

# Quick Guide to Online Self Care

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## Table of Contents

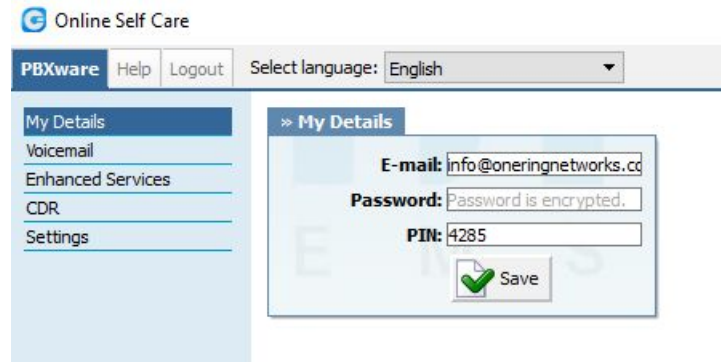
<b>GETTING STARTED</b>	.....	1
PASSWORD SETUP	.....	1
VOICEMAIL	.....	1
<b>ENHANCED SERVICES</b>	.....	2
DO NOT DISTURB	.....	2
CALL FORWARDING	.....	3
FOLLOW ME	.....	3
GROUP HUNT	.....	4
DIRECTORY/BLF LIST	.....	4
SPEED DIAL	.....	4



## Getting Started

To log in to the Online Self Care portal, type [onevoip.oneringnetworks.com](http://onevoip.oneringnetworks.com) in your Internet search browser and enter the credentials provided.

The window will display the **My Details** screen. This will display your email, a field indicating that your password is encrypted and your PIN.



The email address you select is used for all login and notifications. Email, password and PIN can all be changed.

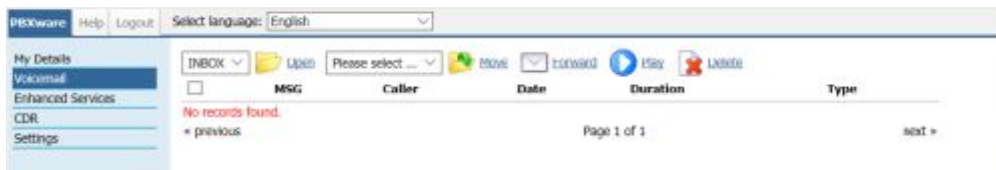
## Password Setup

To set up or change your password, it has to meet the following criteria in order to be accepted:

- It must be at least 8 characters long
- It must contain at least 1 uppercase
- It must contain at least 1 lowercase
- It must contain at least 1 digit
- It must contain at least 1 special character ( )
- Allowed characters are: a-z, A-Z, 0-9, ! % \* \_ -

## Voicemail

If you have voicemail on your phone, you will be able to manage voicemail messages through Online Self Care. If you have the voicemail file sent to your email, this will never show messages.



## Enhanced Services

The **Enhanced Services** screen will display the services that you are able to select.

Service ID	Service Name	Code	Selected	Available	Action
01	Call Pickup		<input checked="" type="radio"/>	<input checked="" type="checkbox"/>	Edit
02	Do Not Disturb	[ *78/79 ]	<input checked="" type="radio"/>	<input checked="" type="checkbox"/>	Edit
03	Call Forwarding	[ *72/73 ]	<input checked="" type="radio"/>	<input checked="" type="checkbox"/>	Edit
04	Follow Me	[ *520/521 ]	<input checked="" type="radio"/>	<input checked="" type="checkbox"/>	Edit
05	Group Hunt	[ *510/511 ]	<input type="radio"/>	<input checked="" type="checkbox"/>	Edit
06	Directory / BLF List		<input type="radio"/>	<input checked="" type="checkbox"/>	Edit
07	Speed Dial	[ *130 ]	<input type="radio"/>	<input checked="" type="checkbox"/>	Edit

To make the specific features available, you will need to select the the green check mark next to each service. Remember to click save.

Note: Rules are processed in the order listed. If a feature is not working as expected, please check settings for definitions higher up in the list.

## Do Not Disturb

1. Select **Enhanced Services** on the left of the screen.
2. Then click the edit button that aligns with **Do Not Disturb**.
3. From the drop down menu select one of the options: **Not Active**, **Temporary** or **Permanent**.
4. You are then able to choose whether calls should go directly to voicemail or to another extension or phone number.
5. Enter number of hours that you would like temporary DND to be in effect.
6. Remember to hit save!
7. To verify that the feature is working, make a test call.

» Do Not Disturb

Do Not Disturb: Not Active

Destination: Please select

Save Go back

## Call Forwarding

1. Select **Enhanced Services** on the left of the screen.
2. Click the edit button that aligns with **Call Forwarding**.
3. From the drop down menu select conditions for call forwarding: **Unconditional/Every Call, Busy, No Answer** or **Line Unavailable**.
4. Click the green plus sign to view fields for **Destination** and **Time Out**. Note: You can forward to an extension or a U.S. ten-digit phone number. Our suggested time out period is 32 seconds, which can be changed later depending on your particular needs.
5. Hit save.
6. Make a test call to verify the system is working as expected.

## Follow Me

1. Select **Enhanced Services**.
2. Make sure **Follow Me** is selected and hit the edit button aligning with this feature.
3. Click the green plus sign to view fields to add **Destination** and **Time Out**.
4. Save your selection.
5. Make a test call to verify the system is working as expected.

This service rings all the provided destinations in a sequence. If a call is not answered by any of the provided destinations, the call is transferred to the **Last Destination** extension, which can be voicemail if **Is Voicemail** option is selected.

It is recommended that you have an extension as the first available number and any additional numbers below your extension number. Please see the example below.

Tip: The timeout is the ring duration per listed number.

Destination	Timeout			
2003	10	↑	↓	✖
:14045551212	10	↑	↓	✖

Options

Dial options:  Confirm Calls:

Last Destination

Last Destination:  Is Voicemail:

⚠ If all destinations fail after 'Timeout', 'Last Destination' will be called.

Save Go back

## Group Hunt

1. Select **Enhanced Services**.
2. Select the edit button aligning with **Group Hunt**.
3. Click the green plus sign to add destination field.
4. Enter all extensions that should ring at the same time. If you want one extension to ring after a brief, delay, type in the delay time in seconds.
5. Define which extension is the last destination and check **Is Voicemail**.
6. Select save (or **Go Back** if you would not like to save your changes).

## Directory/BLF (Busy Lamp Field) List.

1. Select **Enhanced Services**.
2. Select the edit button aligning with **Directory/BLF**.
3. Press the green plus sign to add **Directory Extension** for your office.
4. If you use BLF function, click on the empty box to select.
5. Rearrange the order of extensions by selecting the yellow up or down arrow.
6. Save when all entries are complete. If you do not want to save changes, click **Go Back**.

Line	Extension	BLF			
#1	1001	<input checked="" type="checkbox"/>	↑	↓	✖
#2	1002	<input checked="" type="checkbox"/>	↑	↓	✖
#3	1003	<input checked="" type="checkbox"/>	↑	↓	✖

## Speed Dial

1. Select **Enhanced Services**.
2. Select the edit button aligning with **Speed Dial**.
3. Click the green plus sign to add destination field.
4. Type the speed dial code. Note, you can select any 3-digit code that does not duplicate an extension number.
5. Type speed dial name.
6. Add the destination number that you would normally direct dial.
7. Save when you have completed your entries or changes.
8. To test, place a call using speed dial.
9. Dial \*130 and your 3 digit code. For example, if you have speed dial code 555 defined for Vendor A. To call that vendor you will dial \*130555.

Code (XX)	Speed Dial name	Destination	
33	Sales-John	102	✖

Note: You can export a csv file so you have a handy reference of your speed dial definitions.