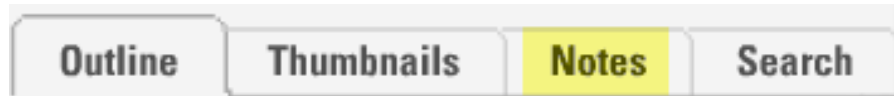


# Hosted Voice Product Training Virtual Call Router

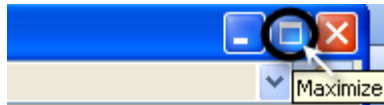


# Using this Module

- **Audio:** This computer based training (CBT) module has audio, but you can read the transcript in the “Notes” tab on the left side of each page



- **Visual:** You can maximize the screen size using your standard browser settings.



- **Attachments:** Click on the Attachments link to locate a copy of this presentation for you to download.



- Use the navigation buttons to advance slides.



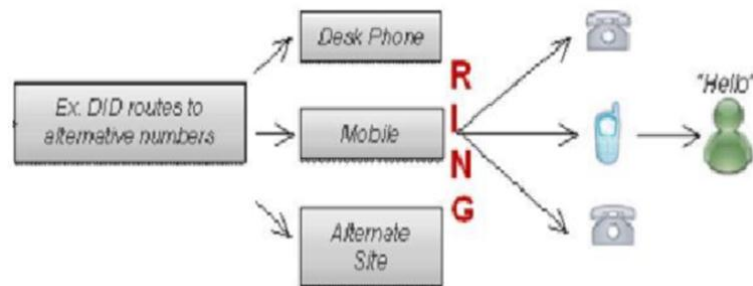
# Agenda

1. What is a “Virtual Call Router”?
2. Customer Benefits
3. Example of Virtual Call Router
4. Login
5. Weekly Schedule
6. Special Days
7. Call Router – Timing
8. Contacts



# What is a “Virtual Call Router”?

- Virtual Call Router or Call Router as it is often referred to as, provides businesses with the ability to route calls from their main business number to alternative destinations.
  - Features include automatically routing the main number to any 10 digit domestic phone number, send all calls to the main number to voicemail or set up a weekly call routing schedule based on: time of day, day of week, calling party and configure for holidays or special days in advance based on a calendar.
  - Calls can also be setup to ring up to three numbers sequentially. Control of call router is through a secure administrative portal where customers can make updates and changes from any Internet connection 24 by 7 and 365 days a year.

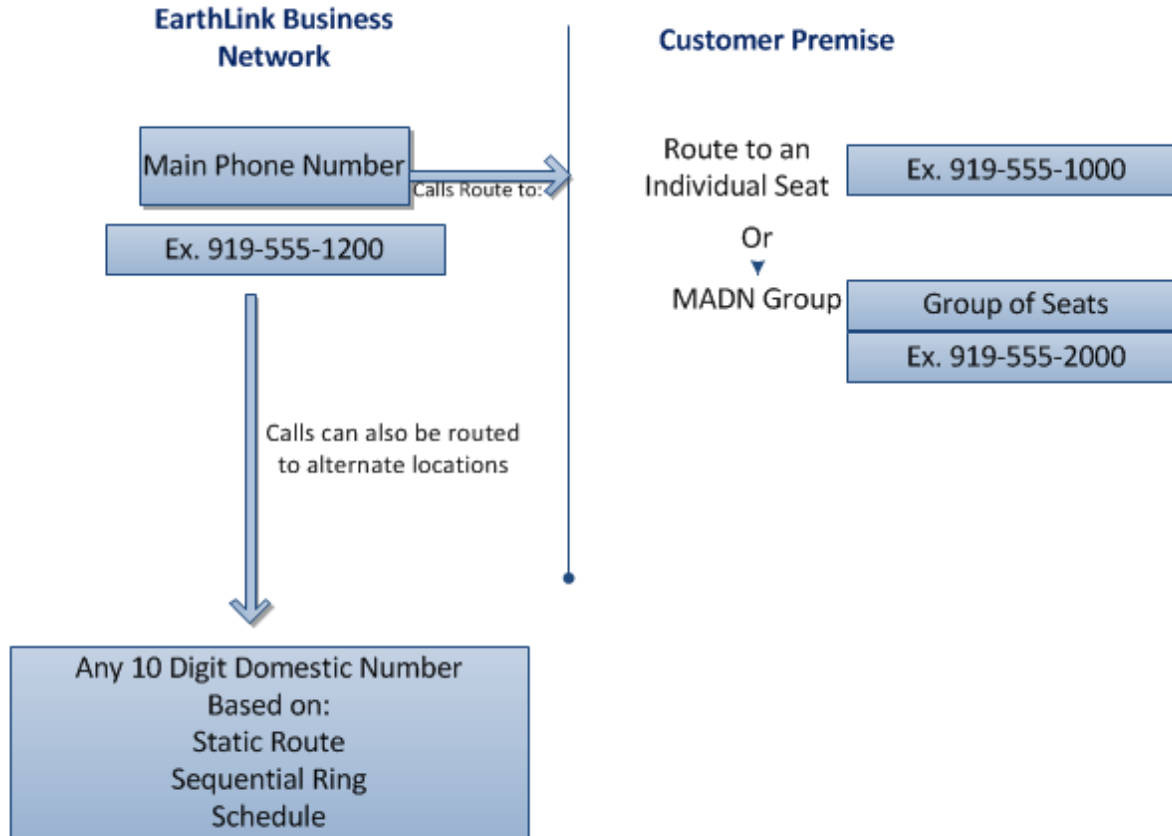


# Customer Benefits

- Built-in disaster recovery allows the customer to reroute calls in the event of power failures or other issues affecting service.
- Allows customers the flexibility to set up predetermined schedules for routing calls to alternative location, voicemail or mobile numbers.
- The Communications Portal online administrative portal allows businesses to change features or options as their needs dictate, 24 by 7 and 365 days a year.



# Example



# Log In

Open up a web browser.

Go to <https://voip.elnk.us>

You enter the following:

**Number** – This is your 10 digit telephone number. Please enter numbers only without the dashes.

**Password** – This is the same password that you use for your voicemail.



The screenshot shows the EarthLink Business login interface. At the top is the EarthLink Business logo. Below it is a header that says "Please log in below." There are two input fields: "Number:" and "Password:". Below the password field is a checkbox labeled "Remember me on this computer". A "Login" button is positioned to the right of the checkbox. At the bottom of the form area, there is a link: "If you have forgotten your password, please contact customer support."





# Call Manager / Special Days

The screenshot shows the 'Special Days' tab in the EarthLink Business Call Manager. The user is logged in as Don Nemeth. The interface includes a navigation bar with 'Call Manager' selected, and sub-tabs for 'Summary', 'Rules', 'Weekly Schedule', and 'Special Days'. A text box explains that special days are exceptions to the normal weekly schedule and provides instructions on how to use the calendar to define these days. Below the text are three calendar views for April, May, and June 2012. In the April calendar, the date 25 is highlighted. At the bottom, there are buttons for 'Go To Today', 'Clear All', 'Add Public Holidays', 'Apply', and 'Cancel'.

Don Nemeth <sup>HD</sup>   

Dashboard My Mobile Messages & Calls Contacts **Call Manager** Apps Groups Settings

Summary Rules Weekly Schedule **Special Days**

**Special Days are exceptions to your normal weekly schedule.**

For example, vacations or business trips are special days, when you may want to handle calls in a different way. You can use the [Summary](#) tab to choose a different rule which applies for the whole of these days.

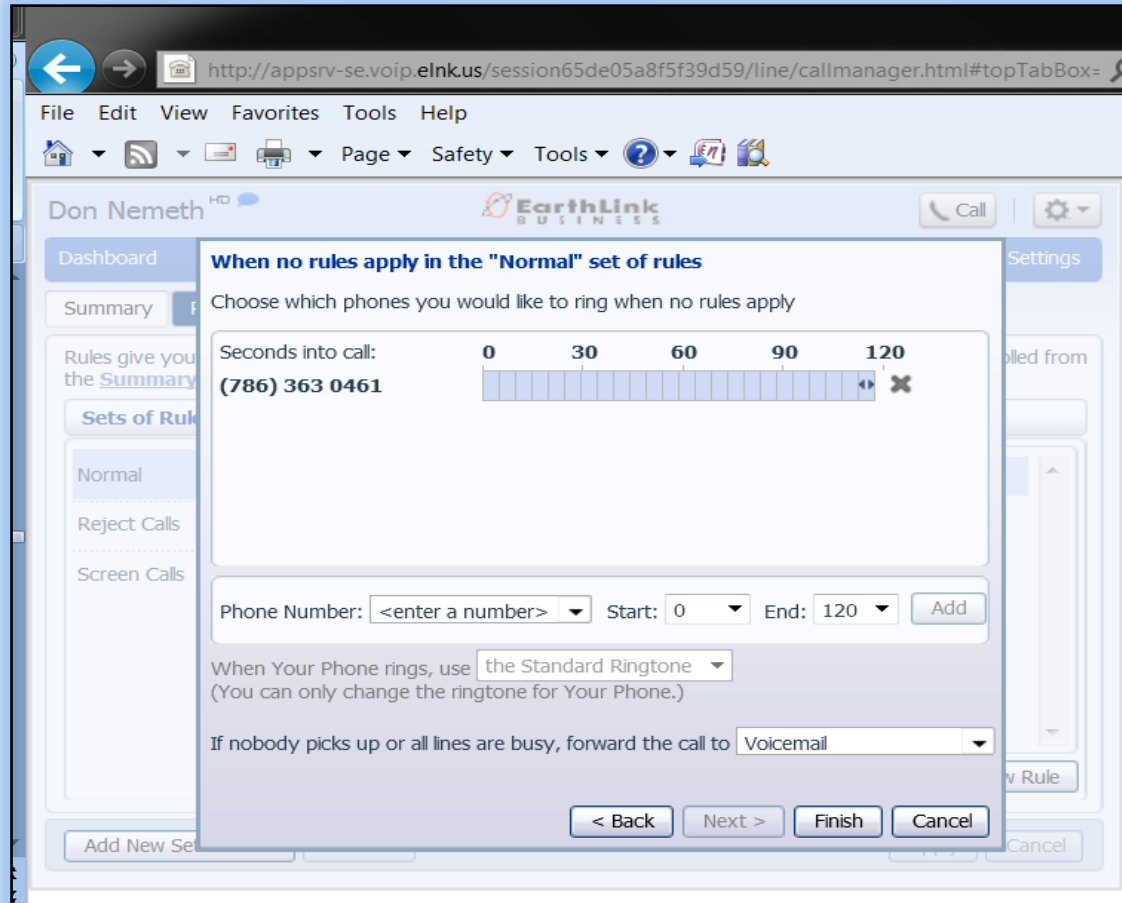
Click a date on the calendar to make it a special day, or click an existing special day to make it normal again. You can also click and drag to change several days at once.

April 2012							May 2012							June 2012						
Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun
						1		1	2	3	4	5	6					1	2	3
2	3	4	5	6	7	8	7	8	9	10	11	12	13	4	5	6	7	8	9	10
9	10	11	12	13	14	15	14	15	16	17	18	19	20	11	12	13	14	15	16	17
16	17	18	19	20	21	22	21	22	23	24	25	26	27	18	19	20	21	22	23	24
23	24	25	26	27	28	29	28	29	30	31				25	26	27	28	29	30	
30																				

Go To Today Clear All Add Public Holidays Apply Cancel

The “Special Days” lets you define days on which you will not be following your normal weekly schedule.

# Timing of Find Me / Follow Me



“Follow Me” service allows the user to set up additional telephone numbers that are rung when the user receives an incoming call.

Each ring last approximately five (5) seconds.

# Timing of Find Me / Follow Me

Ryan test phone HD EarthLink BUSINESS

Dashboard Summary Rules give you the Summary Sets of Rules Normal Reject Calls Screen Calls

**When no rules apply in the "Normal" set of rules**

Choose which phones you would like to ring when no rules apply

**Select which phone will ring, when it will begin ringing & for how long.**

The first phone always starts ringing right away. If you want, you can delay when other phones start ringing. For example, you might want your office phone to start ringing only once your home phone has already rung for 30 seconds. If a line is busy, the next available phone will start ringing straight away.

In addition to deciding when each phone starts ringing, you can decide how long it rings for. You can also have more than one phone ring simultaneously. All the phones will stop ringing as soon as one phone is answered.

Phone Number: My Phone Start: 0 End: 30 Add

When Your Phone rings, use the Standard Ringtone (You can only change the ringtone for Your Phone.)

If nobody picks up or all lines are busy, forward the call to Voicemail

< Back Next > Finish Cancel

Add 1<sup>st</sup> phone to ring and determine the start and end time for phone to ring.

Click on the "Add" button.

# Timing of Find Me / Follow Me

The screenshot shows the EarthLink Business settings interface for a phone named 'Ryan test phone'. The main heading is 'When no rules apply in the "Normal" set of rules'. Below this, there is a section for configuring call timing. A table shows the timing for two phones: 'My Phone' and '(954) 555 1234'. The table has columns for 'Seconds into call' (0, 30, 60, 90, 120) and a 'Finish' button. The 'My Phone' row shows a blue bar from 0 to 15 seconds. The '(954) 555 1234' row shows a blue bar from 15 to 30 seconds. Below the table, there is a 'Phone Number' field with a dropdown menu, a 'Start' dropdown set to 0, an 'End' dropdown set to 120, and an 'Add' button. There is also a section for 'When Your Phone rings, use the Standard Ringtone' and a dropdown menu. At the bottom, there is a section for 'If nobody picks up or all lines are busy, forward the call to' with a dropdown menu set to 'Voicemail'. Navigation buttons include '< Back', 'Next >', 'Finish', and 'Cancel'.

Seconds into call:	0	30	60	90	120	
My Phone	█					✕
(954) 555 1234		█				✕

Add additional phone(s) to ring and determine the start and end time for phone to ring.

After determining all the phones to ring, click the "Finish" button.

In the example shown, the office phone rings for 15 seconds. The next step has the second phone begin to ring for 15 seconds simultaneously with the office phone. If neither phone is answered during that time, the second phone will stop ringing and if no one answers the office phone, the call will be transferred to the office phone voicemail.



**For any questions or additional help, visit**

<http://www.earthlinkbusiness.com/hostedvoice>

**- or -**

**Contact our Customer Care Specialists @**

**1-855-352-2731**





Please to take moment to complete a survey. This survey will help EarthLink improve the training content and effectiveness of our presentation.

Click the link to “[Survey Monkey](#)” and complete the training survey evaluation.

The survey is confidential and secure.

Thank you for attending this training.

