Table of contents

3 Windstream Online
5 Enhanced VoIP Interface
27 Primary VoIP Interface
Windstream Online

The Windstream Online interface allows customers to perform a variety of functions, including:

1. View and pay invoices
2. Manage services in real-time
3. Add/change features
4. Route calls
5. View service reports
6. View trouble tickets
7. Contact Customer Care at 877.340.2600 for assistance
System requirements
The Control Panel is best viewed with the most recent versions of Mozilla Firefox, Google Chrome, Microsoft Edge, and the two latest versions of Internet Explorer browsers (IE10 or IE11).

How to sign in
Go to www.windstreamonline.com and type your username and password, click Sign In or Create My Account.

Registration
If no one has previously registered as the Account Administrator, click on Create My Account.

On the Customer tab, fill in your account number, PIN, and billing zip code. Your PIN is in red and located on the first page of your monthly bill. Click Next.

Follow the prompted steps to create your username and password for secure access to Windstream Online.
Enhanced VoIP Interface

We have improved the usability of your Windstream Online VoIP interface. This section of the guide will provide information on the new functionalities available.
VoIP Services Interface

The VoIP Services interface will provide you with access to:
01 View, configure, enable, and disable your features
   • Including feature access codes that can be used to enable/disable features using your touch-tone phone
02 Reroute calls real-time

After logging in to Windstream Online, click on My Services and then click on VoIP.

Once you click on VoIP, the following options are available based on your VoIP Permissions:
   • Manage Services
   • Download User guides
   • Manage Features
   • Administer Users

If you do not see the VoIP menu option, you have not yet been granted access to these features by your company’s Windstream Online Administrator. Please ask that individual to grant you access.

VoIP Permissions

The VoIP Permission options provide different levels of access to control VoIP Services. You will be able to control services and features, based on the level of access assigned to your Windstream Online Username.

VoIP Administrator (Enterprise)
   • View all groups (locations) within your enterprise
   • Manage VoIP features for each user
   • Promote other users to Enterprise Administrators
   • Demote non-Windstream Online Administrators from VoIP Enterprise Administrators
VoIP Administrator (Group)

- View all users within that group (location)
- Manage VoIP features for each user in the group
- Manage users and roles, except VoIP Administrator (Enterprise)
- Promote other users to Group Administrators within your assigned groups
- Demote non-WOL Administrators from Group Administrator within your assigned groups

VoIP User (ANI)

- Individual user/telephone number
- View account
- Manage VoIP features

The illustration on the right depicts the various levels of VoIP Permission access.

Each level of access can only control those features and configurations within and below their designated level of access. In the illustration, the VoIP Administrator - Group for location #2 would only be able to control features and services for 3 Users: 720-529-1212, 720-529-1213 and 720-529-1214. This VoIP Administrator would not be able to control features and services for any users at Location #1 or Location #3.
My VoIP Features

To change your VoIP features, click on **Manage Features**.

Based on your specific VoIP Services, the available features will appear. Below you will find the complete list of features currently available in the Enhanced VoIP Interface.

- My VoIP Features
- Schedules
- Group Features

To change your VoIP features, select a feature control from the list. VoIP features currently in use have a green/on status.
**My VoIP Features: Definition of Features**

Hover your mouse over the information (i) icon for information on a particular feature.

**NOTE:** Features are only available with the specific IP Services.

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**My VoIP Features: Changing Feature Status**

To change your VoIP features, select the feature control from your list. VoIP features currently in use have a green/on status.

To edit an existing feature, click on the **Pencil** icon. The next screen will allow you to make the necessary changes. Simply complete the form fields and click **Submit**.
**My VoIP Features:**

**Schedules**

Schedules allow you to control how and when your features turn on/off (monthly, weekly, holidays). Create rules to determine when features will be on/off.

This part of the interface will allow you to create, modify, or delete schedules.

**Adding a New Schedule**

To create a new Schedule, select **Add New Schedule**.

To create a new schedule, complete the following information.

1. Choose the type of schedule to create: Group or Holiday
2. Choose the day and time you want to start the schedule
3. Choose the day and time you want the schedule to end
4. Select the recurrence you would like to apply to the schedule
5. Click **Submit** to save your new schedule
Group Features

Only the VoIP Administrators (Enterprise and Group) will see the Group Features tab.

The Group features tab will allow the VoIP Administrators (Enterprise and Group) to control Auto Attendant, Series Completion and Trunk Group at the group level.

- Auto Attendant is a chargeable feature and therefore has to be created by Windstream.
  - Once a feature is on the account, VoIP Administrators (Enterprise and Group) can manage changes.
- The VoIP Administrators (Enterprise and Group) can create or edit Series Completion groups.
- Trunk Groups are created at the time of service installation.
  - Cannot be created or deleted via the Windstream Online interface.
- VoIP Administrators (Enterprise and Group) can modify an existing Trunk Group.

To manage your Group Features and make configuration changes, click the Pencil icon.

Auto Attendant

To manage your Auto Attendant, click the check box to activate, or click the Pencil icon to make configuration changes.
Edit Auto Attendant

The VoIP Administrators (Enterprise and Group) can edit the following:

- Auto Attendant ID: This is the name you will select when you want to edit the Auto Attendant from the previous screen
- Calling Line ID: This will be displayed as the outbound caller ID
- Language
- Time Zone
- Select Schedule: Time Schedule is how you indicate when you want to switch between business hours and after hours routing
Edit During Business Hours

VoIP Administrators (Enterprise and Group) can setup the business hours rules by:

- Selecting the Key you want the callers to press
- Adding a Description
- Selecting the Action
- Adding the Phone Number

Edit After Business Hours

VoIP Administrators (Enterprise and Group) can setup the after business hours rules by:

- Selecting the Key you want the callers to press
- Adding a Description
- Selecting the Action
- Adding the Phone Number
Series Completion

VoIP Administrators (Enterprise and Group) can edit an existing Series Completion Group by clicking the **Pencil** icon. To create a new group, click **Add New Group**.

- Selecting the Key you want the callers to press
- Adding a Description
- Selecting the Action
- Adding the Phone Number

Create a Series Completion Group

After creating the new Series Completion Group, the VoIP Administrator (Enterprise or Group) is required to:

1. Create a Group Name
2. Select Group from the dropdown
3. Select Available Users to add to the Series Completion Group
   - VoIP Administrators (Enterprise and Group) can also Search Users to add to the Series Completion Group by typing in the search field and then clicking Search
4. Once created, you can edit existing Series Completion Groups by selecting the Pencil [pencil icon] next to the corresponding Series Completion Instance Name from the previous screen.
Trunk Group

VoIP Administrators (Enterprise and Group) can edit existing Trunk Groups by clicking the Pencil icon.

Edit a Trunk Group: Call Forward Always

VoIP Administrators (Enterprise and Group) can edit the Call Forwarding Always Action, by selecting from the following:

- None
- Forward to Phone Number/SIP-URI and then enter the number in the text box
- Reroute to Trunk Group and then select the trunk group from the drop-down list

**NOTE:** The current trunk group should not be in the Reroute to Trunk Group drop-down list. If the group belongs to an enterprise, the Reroute to Trunk Group drop-down list includes all trunk groups in the enterprise. Also, when the trunk group is in a different group, the group ID of the trunk group is provided in parentheses "( )".
Edit a Trunk Group: Capacity Management

VoIP Administrators (Enterprise and Group) can configure the maximum, bursting capacity and capacity exceeded parameters for the trunk group.

For Incoming Capacity Exceeded Action, select from the following:

- None
- Forward to Phone Number/SIP-URI and then enter the number in the text box
- Reroute to Trunk Group and then select the trunk group from the drop-down list

**NOTE:** The current trunk group should not be in the Reroute to Trunk Group drop-down list. If the group belongs to an enterprise, the Reroute to Trunk Group drop-down list includes all trunk groups in the enterprise. Also, when the trunk group is in a different group, the group ID of the trunk group is provided in parentheses “( )”.

- Capacity Exceeded Initial Value is configured by Windstream
- Capacity Exceeded Offset Value is configured by Windstream
**Edit a Trunk Group: Unreachable Destination**

VoIP Administrators (Enterprise and Group) can configure the unreachable destination parameters for the Trunk Group. Select the time from the Unreachable Destination Timeout drop-down list. The default value for it is 6 seconds.

For Unreachable Destination Action, select from the following:

- None
- Forward to Phone Number/SIP-URI and then enter the number in the text box
- Reroute to Trunk Group and then select the trunk group from the drop-down list

**NOTE:** The current trunk group should not be in the Reroute to Trunk Group drop-down list. If the group belongs to an enterprise, the Reroute to Trunk Group drop-down list includes all trunk groups in the enterprise. Also, when the trunk group is in a different group, the group ID of the trunk group is provided in parentheses “()”.

- Unreachable Destination Exceeded Initial Value is configured by Windstream
- Unreachable Destination Exceeded Offset Value is configured by Windstream

**User Administration**

The User Administration functionality will allow VoIP Administrators (Enterprise and Group) the following functionalities without leaving Windstream Online.

1. Search for phone numbers and existing users
2. Make changes to users’ features
3. Create users and assign phone numbers
4. Ability to manage phone numbers and users
Search & Filter Functions

Utilize the User Administration section to assist in finding users or lines.

**Users Tab: Search**

From the Users tab, select First Name, Last Name or Phone Number from the Search By field.

**Users Tab: Filter**

From the Users tab, you can apply filters to your list by clicking the drop-down arrow next to User Type or Location.

Filtered Data will appear as shown:
Lines Tab: Search

From the Lines tab you can search by Phone Number. Some information provided on this page differs slightly from that on the Users tab. From the Lines Tab, you can view User Details, Phone Number and Location.

Lines Tab: Filter

From the Lines tab, select Location to filter by Location.

Managing Other Users

Utilize the User Administration section to manage other users. Click on the user to determine what specific options are available.
Manage User Features

This option will allow VoIP Administrators to make changes to other users’ features. By selecting Manage User Features, you will be taken to the My VoIP Features page. You will know you are making changes on another user’s phone by the box at the top of the page. You can return by clicking on Back to User Administration.

Manage User Permissions

To change the user permissions for the VoIP Interface, select Manage User Permissions.
Reset Voice Messaging PIN
To reset the Voice Messaging PIN for a user, select Reset Voice Messaging PIN. Confirmation will be required.

Confirmation
Are you sure you want to reset the voice messaging PIN for this user (camsvipnon)?
No Yes

Reset Voice Messaging Box
To reset the Voice Messaging Box for a user, select Reset Voice Messaging Box. Confirmation will be required as this action cannot be changed once completed.

Confirmation
Are you sure you want to reset the voice messaging box for this user (camsvipnon)?
Resetting the voice messaging box will:
- Reset the PIN for system default
- Delete all new and saved voice messages
- Reset the personal greeting to system defaults
Once modified, this action cannot be undone.
No Yes
**Edit User**

VoIP Administrators (Enterprise and Group) can edit existing user information.

**Unassign Number**

To remove a phone number from a user, select **Unassign Number**. Confirmation will be required.
Delete User

To delete a user from the VoIP Interface and Windstream Online, select Delete User. Confirmation will be required.

Creating / Administering User Accounts

In order for users to configure the services on their specific telephone number, each user needs to have a Windstream Online Username and Password created by the Account Administrator.

The VoIP Administrator can create users in Windstream Online by selecting User Administration.

From this page, VoIP Administrators may add, delete, or edit user permissions.

To create a new user, follow these steps:

1. Create New User and then click the arrow
2. Complete information

**NOTE:** The Username defaults to the e-mail address of the user. This may be changed by selecting a Username that is unique within all of Windstream Online.
3. You will need to create a Password that meets the security requirements. Hover your mouse over the information icon (i) to see the Password Rules.

There are three options for User Permissions:

**OPTION 1**
- Create a VoIP Administrator (Group or Enterprise)
- Select Account Administrator by putting a check in the box just below the field for the last name
- This option will also provide full account administrator rights for all other functions within Windstream Online

**OPTION 2**
- Create a VoIP User with Windstream Online Administrator rights
- Do not select the Account Administrator box
- Under User Permissions, select the options you want the user to have right over by putting a check in the desired boxes

**OPTION 3**
- Create a VoIP User without Windstream Online Administrator rights
- Do not select the Account Administrator box
- Do not select any options under User Permissions

4. Once you have completed the information for a new user, select Create. You will receive a confirmation message when you have successfully created a new user and the option to Assign Phone Number to that user.
5 If you chose Assign Phone Number, you will be brought back into the User Administration section to select a phone number for the user.

6 The Pencil indicates that the number is available to be assigned. Click the Pencil beside the phone number you want to assign to the user. Confirm the number assignment by selecting Yes.

7 After confirming the addition of a phone number to a user, you will receive a confirmation message when you have successfully assigned the phone number and the option to Manage User Features for that user.

8 If you chose, Manage User Features, you will be directed to the My VoIP Features page. From this page, you can do the following:
   • User Features (see My VoIP Features)
   • Schedules
   • Group Features (this will only be visible for VoIP Administrators)
Additional Features / Functionalities

At this time, the features control access allows you to make changes to some of the most common user features. If there is a change that needs to be made that is not available in the Enhanced VoIP Interface, you can access the Primary VoIP Interface in the following ways.

From the My VoIP Features or Group Features tabs, you have the option to access the Primary VoIP Interface for additional VoIP feature management capabilities.
Primary VoIP Interface

The following section will define the features and functionalities within the primary VoIP interface.
VoIP Interface Online Help

Every Web page in the Primary VoIP Interface has an integrated help tool. This help system is context-sensitive, and provides information and instructions for the commands that are on the specific page.

To use the Help tool, simply click on Help in the upper right hand corner of the page.

A page appears with additional instructions and/or information.

Search

To assist in identifying a specific Group within an Enterprise or a specific user within a Group, Search capabilities are available. Search criteria will consist of one of the below options.

Group Level

Select Groups.
If the search criteria used needs to be narrowed, additional criteria can be added by clicking the (+) button.

Select **Group ID** or **Group Name**.

Select **Starts With**, **Contains** or **Equal To**.
User Level

Select User.

If the search criteria used needs to be narrowed, additional criteria can be added by clicking the (+) button.

Select Last Name, First Name, Phone Number, E-mail Address, or Trunk Group.

Select Starts With, Contains, or Equal To.

Only 20 users are displayed per page. Please note there are Next or Last options at the bottom of each page.
Incoming Calls Features

These features can be controlled by the VoIP Administrator (Enterprise for Group). If the Administrator permits control by individual users, the VoIP User interface will also show these options:

**Note:** Not all options are available for all IP Services. Options are based on your subscribed IP Services.

Anonymous Call Rejection

This service allows a user to reject incoming calls marked private or anonymous from parties using Caller ID Blocking. When a blocked call is made to your telephone number, the caller will hear an announcement informing the caller that the dialed number does not accept blocked calls. To set up Anonymous Call Rejection, do the following:

Select **Incoming Calls** on the left side of the page

Select **Anonymous Rejection**

Select **On/Off**

Select **Apply** and then **OK** to submit the changes
Call Forwarding Always

Call Forward Always enables users to automatically forward all incoming calls to a different phone number. To set up Call Forwarding Always, do the following:

Select Incoming Calls on the left side of the page
Select Call Forwarding Always.
Select On/Off

If selecting On, enter the phone number to forward all calls to in the Calls Forward To box. Include a “1” at the beginning of the number if forwarding to a telephone number that is a long distance call from the user’s phone. Long Distance charges will apply to calls forwarded outside Local Calling Area.

Select Play Ring Reminder when a call is forwarded to receive a brief ring splash on the phone when a call is forwarded.
Select Apply and then OK to submit the changes.

Call Forwarding Always: From Your Telephone

• Pick up the receiver and dial *72
• Listen for a message prompt and then enter the number to which calls will be forwarded followed by the # key (Include a “1” at the beginning of the number if forwarding to a telephone number that is a long distance call from your phone)
• You can also press the # key to forward calls to the phone number that was previously used.
• A confirmation message will indicate activation.
• To deactivate, pick up the receiver and dial *73
• A confirmation message will indicate deactivation.

Note: Some phone systems will not send the ‘*’ or ‘#’ tones required to make this function work from the telephone. In this event, please use the Control Panel Instructions.
Call Forwarding Busy

This service enables a user to forward incoming calls to another telephone number when on the phone.

Select Incoming Calls on the left side of the page
Select Call Forwarding Busy
Select On/Off

If selecting On, enter the phone number to forward all calls to in the Calls Forward To box. Include a “1” at the beginning of the number if forwarding to a telephone number that is a long distance call from the user’s phone. Long Distance charges will apply to calls forwarded outside Local Calling Area.

Select Apply and then OK to submit the changes

Call Forwarding Busy: From Your Telephone

- Pick up the receiver and dial *90
- Listen for a message prompt and then enter the number to which calls will be forwarded followed by the # key (Include a “1” at the beginning of the number if forwarding to a telephone number that is a long distance call from your phone)
- You can also press the # key to forward calls to the phone number that was previously used
- A confirmation message will indicate activation
- To deactivate, pick up the receiver and dial *91
- A confirmation message will indicate deactivation

Note: Some phone systems will not send the ‘*’ or ‘#’ tones required to make this function work from the telephone. In this event, please use the Control Panel Instructions.
Call Forwarding No Answer

This service enables a user to forward incoming calls to another telephone number after a designed number of rings.

Select Incoming Calls on the left side of the page
Select Call Forwarding No Answer
Select On/Off

If selecting On, enter the phone number to forward all calls to in the Calls Forward To box. Include a “1” at the beginning of the number if forwarding to a telephone number that is a long distance call from the user's phone. Long Distance charges will apply to calls forwarded outside Local Calling Area.

If selecting On, enter a number in the Number of rings before forwarding section.
Select Apply and then OK to submit the changes

Call Forwarding No Answer: From Your Telephone

- Pick up the receiver and dial *92
- Listen for a message prompt and then enter the number to which calls will be forwarded followed by the # key (Include a “1” at the beginning of the number if forwarding to a telephone number that is a long distance call from your phone)
- You can also press the # key to forward calls to the phone number that was previously used
- A confirmation message will indicate activation
- To deactivate, pick up the receiver and dial *93
- A confirmation message will indicate deactivation

Note: Some phone systems will not send the '*' or '#' tones required to make this function work from the telephone. In this event, please use the Control Panel Instructions.
Do Not Disturb

This service allows a user to direct calls as if the phone is busy and cannot receive calls. When Do Not Disturb is on, calls are forwarded to the same number selected for Call Forwarding Busy.

Select Incoming Calls on the left side of the page
Select Do Not Disturb
Select On/Off
Select Play Ring Reminder when a call is forwarded to receive a brief ring splash on the phone when a call is forwarded.
Select Apply and then OK to submit the changes

External Calling Line ID Delivery

External Calling Line ID Delivery allows the Calling Line name and number for callers from outside your group to be displayed.

Select Incoming Calls on the left side of the page
Select External Calling Line ID Delivery
Select On/Off
Select Apply and then OK to submit the changes
Internal Calling Line ID Delivery

Internal Calling Line ID Delivery allows the Calling Line name and number for callers from inside your group to be displayed.

Select Incoming Calls on the left side of the page
Select Internal Calling Line ID Delivery
Select On/Off
Select Apply and then OK to submit the changes

Group Features

These features can be controlled by the VoIP Administrator (Enterprise or Group).

Assigning Group Features

Select Profile on the left side of the page
Select Groups

Select Search
Under the **Group Name** column, click the Group (location) you wish to assign group services to

Select **Resources**

Select **Assign Group Services** to view the services currently available and assigned to your group account

Click the **Add** button to insert the features in the **Assigned Services** box on the right

Select **Apply** and then **OK** to submit the changes
Removing Group Features
Select the feature you wish to remove from Available Services box
Click the Remove button
Select Apply and then OK to submit the changes
Note: Use the CTRL and/or SHIFT button(s) on the keyboard to highlight multiple selections. If you remove Incoming Calling Plan or Outgoing Calling Plan, you will not be able to receive incoming or outgoing calls.

Activating Group Features
Features must be assigned to your group account before you can activate them. See Assigning Group Features above for steps on assigning features.
Select Profile on the left side of the page
Select Groups
Select Search
Under the Group Name column, click the Group (location) you wish to assign group services to
Select **Utilities**

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**Calling Line ID**

Display the name and/or number of the group for outgoing calls, which is used instead of a user’s name and number.

From the Utilities screen, select **Calling Line ID**

This section will allow you to configure the Group Calling Line ID and the group name for outgoing calls. It is important to remember the group settings override any user settings.

For users without telephone numbers, to be able to make calls, the Group Calling Line ID must be set.

- **Select None** or the **Group Number** in the drop down box
- **Click the first box** – Use the **group number**, instead of the user number, in the **outgoing Calling Line ID**
- **Click the second box** – Use the **group name**, instead of the user name, in the **outgoing Calling Line ID**

**Note:** The Calling Line ID Group Name displayed is configured on the Profile page for that Group.
Assigning User Features by User

Select Users

Click on Search

Under the Phone Number column, click the telephone number you wish to assign features to

From the new screen, select Assign Services
This will display the features that are currently available and assigned to the user.
Highlight the desired feature in the **Available Services** box

Click the **Add** button to insert the features in the **User Services** box

Select **Apply** and then **OK** to submit the changes

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**Hunt Groups**

Only VoIP Administrators (Enterprise or Group) will be able to add/edit/delete hunt groups.

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**Series Completion Hunt Group**

Basic hunting is titled Series Completion within the Primary VoIP Interface. Series Completion is used to create an ordered list of phone numbers (maximum of 11) that allow incoming calls to bypass a busy line and ring on another line that is available.
Add a Series Completion Group

Select Profile

Select Groups

Click on Search

Under the Group Name, select the Group (location)

Select Services

Select Series Completion

Note: More than one basic hunt group can exist per Group Account, but a phone number/individual user can only be a member of one hunt group at a time.

To create a hunt group, click the Add button

Enter a name to be assigned to the hunt group in the Group Name box

Click on Search

In the Available Users box, highlight the users that will be members of the basic hunt group.

Note: Use your CTRL and/or SHIFT button(s) to highlight multiple selections.

Click Add to insert the highlighted users into the Assigned Users

To adjust the hunting sequence, use Move Up/Move Down
Modify an Existing Series Completion Group

Select Search
Select the hunt group from the list
Add or remove users in the series completion by highlighting the user and clicking the Add or Remove button
To rearrange the order of the users in the series, highlight the user in the Assigned Users box and click Move Up or Move Down to reposition the user.

Delete a Series Completion Group

Select Search
Select the hunt group from the list
Click Delete
Click OK
Circular Hunting

The Circular Hunting service is used to create an ordered list of users so incoming calls can bypass a busy line and ring to the next available line. If the end of the list is reached and no lines are available, the call returns to the beginning of the list and continues until it has circulated once through each telephone number in the Series Completion group. Circular Hunting can be implemented by using a combination of the Series Completion, Call Forward Busy, and Call Forward No Answer features.

Assign a Series Completion to your group account by following the steps in the Series Completion section.

The last user in the hunt group will need to have the Call Forward Busy and Call Forward No Answer features added to their phone number.

To complete this action, set up the Series Completion Group as described above.

Restricting Certain Incoming or Outgoing Calls

Only VoIP Administrators (Enterprise or Group) will be able to restrict or allow specific call types/patterns.

Calling Plan

The Calling Plan service allows the VoIP Administrator to control the type of calls made, received, transferred, and forwarded by users in a group. The Calling Plan is controlled by the settings in the Outgoing Calling Plan, Digit Strings, Outgoing Digit Plan, and Incoming Calling Plan.
Incoming Calling Plan

The Incoming Calling Plan feature gives the VoIP Administrator the ability to control types of calls received by users. These restrictions can be assigned to the entire group or to individual users in the group.

The call types for the Incoming Calling Plan include both predefined and administrator-defined types. The administrator-defined list consists of those defined in Digit Strings.

Setting Up an Incoming Calling Plan for a Group

Select Calling Plan
Select Incoming Calling Plan

To edit the entire group’s incoming options, click the Group tab
To edit the individual user incoming options, click the User tab
Check the allowed call types (see the Digit Strings section to add new call types)
Click on Apply to save changes before moving to another tab
When editing the individual user tabs, first check the Custom box to change call types
Click OK to complete the process
## Outgoing Calling Plan

The Outgoing Calling Plan provides a list of standard call types that are predefined. You can control which calls users’ make, transfer, and forward. These restrictions can be applied to the entire group or to individual users in the group.

<table>
<thead>
<tr>
<th>Call Type</th>
<th>Digit Map**</th>
</tr>
</thead>
<tbody>
<tr>
<td>Casual Calls*</td>
<td>101xxxx</td>
</tr>
<tr>
<td>Casual Calls*</td>
<td>101xxxx.</td>
</tr>
<tr>
<td>Chargeable Directory Assistance</td>
<td>1xxx5551212</td>
</tr>
<tr>
<td>Chargeable Directory Assistance</td>
<td>xxx5551212</td>
</tr>
<tr>
<td>International</td>
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<td>Local</td>
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<td>Premium Services I</td>
<td>676xxxxxxx</td>
</tr>
<tr>
<td>Premium Services I</td>
<td>1676xxxxxxx</td>
</tr>
<tr>
<td>Toll</td>
<td>1xxxxxxxxxx</td>
</tr>
<tr>
<td>Toll Free</td>
<td>800xxxxxxx</td>
</tr>
<tr>
<td>Toll Free</td>
<td>1800xxxxxxx</td>
</tr>
<tr>
<td>Toll Free</td>
<td>855xxxxxxx</td>
</tr>
<tr>
<td>Toll Free</td>
<td>1855xxxxxxx</td>
</tr>
<tr>
<td>Toll Free</td>
<td>866xxxxxxx</td>
</tr>
<tr>
<td>Toll Free</td>
<td>1866xxxxxxx</td>
</tr>
<tr>
<td>Toll Free</td>
<td>877xxxxxxx</td>
</tr>
<tr>
<td>Toll Free</td>
<td>1877xxxxxxx</td>
</tr>
<tr>
<td>Toll Free</td>
<td>888xxxxxxx</td>
</tr>
<tr>
<td>Toll Free</td>
<td>1888xxxxxxx</td>
</tr>
</tbody>
</table>

*Used to select other long distance carriers.

**Wildcard Digits:**
- X = a single digit placeholder
- ** = multiple digit placeholder
Set Up an Outgoing Calling Plan

(Group Account)

Select Calling Plan
Select Outgoing Calling Plan
Select from the following tabs to edit:
- Originating
- Initiating Call Forwards/Transfers
- Being Forwarded/Transferred

Check the boxes under the call types you want to allow; remove checks from those that should be restricted.

Click Apply

Here is a chart that includes a description for each call type, as viewed from left to right on the first two tabs:

<table>
<thead>
<tr>
<th>Call Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group</td>
<td>Calls within the user's business group.</td>
</tr>
<tr>
<td>Local</td>
<td>Calls within the local calling area.</td>
</tr>
<tr>
<td>Toll Free</td>
<td>Free calls to numbers beginning with 1, usually followed by 800, 866, 877, or 888.</td>
</tr>
<tr>
<td>Toll</td>
<td>Calls outside the local calling area.</td>
</tr>
<tr>
<td>International</td>
<td>Chargeable calls to other countries.</td>
</tr>
<tr>
<td>Operator Assisted</td>
<td>Calls made with the chargeable assistance of an operator.</td>
</tr>
<tr>
<td>Chargeable Directory Assistance</td>
<td>Calls made to Directory Assistance such as 411 or the area code followed by 555-1212.</td>
</tr>
<tr>
<td>Special Services I</td>
<td>Calls to 700 numbers. These calls may or may not be chargeable.</td>
</tr>
<tr>
<td>Special Services II</td>
<td>Customizable by the system provider.</td>
</tr>
<tr>
<td>Premium Services I</td>
<td>Chargeable calls to 900 numbers.</td>
</tr>
<tr>
<td>Premium Services II</td>
<td>Chargeable calls to 976 numbers.</td>
</tr>
<tr>
<td>Casual</td>
<td>1010XXX or 10XXX chargeable calls. Example: 10-10-321, followed by the number you are calling.</td>
</tr>
<tr>
<td>URL Dialing</td>
<td>Chargeable calls made to an e-mail address instead of a phone number.</td>
</tr>
<tr>
<td>Unknown</td>
<td>Unknown call type.</td>
</tr>
</tbody>
</table>
Outgoing Digit Plan

The Outgoing Digit Plan feature adds flexibility to the Outgoing Calling Plan feature by giving the administrator the ability to list, add, modify, and delete outgoing digit plan settings for the group. The settings on the Outgoing Digit Plan define the customized types of calls that group members are allowed to make, forward, or transfer. The call types are configured as digit strings.

Note: In order to assign digit strings, they first must be created. See the Digit Strings section below.

Select Calling Plan
Select Outgoing Calling Plan

Select from the following tabs to edit:
- Originating
- Initiating Call Forwards/Transfers
- Being Forwarded/Transferred

Check the boxes under the call types you want to allow; remove checks from those that should be restricted.

Click Apply
Click OK

Note: Custom settings in the user tabs take precedence over those in the group tabs.
Digit Strings

The Digit Strings feature gives the VoIP Administrator the ability to set up custom digit strings to be used with the Incoming Calling and Outgoing Digit Plan features.

Each custom digit can be a 1-30 character combination, consisting of the digits 0-09 and the following wildcard characters:

- (*) – This wildcard can only be used as the last character of the digits string and matches any number of trailing digits; i.e., 1809* prevents all calls to the 809 area code
- (?) – This wildcard can be used anywhere in the string and matches any single digit; i.e., 1319790622? prevents calls to a call to 319 790 6220 through 319 790 6229

Note: The wildcard characters cannot be part of the area code or country code of a digit string combination.

Set Up Custom Digits Strings

Select Calling Plan
Select Digit Strings
Click Add
In the Name box, enter a brief phrase describing the digit string
In the Digit String box, enter the combination you wish to add
Click OK
Changing Profile Information

This section will assist you in making Profile changes in the Primary VoIP Interface.

Enterprise Profile Changes

Select Profile
Select Groups

Each Group is a physical location with VoIP service. If any changes need to be made in the Enterprise account information, contact Customer Care at 877-340-2600.

Group Profile Changes

Select Profile
Select Users

Each User is associated with a Group location with VoIP service. If any changes need to be made in the Group account information, contact Customer Care at 877-340-2600.
User Profile Changes

A basic profile has been set up for each user. Most of the information assigned to a user’s profile can be changed.

To provide access to employees to maintain their User Profile and control some individual Calling Features, you will need to communicate secure Usernames and Passwords to each employee. Each Username is pre-set with the phone number of the individual. Each Password has been initially set with your Windstream Online account number. For security reasons, we recommend you change the default Password to a unique, secure Password for each employee.

To edit a user profile:

Select Users
Select the User Account
Select Profile

Additional information can be found in the chart on the right.

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
<th>Format</th>
</tr>
</thead>
<tbody>
<tr>
<td>Last Name</td>
<td>The last name of the user assigned to this line. Initially set as the user’s phone number.</td>
<td>1-30 characters</td>
</tr>
<tr>
<td>First Name</td>
<td>The first name of the user assigned to this line. Initially set as the user’s phone number.</td>
<td>1-30 characters</td>
</tr>
<tr>
<td>User ID</td>
<td>The phone number assigned to this user. If you need to add a new phone number call Customer Care for assistance</td>
<td>10 digit number</td>
</tr>
<tr>
<td>Calling Line ID Last Name</td>
<td>Last name displayed on caller ID for internal calls. The last name of the user assigned to this line.</td>
<td>1-30 characters</td>
</tr>
<tr>
<td>Calling Line ID First Name</td>
<td>First name that will be displayed for the user when delivering Caller ID information. This should always match the information in the First Name field. This will only affect calls within the group.</td>
<td>1-30 characters</td>
</tr>
<tr>
<td>Department</td>
<td>This field is not used at this time. This will always be “None”.</td>
<td></td>
</tr>
<tr>
<td>Time Zone</td>
<td>The time zone associated with the user’s physical location. Select from the dropdown list.</td>
<td></td>
</tr>
<tr>
<td>Additional Information</td>
<td>Enter additional information about the user (optional).</td>
<td>1-50 characters</td>
</tr>
</tbody>
</table>
Speed Dial 100

Speed Dial 100 allows VoIP Lines users to dial telephone numbers with a two-digit code (not available for VoIP Trunks or SIP Trunking).

Speed Dial 100 must be set up at the User level.

**Note:** It is recommended to use two-digit codes in the 20-49 number range. Contact your administrator if you have questions.

Select **Outgoing Calls**

Select **Speed Dial 100**

Select **Add** to insert a new speed call entry.

In the **Description** box, enter a brief phrase describing the assigned speed code.

In the **Phone Number** box, enter the number that will be dialed when the speed code is entered. (Include a “1” at the beginning of the number if the call is long distance.)

Click **OK**

### Speed Dial 100: From Your Phone

- Pick up the receiver and dial “75”
- Listen for 3 quick beeps followed by dial tone
- Enter the two-digit speed code
- Enter the phone number to be dialed when the speed code is entered. Include a “1” at the beginning of the number if the call is long distance. If 1+ dialing is required, long distance toll charges will apply.
- Press the # key to end, wait for a confirmation message to be played
Abbreviated Dialing

If you have multiple locations configured within a single Enterprise Voice VPN, you have the capability to utilize abbreviated dialing between locations. Each location requires a location code, typically a two-digit numeric code (example: 21). Each user at a location would be configured in the VoIP interface with an extension code from 2-6 digits, typically four to match their “station” number (example: 2234). Abbreviated dialing is then possible by entering the combination of location code digits and extension code digits when calling a user at another location in the Voice VPN (example: 21 2234). Users would be able to extension dial other locations (without using the location code) if no two users in the Enterprise, share the same extension code.

Note: The extension code length must be the same for all locations within a Voice VPN. In the example above, all users at each location must have a four-digit extension code.

Voice VPN

This service allows the Enterprise Administrator to view the Location Code and Extension Length for each Group location within that Enterprise. The Location Code assignment cannot be done in the VoIP Interface. If any changes need to be made in the Enterprise location code information, contact Customer Care.

Select Profile

Select Voice VPN

All locations configured within the Voice VPN will be displayed

Search criteria can be used to display a specific location or locations within the Enterprise Voice VPN.

The 1st criteria box includes Location Code, Min Extension Length, Max Extension Length and Selector. Location Code is the most reliable method to use for a search.

The 2nd criteria box includes Starts With, Contains and Equal To

When you click on Find on the right side of the screen (whether you define search criteria or not), it will return the locations that meet the specified criteria. To again view all locations in the Voice VPN, click on Find All.

Note: If you have only one location in your Enterprise account or you have multiple locations that are not associated with the same Enterprise account, you will not have Voice VPN capability.
Extension Dialing
This allows the VoIP Administrator (Group) to configure the number of digits for extension dialing.
Select Utilities
Select Extension Dialing
Select the Extension Length
Click Apply
Click OK

Outgoing Calls
This section controls display features for outgoing calls.
Call Return

Call Return allows you to call the last party that called, whether or not the call was answered. To call back the last party that called, just dial the call return feature access code (see your Feature Access Code page). If the calling number is not available, you receive an error message. Service configuration is not available in the VoIP Interface.

Line ID Blocking

Calling Line ID Delivery Blocking allows you to block your number from being shown when calling other numbers. Members of your group can still see your number when they are called. You have the choice of turning it on or off for all calls and then selectively turning it back on or off using the feature access codes.

Speed Dial 8

Speed Dial 8 allows users to dial the assigned code, then the 1-digit (2-9) speed dial number of the party they want to call.

Call Control

Displays features for Call Controls.
Call Waiting

Call Waiting allows you to receive another call while you are on the phone. You can turn it on or off for all calls and then selectively turn it back on or off using the feature access codes.

Flash Call Hold

Flash Call Hold allows you to dial a feature access code to hold and retrieve calls. To hold the call, click the flash button or click the hang-up button once, then dial the Flash Call Hold feature access code. You can then make another call while the first call is held. Subsequent flashes followed by the Flash Call Hold feature access code cause the active and held calls to toggle. Service configuration is not available in the VoIP Interface.

Call Transfer

Call Transfer allows you to transfer a call to another phone using your phone. Service configuration is not available in the VoIP Interface.

Three-Way Call

Three-Way Calling allows you to perform a conference call that can be initiated from your phone. Service configuration is not available in the VoIP Interface.

Utilities

Displays feature access codes, see detail below.
Feature Access Codes
Feature Access Codes are the codes you can enter from your telephone to use some services. To use a service, dial the code on your telephone. You will find additional information on how to use each feature under the Calling Features section of this document. Feature access codes cannot be changed.

- *72 Call Forwarding Always Activation
- *73 Call Forwarding Always Deactivation
- *90 Call Forwarding Busy Activation
- *91 Call Forwarding Busy Deactivation
- *92 Call Forwarding No Answer Activation
- *93 Call Forwarding No Answer Deactivation
- *69 Call Return
- *70 Cancel Call Waiting
- *57 Customer Originated Trace
- *78 Do Not Disturb Activation
- *79 Do Not Disturb Deactivation
- *75 Speed Dial

About Windstream Enterprise
Windstream Enterprise is a leading provider of next-generation network and communication solutions, including data, unified communications and managed services for business and enterprise clients. The company supplies core transport solutions on a local and long-haul fiber network spanning approximately 147,000 miles.

windstreambusiness.com
855.383.1901

Additional Help
For available features for your telephone number, contact your administrator. For all other questions, please contact Customer Care 877.340.2600.