the explorer.

- **Upload CSV.** Click on the **Upload CSV** button to begin uploading the file.

When you have added contacts to the contact list, either using the input fields in the Administrator Web Interface or by uploading a CSV file, the option becomes available to download the contact list as a CSV file.

- **Download CSV.** Click on the **Download CSV** link to download the current contact list in a CSV file.

### **Starting the Mass Announcement Service**

To start the Mass Announcement Service for the selected contact list, click on the **Start Mass Announcement Service** button. If you have left the **Delayed start date / time** field blank, the Mass Announcement Service will start immediately. Otherwise, the Mass Announcement Service will start at the specified date and time.

You can start the Mass Announcement Service only if you have added contacts to the contact list, the contact list is enabled, and you have uploaded an announcement.

### **Stopping the Mass Announcement Service**

To stop the Mass Announcement Service for the selected contact list after it has started, either:

- Click on the **Stop Mass Announcement Service** button, to stop the service immediately.
- Set the **Stop calling date / time** field to the date and time when you want the service to stop.

### **Reports**

The Reports page allows you to view a complete report on the activities for each contact list in your account.

## Contact list summary report

Each month lists the total list activations followed by the calls.

 [Download summary report](#)

| Contact List | Oct/09 | Sep/09 | Aug/09 | Jul/09 | Jun/09 | May/09 |
|--------------|--------|--------|--------|--------|--------|--------|
| All Parents  | 6      | 7      | 4      | 9      | 1      | 5      |

If this page is not already shown on screen, click on the **Reports** button to display it. The Reports page can display information at three different levels for the selected contact list, with the amount of detail increasing at each level.

- The Home screen shows all of your contact lists, and for each contact list shows how many times each month the Mass Announcement Service was started during the last year. This helps you to track overall usage of the Mass Announcement Service.
- The List calls screen provides two levels of information.
  - The upper panel shows a call report displaying how many contacts were contacted successfully on each instance when the Mass Announcement Service was started, and the status of any unsuccessful calls. This includes live data if the Mass Announcement Service is currently active. This helps you to track the progress of the Mass Announcement Service.
  - The lower panel, which appears when you click on a specific instance in the table, shows a call detail report displaying the number, name and status of each contact. This includes live data if the Mass Announcement Service is currently active. This helps you to track precisely which contacts have been reached successfully.

When you first open the Reports page, the Home screen will be selected.

### Home Screen

The Home screen shows all of your contact lists, and for each contact list shows how many times each month the Mass Announcement Service was started during the last year.

You can download all of the report data displayed in the Home screen in CSV format (compatible with Microsoft Excel). To download the CSV file, click on the **Download summary report** link above the reports panel.

To view more detailed statistics on a specific contact list, click on the contact list in the table, or select the **List calls** screen.



## Administrator Web Interface Reports page: call report

[Home](#) | [List calls](#)

### Mass Announcement Service call report

Contact lists:

[Download call report](#)

| Date                   | Contacts |            |          |              | Call attempts |            |           |         |      |           |        |   | End type                |
|------------------------|----------|------------|----------|--------------|---------------|------------|-----------|---------|------|-----------|--------|---|-------------------------|
|                        | Total    | Successful | Retrying | Unsuccessful | Total         | Unanswered | Too short | Timeout | Busy | Automaton | Failed |   |                         |
| 2013-03-08 07:00:16 PM | 1        | 1          | 0        | 0            | 1             | 0          | 0         | 0       | 0    | 0         | 0      | 0 | All contacts successful |
| 2013-03-06 03:54:31 PM | 1        | 1          | 0        | 0            | 2             | 0          | 1         | 0       | 0    | 0         | 0      | 0 | All contacts successful |
| 2013-03-06 03:53:27 PM | 1        | 0          | 0        | 1            | 1             | 0          | 1         | 0       | 0    | 0         | 0      | 0 | Cancelled               |
| 2013-03-06 03:50:21 PM | 1        | 0          | 0        | 1            | 3             | 0          | 2         | 0       | 1    | 0         | 0      | 0 | Cancelled               |
| 2013-03-06 03:48:07 PM | 1        | 0          | 0        | 1            | 1             | 0          | 1         | 0       | 0    | 0         | 0      | 0 | Cancelled               |
| 2013-03-06 03:37:41 PM | 1        | 0          | 0        | 1            | 2             | 1          | 0         | 1       | 0    | 0         | 0      | 0 | Cancelled               |
| 2013-03-06 03:19:57 PM | 1        | 0          | 0        | 1            | 5             | 0          | 0         | 5       | 0    | 0         | 0      | 0 | All retries completed   |

You can choose a contact list and view its call report by selecting the contact list from the **Contact lists** drop-down list at the top of the screen.

You can download the call report in CSV format (compatible with Microsoft Excel) by clicking on the **Download call report** link above the reports panel. The List calls screen provides the following information on each instance when the Mass Announcement Service was started.

- **Date.** The date and time that the Mass Announcement Service was started.
- **Contacts.** The status of calls to contacts on the contact list. This includes the following:
  - **Total.** The total number of contacts.
  - **Successful.** The number of contacts called successfully. A successful call is one that has played the announcement to the end, or for the time set in the **Minimum successful call time** field in the Lists page.
  - **Retrying.** The number of contacts that the Mass Announcement Service has not yet tried to call and those that it is trying to call following an unsuccessful call attempt.
  - **Unsuccessful.** The number of contacts that were not called successfully after having been called the number of times set in the **Maximum attempts per contact** field in the Lists page, or after the scheduled **Stop calling date / time** was reached.

- **Call attempts.** The number and outcome of all call attempts.

This includes the following:

- **Total.** The number of outbound calls made by the Mass Announcement Service.
- **Unanswered.** The number of call attempts that were not answered.
- **Too short.** The number of call attempts that were answered but whose duration was insufficient to complete playback of the announcement or to meet the **Minimum successful call time**.

- **Timeout.** The number of call attempts that were answered, but then subsequently terminated by the Mass Announcement Service as it did not detect any period of silence on the receiving end in the first 30 seconds of the call. Call attempts will only be registered as **Timeout** if automaton detection is enabled and the Mass Announcement Service is configured to play announcements to automatons.

- **Busy.** The number of call attempts that were rejected because the called contact was busy.

- **Automaton.** The number of call attempts that were answered by an automaton and subsequently terminated by the Mass Announcement Service. Call attempts will only be registered as **Automaton** if automaton detection is enabled and the Mass Announcement Service is configured to **not** play announcements to automatons.

- **Failed.** The number of calls that failed to set up correctly.

- **End type.** The reason that the Mass Announcement Service was stopped.

This will be one of the following reasons:

- All calls were completed successfully.
- The scheduled **Stop calling date / time** was reached.
- The **Maximum attempts per contact** was reached.
- The Mass Announcement Service was ended manually in the GUI or TUI. You can click on a specific instance when the Mass Announcement Service was started for a call detail report, in the lower panel, displaying the number, name and status of each contact, and the status of the call attempts made to each contact.

**Administrator Web Interface Reports page: call detail report**

[Download call report](#)

| Number      | Name            | Contact Status | Unsuccessful call attempts |           |         |      |           |        | Time of last call      |
|-------------|-----------------|----------------|----------------------------|-----------|---------|------|-----------|--------|------------------------|
|             |                 |                | Unanswered                 | Too short | Timeout | Busy | Automaton | Failed |                        |
| 15045297000 | Jack Thompspon  | Successful     | 0                          | 0         | 0       | 0    | 0         | 0      | 2009-10-28 05:17:42 PM |
| 15045297001 | Michelle Greene | Successful     | 0                          | 0         | 0       | 0    | 0         | 0      | 2009-10-28 05:17:42 PM |
| 15045297002 | Mandy Tyler     | Successful     | 0                          | 0         | 0       | 0    | 0         | 0      | 2009-10-28 05:17:42 PM |
| 15045297003 | Harry Tucker    | Successful     | 0                          | 0         | 0       | 0    | 0         | 0      | 2009-10-28 05:17:42 PM |
| 15045297004 | Tom Daly        | Successful     | 0                          | 0         | 0       | 0    | 0         | 0      | 2009-10-28 05:17:42 PM |
| 15045297005 | Michael Wild    | Unsuccessful   | 7                          | 0         | 0       | 0    | 0         | 0      | 2009-10-28 05:17:42 PM |
| 15045297006 | James Carter    | Unsuccessful   | 5                          | 0         | 0       | 0    | 0         | 0      | 2009-10-28 05:17:42 PM |
| 15045297007 | Jennifer Hart   | Unsuccessful   | 0                          | 2         | 0       | 0    | 0         | 0      | 2009-10-28 05:17:42 PM |
| 15045297008 | Rachel Johnson  | Unsuccessful   | 0                          | 0         | 0       | 1    | 0         | 0      | 2009-10-28 05:17:42 PM |

You can download the call detail report in CSV format (compatible with Microsoft Excel) by clicking on the **Download call detail report** link above the reports panel.

- **Number.** The telephone number of the called contact.
- **Name.** The name of the called contact, as set in the **Name** field in the Lists page.
- **Status.** The outcome of the call attempt. This will be one of the following:

- The Mass Announcement Service was unable to place the call.
  - The call attempt was unanswered but the Mass Announcement Service will retry.
  - The last available call attempt was unanswered.
  - The call attempt was answered but the duration of the call was insufficient to complete playback of the announcement or to meet the **Minimum successful call time**.
  - The call attempt was answered and the call was completed.
- **Unsuccessful call attempts.** The number and outcome of any unsuccessful call attempts. This includes the following:
- **Unanswered.** The number of call attempts that were not answered.
  - **Too short.** The number of call attempts that were answered but whose duration was insufficient to complete playback of the announcement or to meet the **Minimum successful call time**.
  - **Timeout.** The number of call attempts that were answered, but then subsequently terminated by the Mass Announcement Service as it did not detect any period of silence on the receiving end in the first 30 seconds of the call. Call attempts will only be registered as **Timeout** if automaton detection is enabled and the Mass Announcement Service is configured to play announcements to automatons.
  - **Busy.** The number of call attempts that were rejected because the called contact was busy.
  - **Automaton.** The number of call attempts that were answered by an automaton and subsequently terminated by the Mass Announcement Service. Call attempts will only be registered as **Automaton** if automaton detection is enabled and the Mass Announcement Service is configured to **not** play announcements to automatons.
  - **Failed.** The number of calls that failed to set up correctly.
- **Time of last call.** The data and time of the most recent call to this contact.

### **Log Off**

The Log Off button ends your use of the Administrator Web Interface. Click on this button when you have finished using the interface.

If the Mass Announcement Service is in progress, logging off does not stop the service. You can log on again to continue using the Administrator Web Interface.

## **NITCOSphere Voicemail:**

### **Using the Voicemail System**

The voicemail system is menu driven. Listen to the voice prompts and then press the keys on your phone to select which options you would like.

### **Accessing Voicemail:**

- The first time you access your voicemail box you will be asked to set up your mailbox, and record your name and a greeting to be played by callers. When you have one or more unheard voice messages waiting, your phone will play a stuttered dial tone when you pick up the handset and will see a visual indicator if your phone has one.
- From your own phone:
  - o Press the Messages button or dial \*98.
  - o Enter your voicemail password
  - o If you have new messages, the messages will be identified.
  - o After hearing any new messages, you will be presented with the Voicemail Main Menu. The Main Menu options are listed in the next column.
- From another phone:
  - o From an external phone either:
    - 1. Dial the voicemail access number 219-996-3130
    - 2. Dial your main telephone number and press \*
  - o When prompted, enter your 10 digit number.
  - o When prompted, enter your voicemail password + #.
  - o If you have new messages, the messages will be identified.

After hearing any new messages, you will be presented with the Voicemail Main Menu. The Main Menu options are listed in the next column.

### **VOICEMAIL MAIN MENU**

| <b>Action</b>              | <b>Key</b> |
|----------------------------|------------|
| Play Inbox Messages        | 1          |
| Send Messages              | 2          |
| Work with Greetings        | 3          |
| Mail Box Settings          | 4          |
| Access Deleted Messages    | 6          |
| Log on as a different user | 7          |
| Help                       | 0          |
| Exit Voicemail system      | *          |

### **MESSAGE PLAYBACK OPTIONS**

| <b>Action</b>    | <b>Before Message</b> | <b>During message</b> | <b>After Message</b> |
|------------------|-----------------------|-----------------------|----------------------|
| Skip Message     | 9                     | N/A                   | N/A                  |
| Reply to Message | 4                     | 4                     | 4                    |
| Delete           | 3                     | 3                     | 3                    |
| Mark as New      | 2                     | 2                     | 2                    |
| Send a Copy      | 5                     | 5                     | 5                    |
| Repeat Message   | 1                     | 1                     | 1                    |
| Pause/Resume     | 8                     | 8                     | 8                    |
| Back to Menu     | *                     | *                     | *                    |
| Next Message     | #                     | #                     | #                    |

### Forwarding A Message:

- While listening to messages, you can send a copy of the message to another recipient.
  - o To Forward the current message, press 5.
  - o Enter an extension number or Distribution Group Number. Repeat this step until you've entered all the desired destinations.
  - o Press # when finished entering destinations.
  - o You will be prompted to record an introduction.
  - o After the tone, record your introductory message and press # when finished.
  - o Press # to send.
  - o Press 1 for delivery options:

#### DELIVERY OPTIONS MENU

| Action   | Before Message |
|--|----------------|
| Review the message                                 | 1              |
| Mark message as urgent                             | 2              |
| Mark message as private                            | 3              |
| Re-record your message                             | 4              |
| Request a delivery report                          | 5              |
| Request a read report                              | 6              |
| Add or remove recipients                           | 7              |
| Schedule the message to be delivered in the future | 9              |
| Send the message as is                             | #              |
| Exit or Cancel press                               | *              |

### Replying To A Message – Dialing The Originator:

- While listening to a message, you can call the person back by pressing 4 and selecting option 1.
- This capability will not work if the voicemail system was not able to identify the Caller ID information when the original voicemail was received or if your phone is configured with call restrictions which prevent you from calling the originator's number.

### Changing Your Voicemail Password

- Access your voicemail box.
- From the Main Menu, Press 4 to change your settings.
- Press 3 for security options.
- Press 1 to change the PIN.

### Recording Your Personal Greeting

- Access your voicemail box.
- From the Main Menu, Press 3.
- To set up a personal greeting press 1.
- To set up a system generated greeting or to change the recording of your name press 3.

- To change the greetings that callers hear when you're busy press 5.
- If you don't record a personal greeting, a generic greeting will be played.

## **Accession Communicator**

### **For Your Desktop:**

Your NITCO phone service can be used to make or receive calls from your desk phone, your PC or Mac and your mobile devices.

For this to work on your desktop you'll need to install the Accession Communicator software on your PC or Mac. This guide helps you to do that.

### **Check Your Computer Is Compatible**

Accession Communicator for Desktop works on PCs that have Windows 7 or later versions. It also runs on Macs that have OS X 10.7 or later versions.

You can use your computer's built-in microphone and speakers but you'll have much better audio quality if you use a headset. Accession Communicator works with most common headsets, including Bluetooth. It will even work with the answer/reject call button on some headsets.

### **Find Your Password**

You'll need your NITCO CommPortal phone number and password to start using Accession Communicator for Desktop. If you don't have this information, call us on 219-996-2981.

### **Download And Install The Software**

First download Accession Communicator for Desktop from CommPortal from the Apps tab. When prompted, save the file. Find it in your downloads folder and then open it to begin the installation process.

### **Exploring Accession Communicator**

Accession Communicator for Desktop is like having your desk phone on your computer. You can make and receive calls, hold calls and make three-way calls.

You can also use it to send instant messages to other people in your corporate directory who are using Accession Communicator, no matter what device they are using.

Accession Communicator uses Wi-Fi, broadband or mobile data services that are available and connected to your computer.

### **Making Calls**

Making a call is as easy as entering the number on the keypad or clicking on a contact's call button, if your contact has more than one number, you can choose which one to call from the drop-down list.

If the person you are calling has caller id, they'll see your individual NITCO phone number.

## Receiving Calls

When someone calls your NITCO number you'll see a pop-up box on your computer screen. You'll also hear a ringing tone through your speakers or headset. The pop-up shows the number of the person calling you. If that person's details are already in your contact list, you'll also see the caller's name.

Depending on the other services you have from NITCO you may see the incoming call on your desk phone, on your mobile phone or on a tablet device. You answer the call on whichever device is most convenient for you.

## During The Call

While a call is in progress, you'll see a call window. You can use this window to:

- Open A Dial Pad
- Place The Call On Hold
- Transfer The Call To Another Number
- Adjust Your Microphone Or Headset Volume
- End The Call

You may receive a call while you are already on another call. If you answer the new call, the current call will automatically be placed on the two calls using the window for each one.

## Send The Call To Someone Else

Use the transfer button to send any call to another number. A menu will pop-up allowing you to pick the number for any contact or to type in a completely new number.

## Choosing Which Calls To Receive - If you have one of the NITCOSphere Call Managers

Click on the status selector to reveal "More Options" at the end of the menu. This opens the Call Manager Status window. Here you can choose how calls are treated depending on who the call is from. You can choose how calls are treated depending on who the call is from. You can also choose your preferences for how calls should be handled if they are from anonymous numbers, from VIP's or from numbers on your Unwanted callers list.

## Available-Do Not Disturb-Forward My Calls – If you have one of the NITCOSphere Call Managers

You can tell Accession Communicator how to handle your incoming calls. **Note: Any actions taken will also affect your landline phone as well.**

- Choose between:
  - o Available
  - o Do Not Disturb
  - o Forward Calls To Specific Number
- If **DO NOT DISTURB** is selected, callers will hear a recorded voice announcement saying that you are unavailable and will then be connected to your voicemail. None of your devices will ring until you turn off **Do Not Disturb**.
- You can also tell Accession Communicator to FORWARD ALL YOUR CALLS to another number. Click this option and you'll be prompted to enter the number

Note that when you change your availability status or set up a forwarding number, the change applies on every device which you are using Accession Communicator. So if you step away from your computer and forget to change your status, just do it from the Accession Communicator app on your mobile phone (if installed).

### **Your Contact List**

Accession Communicator for Desktop assembles a contact list for you to use. Depending on how your service is set-up, this contacts list may include:

- Contacts that you type directly into Accession Communicator for Desktop.
- Contacts that are contained in the Outlook or Mac local address book that is stored locally on your computer.
- Contacts that are in CommPortal contacts
- Contacts that are in your corporate directory.

### **Emergency Calls**

Accession Communicator lets you make calls from anywhere on the most convenient device. If you place a 911 call from Accession Communicator, the 911 operator may not be able to identify where you're calling from.

### **Favorites**

For quick access to frequently-called people, add them to your favorite list. Use the right-hand mouse button to click on any contact and choose "Add to Favorites" from the drop-down list. Favorites will appear in the Favorites list and in the Contact list.

### **Privacy And Protection**

If configured to automatically sync with Outlook, Accession Communicator for Desktop introduces a source for contacts to be viewed and edited.

### **For Mobile:**

Your NITCO phone service can be used to make or receive calls from your desk phone, your PC or Mac and your mobile devices. For this to work on your mobile phone or tablet device you'll first need to install the Accession Communicator app. This guide helps you to do that.

### **Check Your Device is Compatible**

Accession Communicator for Mobile works on these mobile devices:

- Android phones and tablets with ARM Chips running 2.3.3 (Gingerbread) or later version
- iPhone 3GS, 4, 4s running IOS5 or later.
- iPad running IOS5 or later.

### **Find Your Password**

You'll need your NITCO CommPortal phone number and password to start using Accession Communicator for Mobile. If you don't have this information, call us on 219-996-2981.



## Download and Install App

First Download **Accession Communicator** for your mobile device from your app store. Once downloaded open it to begin setup process.

## Exploring Accession Communicator



Accession Communicator for Mobile is like having your desk phone on your mobile – and a whole lot more. You can make and receive calls, hold calls, transfer calls and make three-way calls. You can even push and pull calls over to your phone from other twinned devices, mid-call.

You can also use it to send instant messages to other people in your corporate directory who are using Accession Communicator, no matter what device they are using.

Accession Communicator uses Wi-Fi or mobile data services that are available and connected to your mobile phone, so you can make and receive calls without using your mobile phone minutes.

## Making Calls

To make a call enter the number you are calling into the Accession Dialer or simply tap on the contact and touch the contact's number you would like to call. Accession Communicator for Mobile will route the call over Wi-Fi or using 3G/4G/LTE mobile data. If the person you are calling has caller id, they'll see your individual NITCO phone number.

## Receiving Calls

When someone calls your NITCO number, the Accession Communicator App will offer you the choice to accept or reject the call.

Depending on the other services you have from NITCO you may see the incoming call on your desk phone, on your desktop or on a tablet device. You answer the call on whichever device is most convenient for you.

Calls directly to your Mobile number utilize the devices native dialer as normal.

## During The Call



While the call is in progress, you'll have these options:

- Mute the Call
- Open Dial Pad
- Turn On Speaker Mode
- Mute The Call
- Open Dial Pad
- Turn On Speaker Mode

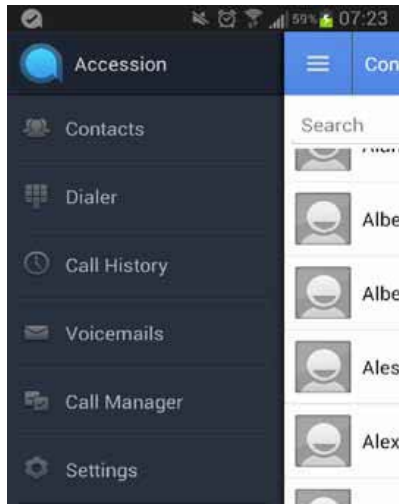
## WHEN ANOTHER CALL COMES IN

You may receive a call while you are already on a call. Accession Communicator for Mobile will give you the choice to:

- Hold the existing call and answer the new call
- End the existing call and answer the new call
- Ignore the new call

## Choosing Which Calls You Receive - If you have one of the NITCOSphere Call Managers

A quick swipe away or touch the 3-line navigation icon from the Accession Communicator contacts list reveals all the other controls that you need to access the many rich features of Accession Communicator for Mobile.



Call Manager lets you decide who can reach you and when, you can tell Accession Communicator how to handle your incoming calls. Choose between:



- If **DO NOT DISTURB** is selected, callers will hear a recorded voice announcement saying that you are unavailable and will then be connected to your voicemail. None of your devices will ring until you turn off Do Not Disturb. Be sure to use it carefully!
- You can also tell Accession Communicator to **FORWARD ALL YOUR CALLS** to another number. Click this options and you'll be prompted to enter the number.

Note that when you change your availability status or set up a forwarding number, the change applies on every device on which you are using Accession Communicator. So if you temporarily misplace your

mobile and forget to change your status, just do it from the Accession Communicator for desktop app on your PC or Mac (if installed) or on your iPad.

## Your Contact List

Accession Communicator for Mobile opens automatically to your Accession contact list. Depending on how your service is set-up, this contacts list may include:

- Contacts that are contained in the contacts list that is already on your phone.
- Contacts that are in your corporate directory.
- Contacts that are in CommPortal contacts.

Accession Communicator for Mobile provides the user with access to corporate directory and CommPortal contacts directly on the installed device. Those extra contacts will be automatically removed if you uninstall Accession Communicator later.

When you are inside the Accession Communicator app and looking at the contacts page, you can press your phone's menu button or action bar to choose which of your contacts are presented to you when you are using Accession.

## Settings

Scroll through the options in Settings to make sure they are the ones that you want. Note that many of the settings like ringtone and notification sounds are adopted from the settings that are already in your phone or mobile device.

This section of the app also allow you to make important choices about services that Accession Communicator can use. You can specify that it should only use Wi-Fi or both Wi-Fi and mobile data. This can be very important if you have a low mobile data allowance or if you are roaming, when mobile data use may be costly.

## Visual Voicemail

If you have a voice message, the indicator will change color and indicate the number of messages received.

Click on the message button to see a list of messages received. ***Note: Accession Communicator has advanced call routing features. If you typically dial your own phone number to reach voicemail you may find this option is no longer available to you. If you need to dial into your voicemail from a device that has Accession Communicator, please dial this voicemail access number : 219-996-3130***

## Emergency Calls

If you place a 911 call from Accession Communicator for Mobile, it will attempt to make the call using the native cell phone dialer subject to availability and coverage limitations. 911 calls cannot be made from tablet devices at any time.

## Privacy and Protection

Accession Communicator for Mobile adds a new source of contacts that can be displayed but it never changes any that were there already.

If you add a contact directly into Accession Communicator for Mobile, it will open the usual contact management feature on your phone.

Contact entered directly on your mobile device (not in Accession and existing contacts collected from your local contacts list always stay on your phone. Only those contacts entered directly into the Accession Mobile application are uploaded to your contacts on our servers.

## General Call Service Controls

These services apply to general call services configuration for **Screen List Editing**.

### - **Screen List Editing**

This service allows you to manage the list of pre-defined numbers to which a particular call treatment is applied.

The call services that use the Screen List Editing menu to manage lists of pre-defined numbers are Selective Call Forwarding, Selective Call Rejection, and Priority Call (including Priority Call on Call Waiting). Instructions on how to access the Screen List Editing menu for each of these services are given separately in the relevant sections.

Setting up **Screen List Editing**:

- To set up through your handset:
  - Dial the relevant access code for the call service required.
  - An announcement indicates the current status of the service.
  - The Screen List Editing menu offers a series of options, including reviewing the list of numbers, adding or removing entries, and deleting the entire list.

You can choose to add the last calling number to the list even if the number was anonymous (the caller chose to withhold their number). At no time are anonymous numbers revealed to you in the menu system. Instead, there is an announcement such as: “the service is active and there are two anonymous entries on the list”.

Speed Dialing codes cannot be used in the Screen List Editing menu.

- The following codes are used in the **Screen List Editing** menu:
  - **0** to hear the main instruction menu
  - **3** to turn the call service on or off
  - **#** to add a number to the list, then **01** to add the last calling number to the list
  - **1** to review the list of numbers, the **07** to delete an individual number from the list
  - **\*** to delete an individual number on the list
  - **08** to delete all the numbers on the list
  - **09** to delete only the anonymous entries on the list

*You may dial during announcements for faster service.*

## **Call Forwarding Services**

These services apply to calls that are not answered on your NITCO telephone and are forwarded to another number. They include [Unconditional Call Forwarding](#), [Busy Call Forwarding](#), [Delayed Call Forwarding](#), [Selective Call Forwarding](#), [Remote Call Forwarding](#), [Simring](#) and [Find Me Follow Me](#).

*Note: If you use NITCOSphere Easy Call Manager (EAS) or Incoming Call Manager (ICM), you are recommended not to configure phone-based call forwarding using any of the NITCOSphere Call Forwarding Services. All call forwarding should be controlled by Easy Call Manager (ECM) or Incoming Call Manager (ICM), to avoid any confusion over which call forwarding settings take precedence.*

### **- Unconditional Call Forwarding (UCF)**

This service forwards all your incoming calls to an alternative number, without ringing your NITCO phone first.

Setting up UCF:

From a land line phone:

- If you have a preset call forwarding number:
  - Dial **\*72**
  - Wait for a confirmation tone
- If you want to set up a call forwarding number:
  - Dial **\*72**
  - Wait for a confirmation tone, then dial the number to forward to
  - Wait for the courtesy call to be answered, or for the confirmation tone
- From Accession, Digital Voice service, or Hosted PBX:
  - Dial **\*72** followed by the number to forward to
  - Wait for the confirmation tone

To Disable UCF, press **\*73**

### **- Busy Call Forwarding (BCF)**

This service forwards incoming calls to an alternative number only when your line is busy.

Setting up BCF:

- If you have a preset Busy Call Forwarding number:
  - Dial **\*90**
  - Wait for confirmation tone
- If you want to set up a Busy Call Forwarding Number:
  - Dial **\*90**
  - Wait for confirmation tone, then dial the number to forward to
  - Wait for the confirmation tone
- From Accession, Digital Voice service, or Hosted PBX:
  - Dial **\*90** followed by the number to forward to
  - Wait for the confirmation tone

To disable BCF, press **\*91**

#### - **Delayed Call forwarding (DCF)**

This service forwards calls from your NITCO line to an alternative number only if the calls are not answered on your NITCO line.

This service also applies to calls that cannot be connected because the line is unavailable; unless you also have Unavailable Call Forwarding set up (this service takes precedence over Delayed Call Forwarding). This applies to calls that cannot be connected to the dialed number.

Setting up DCF:

- If you have a preset Delayed Call Forwarding number:
  - Dial **\*92**
  - Wait for confirmation tone
- If you need to set up a Delayed Call Forwarding number:
  - Dial **\*92**
  - Wait for a confirmation tone, then dial the number to forward to
  - Wait for confirmation tone
- From Accession, Digital Voice Service, or Hosted PBX
  - Dial **\*92** immediately followed by the number to forward to
  - Wait for confirmation tone

To disable DCF, press **\*93**

#### - **Selective Call Forwarding (SCF)**

This service allows you to select a list of calling numbers whose calls will automatically be forwarded. All calls from numbers on this list are forwarded on to a single alternative forwarding number.

- To set up SCF via the [Screen List Editing](#) menu, press **\*63**

#### - **Remote Call Forwarding (RCF)**

This service allows you to access and change your call forwarding configurations from any phone

- To use RCF:
  - Call the Remote Call Forwarding access number: **219-996-3132**
  - Enter your NITCO phone number and your PIN when prompted.
  - Enter the Call Forwarding access code you require (for example, to access Unconditional Call Forwarding, enter **\*72**).
  - Configure the call service as for normal Call Forwarding configurations

#### - **Simring**

This service provides a way for you to configure additional numbers (up to a max of 32) which will ring at the same time as your own number, any of which can answer the call

- To enable or disable the service through a handset, you dial:
  - \*361 to enable
  - \*362 to disable

Additional numbers to call can be configured using Commportal or Web Self-Care.

#### - **Find Me Follow Me**

This service provides a way for you to set up additional numbers that will ring instead of or as well as your own number, any of which can answer the call. A pre-defined order is used to determine which number(s) to ring next. Once one number has answered the call, ringing on the other set numbers is stopped.

- To enable or disable the service through a handset, you dial:
  - To enable Find Me Follow Me, press \*371
  - To disable Find Me Follow Me, press \*372

Rules (numbers to be called, and the order in which they are called) can be configured using CommPortal or Web Self-Care.

## **Incoming Call Services**

These services apply to incoming calls to your NITCO telephone, and allow you to filter important and unwanted calls. They include [Selective Call Rejection](#), [Anonymous Call Rejection](#), [Do Not Disturb](#), [Selective Call Acceptance](#), and [Priority Call](#).

#### - **Selective Call Rejection (SRC)**

This service allows you to specify a list of numbers from which incoming calls are automatically rejected. If the Caller ID on an incoming call matches one of these numbers, a rejection announcement is played to the calling party.

- Setting up SRC:
  - To set it up via the [Screen List Editing](#) menu on your handset, press \*60

#### - **Anonymous Call Rejection (ACR)**

This service automatically rejects all calls for which the caller has withheld the calling number. This may be because the caller's line is configured never to send the calling number, or because the caller has dialed an access code to block the number before making the call.

- How to enable or disable ACR
  - To enable ACR, press \*77
  - To disable ACR, Press \*87

#### - **Do Not Disturb**

This service allow you to block your line temporarily to prevent incoming calls. Outgoing calls can still be made as normal, but incoming calls are not connected; instead, the caller hears an announcement that you are not currently accepting calls.

- How to enable or disable DND:
  - To enable DND, press **\*78**
  - To disable DND, press **\*79**

#### - **Selective Call Acceptance**

This service works alongside [Do Not Disturb](#), as described in **Do Not Disturb (DND)**. It allows you to block your line temporarily to prevent incoming calls, but to allow calls from pre-configured numbers though. Outgoing calls can still be made as normal, but incoming calls from numbers that are not on you configured list are not connected; instead, the caller hears an announcement that you are not currently accepting calls.

- To set up this service through a handset, you dial an access code, which will take you into the [Screen List Editing](#) menu system, as described in [Screen List Editing](#). **Note: if you enable Selective Call Acceptance this way, you will also enable Do Not Disturb, because Selective Call Acceptance depends on Do Not Disturb to work.**
  - To access Selective Call Acceptance, press **\*64**.

Also, enabling and disabling **Do Not Disturb** will enable and disable **Selective Call Acceptance**.

#### - **Priority Call**

This service allows users to select a list of numbers from which incoming calls will ring with a distinctive tone.

- To set up this service through a handset, you dial an access code, which will take you into the [Screen List Editing](#) menu, as described in [Screen List Editing](#).
  - To configure **Priority Call** via the **Screen List Editing** menu, press **\*61**

## **Message Services**

These services apply to messages left on your line.

#### - **Reminder Call**

This service allows you to book calls from yourself at a set time of day. Your phone rings at the requested time, and an announcement is play when you answer. If you do not answer, the phone will continue to ring until the call is time out by the phone or other devices in the call (typically after ringing for a minute or longer).

- How to set up **Reminder Calls** from your handset:
  - Dial the appropriate access code ([see below](#))
  - An announcement will prompt you to dial the desired time, in 24-hour clock format, followed by **#**
  - An announcement will confirm that the reminder has been set, with the option to cancel at this point if desired.
- How to enable a regular reminder call through your handset:
  - Dial the appropriate access code ([see below](#))



- An announcement will prompt you to dial the desired time, in 24-hour clock format, followed by #
- An announcement will prompt you to dial the repeat option code (see below) followed by #
- The options are every Monday (**1**) to every Sunday (**7**), every weekday (**8**) and every day (**9**)
- An announcement will confirm that the reminder has been set, with the option to cancel at this point if desired.

You can set up a programmable telephone key to enable a reminder call at a particular time: this may be useful if you frequently need to set up a reminder call at the same time of day, but you do not need it every day or every week so a regular reminder call is not appropriate. To do this, specify the complete string that you would dial using the handset: the access code, followed by the time, followed by #.

Regular reminders conflict if they are set for the same time and their repeat options have a day in common. It is not possible to configure conflicting regular reminders.

- The access codes for this service are as follows.
  - To enable an individual reminder, press **\*310**
  - To disable all individual reminders, press **\*311**
  - To disable one individual reminder, press **\*312**
  - To check individual reminders, press **\*313**
  - To enable a regular reminder, press **\*314**
  - To disable all regular reminders, press **\*315**
  - To disable one regular reminder, press **\*316**
  - To check regular reminders, press **\*317**

**- Unified Messaging**

This service adds eFax-handling capabilities. This feature is an extension of the Voicemail service. *This service is only available if you subscribed to Voicemail in addition to this NITCO Voice feature. If you do not have this service and wish to, call 219-996-2981 to have it added.*

Many of these features are available to you.

| Features              | Description   |
|-----------------------|---|
| Virtual fax line      |   |
| Shared voice/fax line | If you are a light user of the fax service, your service will automatically detect when it is receiving a fax and deliver it to your mailbox. |
| Fax display           | Using CommPortal, you can view the fax message on a PC. It will be delivered as a PDF format.   |
| Forward as email      | Using CommPortal, you can forward the fax message as an email attachment to your choice of address automatically.                             |
| Header playback       | You will hear details of the sender and date and time the message was received.   |

## - **Live Message Screening**

This service is an extension to Voicemail, allowing screening of incoming calls.

With **Live Message Screening**, when a caller is leaving a voicemail, your phone rings. If you have it set, the phone will ring with a distinctive ring. You can choose to:

- Do nothing, and allow a voicemail to be left as normal
- Pick up the phone and listen to the voicemail being deposited (the caller is unaware at this point that screening is occurring)
- Press **1** to interrupt voicemail deposit and speak to the caller.

*If you do not already have Live Message Screening and wish to, contact our Customer Service Specialists at 219-996-2981.*

## **Multi-Party Call Services**

These services apply to calls on your line that involve that involve more than one other party, and include [3-way Calling](#) and [Call Waiting](#).

### - **3-way Calling (TWC)**

This service allows you to call another party during an existing call and add this party to the call, creating a three-way conversation.

- How to use **3-Way Calling**:
  - During an active call, flash-hook and then dial the other person you wish to call. If the person answers, flash-hook again to add both of you to the original call, connecting all three parties.
  - If the third party does not answer or their line is busy, flash-hook twice to rejoin the original call. If you hang up you will receive a ringback reminding you that the original call is still on hold, and can rejoin the call by picking up the phone. This service is known as 3-Way Calling Ringback.

### - **Call Waiting**

This service notifies you that a second call is on the line and allows you to switch between the calls. You are notified by a tone when a call is waiting. The calling party continues to hear ringback until the you answer the call.

- How to use **Call Waiting**:
  - There are no access codes for enabling, disabling or checking **Call Waiting**. The service is always enabled by default, and can only be disabled on a per-call basis using the **Cancel Call Waiting Service**.
  - When you hear a call waiting tone during a call, hit flash-hook to swap between the callers. If you hang up while a call is still on hold, you will receive a ringback reminding you to reconnect the call.

- How to disable **Call Waiting**:
  - To disable Call Waiting for the next call, press **\*70** before the call.
  - To cancel Call Waiting during an active call (when Three Way Calling is activated), press **\*70** during the call.
  - To cancel Call Waiting during an active call when Three Way Calling is not activated, flash-hook and press **\*70** during the call (assuming that global-level configuration supports this option)

## **Outgoing Call Services**

These services apply to outgoing calls from your line, and allow you to select the types of outgoing calls that can be made and use speed dialing codes to make them. They include [Speed Calling](#), [Call Barring](#), [Mandatory Account Codes](#), and [Warm line/Hot Line](#).

### **- Speed Calling**

This service, also known as speed dialing, allows one-digit or two-digit codes to be used as shortcuts for selected phone numbers. You enter the code and this is interpreted as if you had dialed the phone number to which the code maps. Speed Calling code defaults are 2-9 and 20-49 respectively.

- How to use **Speed Calling**:
  - To use speed calling, dial the speed calling code and then either dial # or wait four seconds.
  - To configure one-digit speed calling, press **\*74**
  - To configure two-digit speed calling, press **\*75**
- To add a speed calling code through the handset:
  - Dial the one-digit or two-digit access code (**\*74** and **\*75** respectively)
  - You will hear a broken dial tone
  - Enter the one-digit or two-digit speed calling code, followed immediately by the number to which you want the number programmed.
  - A confirmation tone is played, then after a second of silence, either the reorder tone or dial tone is played.

To remove a speed calling code that you no longer need, you can either delete it using CommPortal, or use the handset to replace it with another number.

### **- Mandatory Account Codes**

This service allows you to correlate your outgoing calls with a numerical account code which is reported in billing information for the call.

- The following types of calls can be configured to require an account code.
  - International
  - Local
  - Operator
  - Premium
  - Directory Enquires

- Local Business Group (calls within a Business Group, made using intercom codes, that are billed as local calls)
- Other Business Group ( calls within a Business Group, made using intercom codes, that are billed as anything other than local calls)
- National, including long-distance
- Regional
- Carrier dialed
- Certain types of call never require an account code. These are
  - Toll-free calls
  - Calls to service access codes
  - Emergency calls
- Setting up Mandatory Account Codes:
  - All configurations of this service takes place in CommPortal.

- **Warm Line**

This service gives you the ability to have your line configured with another number that is dialed automatically when the phone has been off the hook for a specific amount of time. This allows you to have a default outgoing call, which can be useful to people who may not be able to reliably dial a number without assistance.

- Setting up **Warm Line**:
  - All configurations of this service takes place in CommPortal.

- **Hot Line**

This service gives you the ability to have your line configured with another number that is automatically dialed when the phone is taken off the hook.

- Setting up **Hot Line**:
  - All configurations of this service takes place in CommPortal.

## **Teen Service**

Teen Service allows you to have up to three additional numbers while retaining only one physical line. Calls to the additional numbers go through to the existing phone line, but have a distinctive ring tone for each number. Outgoing calls are made only from your primary number.

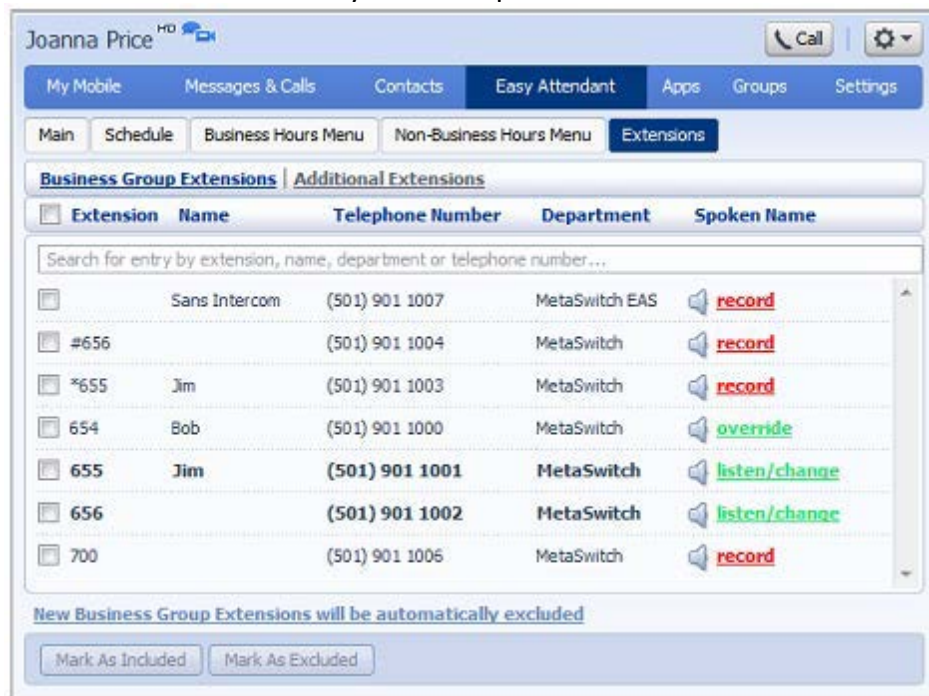
- Common uses for this service are:
  - A 'Hot Line' service, where high-priority callers are given the additional number, enabling you to filter important calls
  - For home-workers, where a single phone line may be used for both business and personal calls, and it is desirable to ignore business calls outside working hours.
- Setting up Teen Service:
  - Contact a NITCO Customer Service Specialist at 219-996-2981

## Easy Attendant

**Easy Attendant** is an automatic call answering service aimed at business customers that delivers an interactive menu to callers, including playing an initial greeting and other recorded announcements.

Easy Attendant can be used as an immediate answering service, an out-of-hours receptionist, or to transfer callers to a customer's voicemail account. Customers can either advertise the Easy Attendant line's telephone number to callers, or use Call Forwarding Services to forward calls from an existing line to the Easy Attendant line when required. Customers can turn Easy Attendant on and off; when turned off incoming calls can be forwarded to a number configured by the customer or administrator, or an announcement can be played.

Easy Attendant sample screenshot



The CommPortal Easy Attendant allows the customer to record an initial greeting and set up actions and record announcements that are associated with Keys 1-9 on the caller's telephone keypad.

Some of the following key actions are only available with Easy Attendant Service.

| Actions               | Description   |
|-----------------------|---|
| Unassigned            | This is the default for each key  |
| Play announcement     | Play announcement recorded by the customer, for example giving the opening hours of business  |
| Transfer to phone     | Transfer to a number specified by the menu option. This number need not belong to the customer.   |
| Transfer to voicemail | Transfer to a mailbox specified by the menu option.   |
| Dial by extension     | Enter an extension number to transfer to that number. This number must have been configured in a list of valid extensions. Alternatively, when Easy Attendant is used together with a business group, |

|                      |  |
|----------------------|--|
|                      | the list of extensions for the business group may be used (and is automatically updated when changed).   |
| Dial by name         | Transfer to a named person by keying in their first or last name using the letters on the telephone keypad. As for dial by extension, the target must be configured in a list of valid extensions or be within the configured Business Group.  |
| Transfer to operator | Transfer the call to the operator (receptionist) number associated with Easy Attendant (or, when Easy Attendant is used together with a Business Group, the number associated with the Business Group or Department). The special key <b>0</b> always selects this option, if an operator number is configured for Easy Attendant. Otherwise this key is unassigned. |

## **Premium Attendant**

**Premium Attendant** is an advanced call answering service, targeted at business subscribers whose needs exceed Easy Attendant (described on page25). Like Easy Attendant, Premium Attendant delivers an interactive menu to callers, including playing an initial greeting and other recorded announcements.

Premium Attendant includes all the features of Easy Attendant, and the following additions.

| <b>Actions</b>                          | <b>Description</b>  |
|---|---|
| Multi-level menus                       | A key press may activate a further menu, allowing convenient navigation of a wider set of options.  |
| Transfer to voicemail by name or number | Callers may be transferred directly to voicemail, without ringing the associated phone. The caller may select the target by dialing an extension number or entering a name.                 |
| Intercept mailbox                       | The customer can configure an "intercept mailbox" for Premium Attendant, and straightforwardly configure any key to transfer to this pre-configured mailbox.                                |
| Configurable error behavior             | The customer can control the behavior if the caller provides invalid input, or no input at all. If desired, the subscriber can set different behavior at different places in the call tree. |
| Enhanced scheduling                     | The customer may configure up to nine different call trees, each to be used at different times of day or days of the week.  |
| Recording upload                        | Announcements can be uploaded using CommPortal, as well as recorded over the phone, simplifying processes when working with third-party voice talent.                                       |

As with Easy Attendant, customers can configure Premium Attendant themselves, using CommPortal. This more powerful tool is designed for larger enterprises with more sophisticated administrative staff – yet can still be managed entirely by the customer.

Figure below illustrates the Premium Attendant Configuration interface.



## **Appendix: Codes**

| <b>Call Service</b>  | <b>Code</b>        |
|--|--------------------|
| Anonymous Call Rejection - enable  | *77                |
| Anonymous Call Rejection - Disable   | *87                |
| Automatic Callback- Last outgoing call   | *66                |
| Automatic Callback – cancel all attempts   | *86                |
| Automatic Recall   | *69                |
| Automatic Recall – cancel all attempts   | *89                |
| Busy Call Forwarding – enable  | *90                |
| Busy Call Forwarding – disable   | *91                |
| Call Pickup – pick up incoming call  | *11                |
| Call Trace   | *57                |
| Call Waiting with Caller ID – enable   | *65                |
| Call Waiting with Caller ID – disable  | *85                |
| Cancel Call Waiting  | *70                |
| Delayed Call Forwarding – enable   | *93                |
| Do Not Disturb – enable<br>(also enables Selective Call Acceptance)                    | *78                |
| Do Not Disturb – disable<br>(also disables Selective Call Acceptance)                  | *79                |
| Find Me Follow Me – enable   | *371               |
| Find Me Follow Me – disable  | *372               |
| PIN Change   | *319               |
| Priority Call – configure  | *61                |
| Reminder Call – enable individual call   | *310               |
| Reminder Call - disable one individual call  | *312               |
| Reminder Call – disable all individual calls   | *311               |
| Reminder Call – check individual calls   | *313               |
| Reminder Call – enable regular call  | *314               |
| Reminder Call – disable one regular call   | *316               |
| Reminder Call – disable all regular calls  | *315               |
| Reminder Call – check regular calls  | *317               |
| Selective Call Acceptance – configure  | *64                |
| Selective Call Acceptance – enable/disable<br>Enabled and Disabled with Do Not Disturb | See Do Not Disturb |
| Selective Call Forwarding – configure  | *63                |
| Selective Call Rejection – configure   | *60                |
| SimRing – enable   | *361               |
| SimRing – disable  | *362               |
| Speed Calling – add one-digit code   | *74                |
| Speed Calling – add two-digit code   | *75                |
| Speed Calling – speed dial using a code  | Code#              |
| Unconditional Call Forwarding – enable   | *72                |
| Unconditional Call Forwarding – disable  | *73                |
| Vicemail – retrieve messages   | *98                |



